

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2011**

Company: RT Communications, Inc.

Address: 130 S. 9<sup>th</sup> Street

Worland, WY. 82401

Telephone number: 307-347-7000

Company contact: Stacie Byrd

Study Area Code: 512251

Lifeline/Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.\* (See attached advertisement(s).)
  
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached letter.)
  
- Company's Lifeline/Link Up information in directory.
  
- Company's Lifeline/Link Up information available on Company website.  
([www.rtcom.net](http://www.rtcom.net))
  
- Company's information posted on USAC website.
  
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required



Telephone Assistance Program also known as Lifeline, is a program to help provide eligible recipients a single residential line at their primary residence. The program offers a monthly discount on local telephone service. *Link-Up America*, provides a discount on installation fees of fifty percent (50%), to a maximum of \$30.00, and allows eligible recipients to make no interest payments on initial connection charges.

**Call RT Communications today to see if you qualify!  
1-800-647-9841**

# IMPORTANT MESSAGE FROM RT COMMUNICATIONS

## LIFELINE ACROSS AMERICA

Do you need a phone? Are you having trouble paying your telephone bills? If so, you may be eligible to take advantage of two special programs that help reduce the cost of phone service.

Lifeline Assistance and Link-Up can help qualified customers get phone service and pay their bills. These are public programs implemented by local telephone companies that help eligible households pay for basic telephone hook-up costs and monthly services.

To qualify for any of these programs, you must be a local phone customer in Wyoming and be eligible to receive benefits from one of the following programs:

- Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Temporary Assistance to Needy Families (TANF)
- Minimum Medical program
- Child Care Assistance
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

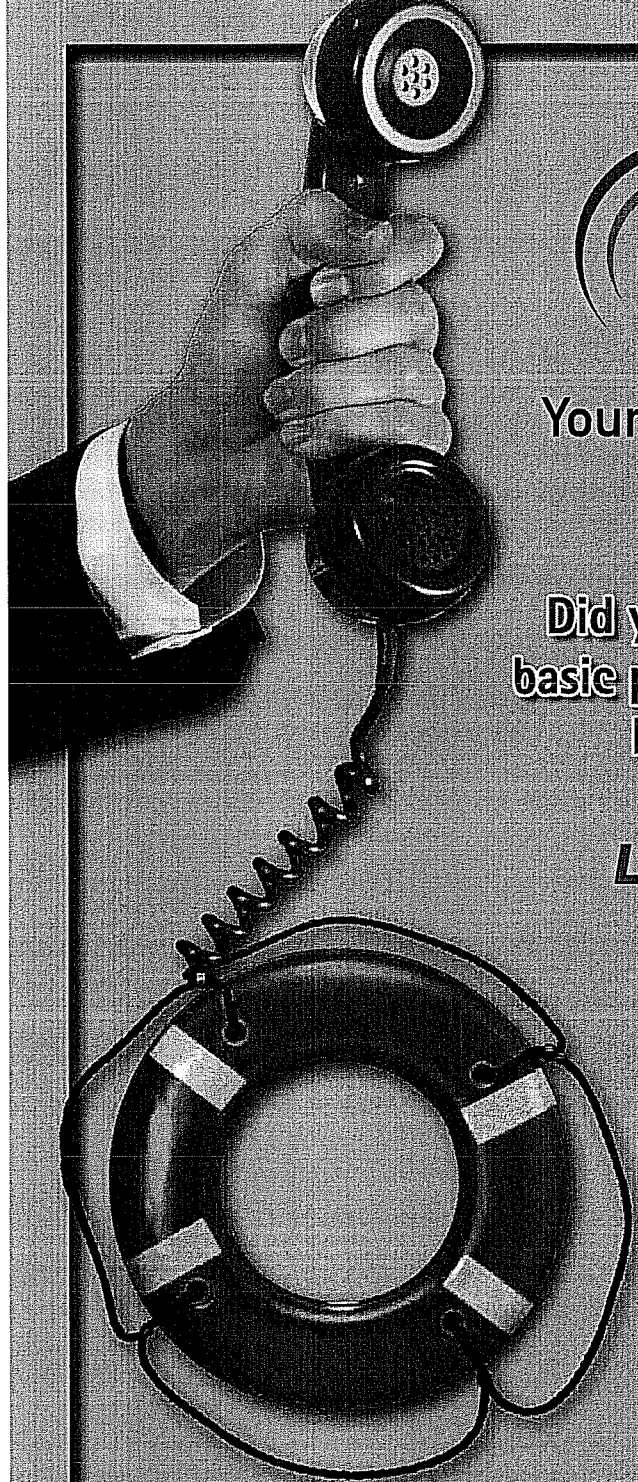
Lifeline Assistance will help qualified customers who already have telephone service save a significant amount of money on their monthly phone bills, while Link-Up helps eligible customers receive a generous discount on the installation of telephone service in their homes.

Also, consumers can voluntarily forego presubscribed long distance telephone service by requesting toll-blocking, a service that prevents toll calls (such as long distance) from being made and prevents these consumers from paying hefty service deposits.

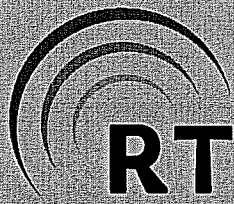
For more information, or to find out if you qualify for the programs, call RT Communications at 1-800-647-9841, the Wyoming Public Service Commission, or the Federal Communications Commission at 1-888-CALL-FCC. You may also visit the "Lifeline Across America" Web site [[www.lifeline.gov](http://www.lifeline.gov)].



1-800-647-9841 or (307) 347-7020



For more information, contact:



130 South 9th  
Worland, WY 82401  
307-347-7020  
1-800-647-9841

COMMUNICATIONS

Your Telephone Service Is Your

# **LIFELINE**

**Did you know that discounts on basic phone service are available to low-income customers?**

Ask about

## **LIFELINE AND LINK-UP**

**or**

Call the Federal Communications Commission (FCC) at 1-888-CALLFCC

**or**

Go to [www.lifeline.gov](http://www.lifeline.gov)

Su servicio telefónico  
es su

# **LINEA SEGURA**

**¿Sabía usted que existen descuentos de servicio telefónico disponibles para los consumidores de bajo ingreso?**

Llame a la RT Communications y pregunte acerca de

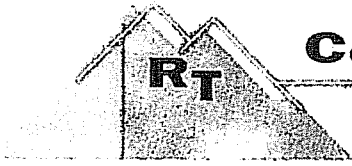
## **LIFELINE y LINK-UP**

**or**

Llame a la Comisión Federal de Comunicaciones (FCC) at 1-888-CALLFCC

**or**

Vaya al sitio web [www.lifeline.gov](http://www.lifeline.gov)



**C**ommunications

P.O. Box 506  
130 S. 9<sup>th</sup>  
Worland, WY 82401

307-347-7000  
307-347-6366 Fax  
[www.rtcom.net](http://www.rtcom.net)

NAME  
ADDRESS  
ADDRESS

Dear South Dakota Customers:

Lifeline Assistance and Link-Up are two public programs that help eligible customers pay for telephone service. Lifeline Assistance will help qualified customers who already have telephone service save money on their monthly phone bills. Link-Up helps eligible customers receive a discount on the initial installation of telephone service to their home.

To qualify for these programs a customer must typically be eligible to receive benefits from one or more of the following programs:

Food Stamps  
Medicaid  
Low-Income Home Energy Assistance Program (LIHEAP)  
Supplemental Security Income (SSI)  
Federal Public Housing Assistance (Section 8)  
Temporary Assistance to Needy Families (TANF)  
Minimum Medical Program  
Child Care Assistance  
Additional eligibility criteria may apply to residents of federally recognized tribal lands

For more information, or to find out if you qualify for the Lifeline or Link-Up programs, call RT Communications at 1-800-647-9841, the South Dakota Public Utilities Commissions at 1-800-332-1782, or the Federal Communications Commission at 1-888-CALL-FCC. You may visit the "Lifeline Across America" website at [www.lifeline.gov](http://www.lifeline.gov)

RT Communications

**MONTHLY CHARGES (Cont'd)**

For RT Communications customers all bills are payable at the RT Communications Office located at 130 S 9th St, Worland, WY 82401 or by mail at the same address. Payment may also be made by credit card, direct deposit or e-billing by calling 1-800-647-9841.

Failure to receive a bill does not exempt the customer from payment of their account. The customer is held responsible for all exchange service furnished at their request and all long distance charges furnished at their premises, including long distance messages received at their premises where the charges have been reversed. Most long distance charges will be billed directly by the carrier.

**USE OF RESIDENTIAL TELEPHONES FOR BUSINESS PURPOSES**

Residence telephones are installed with the understanding that they will be used for normal, social and domestic purposes. A residence telephone will be changed to business service if it is used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services.

**DIRECTORY LISTINGS**

Range/RT Communications automatically provides a free directory listing, which includes your name and telephone number listed alphabetically in the white pages of the Range/RT Communications directory and with local directory assistance. You may also include your directory address if you wish. For a fee, you can add other listings for your residence or business, or you may also request your number to be non-published or non-listed. Non-published numbers are not in the telephone directory or in directory assistance. Non-listed numbers are in directory assistance, but not in the telephone directory. While every effort is made to keep the listings as accurate as possible, an occasional error may occur. Range/RT Communications and the publisher of this directory do not assume liability for damages arising from errors or omissions.

**ALLOWANCE FOR FAILURE OF SERVICE**

Range/RT Communications does not guarantee uninterrupted working of its facilities. In case service is interrupted other than by negligence or willful act of the consumer, an adjustment will, upon written request of the customer, be made in the amount of the charges for such of the service, equipment and facilities furnished by Range/RT Communications as rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond (48) continuous hours, after Range/RT Communications receives notice of the interruption. No other liability shall in any case attach to Range/RT Communications.

**ERROR ON YOUR BILL**

If you have a question regarding your bill, call Range Customer Service Representatives at 1-800-927-2643 or RT Communications Customer Service at 1-800-647-9841. Explain the possible error to the representative. If the error cannot be resolved, please pay the undisputed charges on time so you will maintain a good payment record while the problem is being investigated.

**PAYING YOUR BILL ON TIME TO AVOID DISCONNECTION**

If your payments are not received by the due date, or you do not meet your mutually agreed upon payment arrangement date, your telephone service may be disconnected. (Returned checks constitute non-payment).

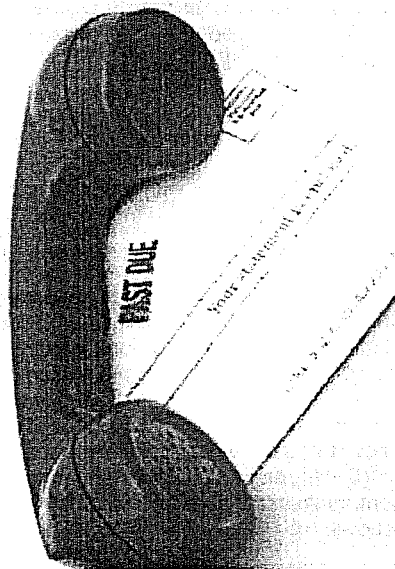
**TELEPHONE ASSISTANCE PROGRAM (TAP)**

TAP refers to two telephone assistance programs, which help low-income consumers maintain telephone service. These two programs are called Lifeline and Link-Up. Lifeline can save you \$13.50 a month on your phone bill. Lifeline can only be used for the primary telephone line in a household. The name on the phone bill must match the name of the household member participating in the eligible program.

*Continued Next Page*

### TELEPHONE ASSISTANCE PROGRAM (TAP) (Cont'd)

Link-Up pays up to \$30 of the phone installation fees for new service or to relocate service. Charges related to wiring and telephone jacks within your home are not eligible for the Link Up discount. Participation in Medicaid, Kid Care/CHIP, Equality Care, SNAP (formerly called food stamps), SSI, LIEAP (Low Income Energy Assistance Program), TANF, Prescription Drug Assistance, POWER or Child Care can qualify you for TAP. To get an application, you may visit your local telephone service provider, or you may find an application on <http://psc.state.wy.us>. You will also need a letter or other proof that you're currently enrolled in one of the social service programs, such as a copy of your benefits card or approval letter. Your local DFS office can help you if you need another copy of the approval letter. Make a copy of your application and proof of participation in any social service program listed above and mail or fax it to your local business office. For more information, please call Range at 1-800-927-2643 or RT Communications at 1-800-647-9841.



### BILLING NAME AND ADDRESS DISCLOSURE

The Federal Communications Commission requires your telephone company to give your name and address to telecommunications service providers whenever you use their services through any of the following billing methods: accept a collect call, place a calling card call or a third-number billed call. These providers are usually long distance companies, but they also include pay phone providers, hotels, long distance resellers and 900-number providers. The provider then may bill you directly.

### "900 OR 976" PAY-PER-CALL BILLING RIGHTS NOTIFICATION

You have 60 days after receiving a bill to dispute a "900 or 976" pay-per call billing error. While errors are in review, you have the right to withhold payment of the disputed "900 or 976" pay-per-call charges, and no collection will be brought against you for those "900 or 976" pay-per-call charges. After investigation, if it is determined that the disputed "900 or 976" pay-per-call charges are legitimate, the long distance carrier or information provider may proceed with outside collections against your account for non payment of these charges. Your local and long distance service cannot be disconnected for non-payment of "900 or 976" pay-per-call charges, the carrier has the right to block your access to "900 or 976" pay-per-call services).

You should not be billed for "900 or 976" pay-per-call services not offered in compliance with federal laws and regulations.

These consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act.

If you orally communicate allegation of a billing error via the toll free number on the "900 or 976" pay-per-call bill page, it will be considered sufficient notification of a billing error.