

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

Company: Fort Randall Telephone Company

Address: 722 West Highway 46, Wagner, SD 57380

Telephone number: 605-384-3993, 320-235-2260

Company contact: Bruce Hanson

Study Area Code: 391660

Lifeline/Link Up Advertising/Outreach Activities

- Advertise in media of general distribution.* (See attached)
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.* (See attached)
- Company's Lifeline/Link Up information in directory.
- Company's Lifeline/Link Up information available on Company website. (_____)
- Company's information posted on USAC website.
- Other (describe): _____
- _____
- _____

* Required



Mt. Rushmore Telephone Company
First and Franklin, Keystone, South Dakota 57751

Phone Discounts for Low-Income Users

As a Mt Rushmore Telephone customer, you may qualify for one of two programs that provide assistance to you in paying your telephone bill. This federally funded program will provide a credit each month on your phone bill. Some limitations apply; please contact our office (605) 666-4411



Phone Discounts for Low-Income Users

As a South Dakota consumer, you may qualify for one of the two programs that provide assistance with paying your telephone bill. Data shows that many South Dakota consumers are not aware of their eligibility for these programs.

Lifeline:

This is a federally funded program that will provide a credit of up to \$9.13 each month on your phone bill. To be eligible, you must be enrolled in one of the following programs:

- Medicaid (Medical Assistance)
- Food Support (food stamps)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)

If you are not on the above programs, but your income is at or below 135% of the Federal Poverty Guidelines, you may also apply for and receive the discount. You will need to attach proof of your income to your application.

Link -Up:

This national program will pay up to 50% of your local telephone service connection and installation charges, up to a maximum of \$30.

Eligibility requirements are the same as for Lifeline list above.

Telephone Equipment Distribution (TED) Provides equipment for those who have hearing loss, speech, and/or mobility impairments that limit their use of a standard telephone.

To be eligible, you must:

- Have phone service or applied for phone service; and
- Meet income guidelines.
- Contact the Department of Human Services for more information or an application

Persons in Family Unit	48 Contiguous State and D.C.	
1	\$14,702	
2	\$19,859	
3	\$25,016	
4	\$30,173	
5	\$35,330	
6	\$40,487	
7	\$45,644	
8	\$50,801	
For Each Additional Person add		\$5,157

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Lifeline:

This is a federally funded program that will provide a credit of up to \$22.70 each month on your phone bill. To be eligible, you must be enrolled in one of the following programs:

- Medicaid (Medical Assistance)
- Food Support (food stamps)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Free Lunch Program
- Individuals that do not qualify under the above criteria but live on a federally recognized reservation may qualify if the applicant receives benefits from one of the following programs: Bureau of Indian Affairs General Assistance;
- Tribally administered Temporary Assistance for Needy Families; Head Start (only those meeting its income qualifying standard); or the National School Lunch Program's free lunch program. Tribal Lifeline credit value goes down to \$1.00 a month.

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Link -Up:

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Mt. Rushmore Telephone Company

First and Franklin, Keystone, South Dakota 57751

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Please contact our office (605) 666-4411



Phone Discounts for Low-Income Users

As a Fort Randall Telephone customer, you may qualify for one of two programs that provide assistance to you in paying your telephone bill. This federally funded program will provide a credit each month on your phone bill. Some limitations apply; please contact our office (605) 589-3366



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**Phone
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for
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SOME LIMITATIONS APPLY - Please contact our office

**Fort Randall
Telephone Company**

Your local telephone company
1605 Laurel Street, Tyndall
Ph. 589-3366 Tyndall-Tabor





Phone Discounts for Low-Income Users

As a Fort Randall Telephone customer, you may qualify for one of two programs that provide assistance to you in paying your telephone bill. This federally funded program will provide a credit each month on your phone bill. Some limitations apply; please contact our office (605) 563-2863



Phone Discounts for Low-Income Users

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Some limitations apply;
please contact our office

(605) 563-2863



Phone Discounts for Low-Income Users

As a Fort Randall Telephone customer, you may qualify for one of three programs that provide assistance to you in paying your telephone bill. This federally funded program will provide a credit each month on your phone bill. Some limitations apply; please contact our office (605) 384-3993



Phone Discounts for Low-Income Users

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Lifeline:

This is a federally funded program that will provide a credit of up to \$17.70 each month on your phone bill. To be eligible, you must be enrolled in one of the following programs:

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Link -Up:

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FORT RANDALL
Telephone Company

722 West Highway 46, Wagner, SD

• Phone (605) 384-3993



PHONE DISCOUNTS FOR LOW-INCOME USERS

Programs and Savings:

- **Lifeline** – provides qualified users a discount on monthly charges for the primary home phone line, even if it's a cell phone. Depending on the phone company, you can save up to \$10 a month.
Tribal lands residents may receive up to \$35 under the discount, but must pay at least \$1.00 per month.
- **Link-Up** – pays up to 50% (up to \$30) of a qualified user's home phone installation/connection charges (even if it's a cell phone). You may ask for a year to pay the other half of connection or activation charges, interest-free.
For tribal lands residents, Link-Up will cover 50% of installation costs up to \$60, and all of the costs between \$60 and \$100. Link-Up will NOT cover the cost of a phone or wiring your home.
- **Telephone Assistance Plan (TAP)** – provides a monthly discount of \$1.75 on home phone service (excludes cell phones).

Qualification:

1. Total household income does not exceed 135% of the Federal Poverty Guidelines listed here; OR
2. Participation in one (or more) of these programs:
 - Medicaid (Medical Assistance)
 - Food support (Food Stamps)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance to Needy Families (TANF)
 - Minnesota Family Investment Program (MFIP)
 - National School Lunch Free Lunch Program (NSL)
 - Bureau of Indian Affairs Program (Tribal TANF, Head Start Subsidy, NSL)

Deposit Fees:

- If you have financial or credit problems, you may be required to pay a deposit before setting up service.
- Eligible users of the Lifeline and Link-Up programs do not have to pay a deposit if they agree to limit their use of long distance service with "toll limitation" or "toll blocking." Users can still make long-distance calls using pre-paid calling cards.

- If the phone company threatens to disconnect service because of late or non-payment of bills, ask the company to restrict phone service to local numbers only.

How to apply:

Not all telephone companies offer Lifeline and Link-Up discounts. Contact your phone company and ask for a Lifeline/Link-Up/TAP application. If your local telephone company is not authorized to provide Lifeline, Link-Up or TAP discounts, contact the Department of Commerce at telecom.commerce@state.mn.us or 651-297-3375 to find an authorized provider.

Other important information:

- Discounts cannot be applied to past due telephone bills.
- Once you are on Lifeline and TAP, you may be asked periodically to verify that you remain eligible. If you do not respond, the phone company is required to stop the discounts.
- It can take up to two months for the discounts to show up on your bill. You must pay the bill until that time.
- Lifeline, Link-Up and TAP discounts are available for only one line per household.
- If you qualify based on participation in a federal aid program, the phone must be in the name of the person who receives those benefits. If you qualify based on the National School Lunch program, phone may be in the name of an adult.

Complaints:

To make a complaint against a telephone company about the TAP program, call or e-mail the Department of Commerce at 651-297-3375 or telecom.commerce@state.mn.us.

Questions:

For questions about TAP, Lifeline or Link-Up, contact your local telephone company. Information is also available from the Public Utilities Commission.

Additional help:

The Minnesota Telephone Equipment Distribution (TED) Program provides free specialized telecommunications equipment to income eligible Minnesotans who have trouble using the telephone due to a hearing loss, speech disability or physical disability. Call 1-800-657-3663 (voice), 1-888-206-6555 (TTY), or visit the TED Web site at www.tedprogram.org for more information.

GENERAL INFORM

ANNOYING, OBSCENE AND THREATENING CALLS

If you get an annoying, obscene or threatening call, hang up immediately. If it persists, inform your Telephone Company business office. Threatening calls should be reported immediately to the police.

WHEN YOU HEAR A "BEEP" TONE

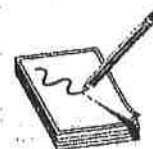
A short "beep" tone heard on your phone line about every 15 seconds that the person with whom you are talking is recording your conversation. This is provided by the Telephone Company for your protection. Use of a recorder, recorder-connector equipment or tone-warning device is contrary to the company's tariffs and is not permitted. If you do not want a record made of what you are saying, ask the person with whom you are talking to disconnect the recording machine. If it is disconnected, you will no longer hear the "beep" tone.

CALLING CARD

A convenient way of making long distance calls when away from home. To use a calling card, place your call with the operator and give him/her your calling card number. The charge is billed to your home or office phone bill.

HOW TO PLACE LONG DISTANCE CALLS

TO PLACE CALLS



1 Be sure to dial the complete number you are calling in front of the operator to help prevent a wrong number.

GIVE THE OPERATOR YOUR

Before the called telephone rings, give him/her the number from which you are calling.

IF YOU REACH A WRONG NUMBER

Ask the person who answers what her name is. He/she will see that you're not calling her.

There is no charge when the line is disconnected for any other reason; your call is not counted.

IF YOU DON'T KNOW THE AREA NUMBER

A list of some places you can dial if the number you wish to call is not listed, dial 411.