## SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JUNE 1, 2012

Stockholm-Strandburg Telephone Co. d/b/a ITC

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Address:	PO Box 920 Clear Lake, SD 57226
Telephone nu	umber: 605-874-2181
Company con	ntact: Jim Canaan
Study Area C	Code: 391679
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Lifeline/Link	Jp Advertising/Outreach Activities:
X X X	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. ( <a href="https://www.companywebsiteaddress.com">(www.companywebsiteaddress.com</a> )
<u> </u>	Company's information posted on USAC website.  Other (describe): Listed on SD PUC website
*Required	

## **PUBLIC NOTICE**

Stockholm/Strandburg Telephone Company d/b/a ITC offers local exchange telecommunications service to all consumers in its service area.

Single Party Residence Service – South Shore	\$15.00/month
Single Party Residence Service – South Shore – Rural	\$17.60/month
Single Party Business Service – South Shore	\$29.80/month
Single Party Business Service – South Shore – Rural	\$32.80/month

This service provides subscribing customers with:

- -Voice grade access to the public switched network
- -Single party service
- -Dual tone multi-frequency signaling
- -Flat rated local exchange service free of per minute charges
- -Access to 911 emergency services
- -Access to operator services
- -Access to interexchange (long distance) service
- -Access to directory assistance
- -Toll blocking/Toll limitation

Low-Income Assistance Programs are available for qualifying customers. These programs provide for monthly service discounts on telephone service. Toll blocking at no charge and reduced deposits are also available. To qualify, a subscriber must participate in one of the following programs: Medicaid, Food Stamps, Temporary Aid to Needy Families (TANF), the National School Lunch (NSL) Free Lunch Program, Supplemental Security Income (SSI), Low Income Housing Energy Assistance, or Federal Public Housing Assistance. Subscribers whose household income is at or below 135 percent of the Federal Poverty Guidelines also qualify for this assistance. Additional Low Income Assistance is available to those qualifying individuals living on Tribal Lands. The Enhanced Low Income Programs available to consumers living on Tribal Lands provide for additional telephone services discounts, and, in addition to the previously cited programs, participation in the Bureau of Indian Affairs (BIA) general assistance program qualifies them for this support.

Questions regarding any of the above services should be directed to ITC at 1-800-417-8667.

# Public Notice

## To all customers of ITC telecommunications services

ITC is a telecommunications carrier committed to providing high quality basic and enhanced services at reasonable rates to all subscribers throughout its service territory.

As a part of its service commitment to its subscribers, ITC continually provides voice grade access to the public switched network, interexchange carriers, telecommunications relay service and 911 emergency services. ITC also provides access to operator services and directory assistance. Each local exchange access line comes with a primary directory listing at no charge and each subscriber automatically receives an ITC Phone Book annually. Furthermore, customers can report service trouble to the Company twenty-four hours a day, seven days a week.

ITC understands the importance of consumers having access to quality local telephone service. To help consumers obtain and keep their local service, ITC offers reduced rates to eligible consumers under two programs. Lifeline Service is a monthly discount on local service charges that is available to qualified consumers, and Link Up is a 50% reduction off telephone service installation charges for new service installation. Qualifying low-income individuals subscribing to residential service who are eligible for Lifeline and Link Up telephone assistance programs will receive discounts off basic local charges and are eligible for toll blocking at no charge. Additional information may be obtained by contacting the ITC business office.

Basic services are offered to all consumers in the Company's service territory at the rates, terms, and conditions specified in the Company's tariff. If you have questions regarding ITC's services or rates, please call 1-800-417-8667. We welcome customer feedback through our customer service department or via our website at any time, and remain available to answer any questions you may have about the telecommunications services we provide.



## Class Instructions - (Cont'd)

### South Dakota Prefix and Towns Area Code 605

#### CALLING NAME/NUMBER DELIVERY

Lets vou see who's calling before you answer the phone.

Calling Name/Number Delivery will enable the customer to receive the calling name/number on incoming calls. The name/number will be delivered to the called party's Customer Premises Equipment (CPE) in the interval between the first and second ring. The calling name/number will remain for the duration of the call and can be viewed from the display on the

#### How to use:

- 1. When you receive a call, wait until your telephone completes the first ringing signal.
- 2. The telephone number calling you-and the name associated with that number in telephone company records-will automatically appear on your display screen.
- 3. If you choose to answer the call, the name and number will remain on the screen until you or the caller hangs up.

#### Note:

- · The "switchhook" is the round, flat, or square button you push to hang up the phone.
- · The CLASS features listed presently do not function on a long-distance call.
- · The Calling Name and Number Delivery or Calling Number Delivery requires subscription to these services and the purchase or lease of a display telephone and/or an add on display unit.

### PER LINE BLOCKING Call 611

Prevents your phone number from being displayed to the person receiving your call.

Calling Number Delivery Blocking suppresses your directory number delivery so that parties with Calling Number Delivery will not receive that information. If your number is "blocked," the called party's display will show a "PRIVATE" message.

The PER LINE BLOCKING option suppresses your directory number on all calls you make unless you dial an unblocking code before making any individual call.

### DISTINCTIVE RINGING Call 611



## LIFELINE AND LINK-UP

Lifeline and Link-Up Service support provides discounts to eligible low income consumers to help them establish and maintain telephone service. Lifeline assistance lowers the cost of basic, monthly local telephone service. Eliqible consumers can receive up to \$8.25 per month in discounts. Eliqible residents of tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link-Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges. between \$60 and \$130.

Eligibility of Lifeline and Link-Up support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline and Link-Up if they meet the eligibility criteria established by their state. To be eligible for these programs the telephone service must be in the applicant's name. An individual is eligible if he or she participates in one of the following programs:

- · Low-Income Home Energy Assistance Program
- · Federal Public Housing Assistance or Section 8
- · National School Lunch Program's free lunch program
- · In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines.
- Medicaid
- · Food Stamps
- · Supplemental Security Income (SSI)
- · Temporary Assistance for Needy Families

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202*	Vermillion
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204*	Miller
205*	Elk Point
207*	Sturgis Platte
208*	Winner
209*	
210*	Belle Fourche
213	Sioux Falls Harrisburg/Tea
214"	Harrisburg/Tea
215	Sioux Fails
216*	Aberdeen
220*	North Sioux City Pierre
221	Sioux Falls
222	Pierre
223	Pierre
225	Aberdeen
226	Aberdeen
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233*	Clark Chamberlain
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236	Mount Vernon
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238	Hurley Alexandria
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Pierpont	444	Sioux Falls	571	Spearlish	718	Rapid City
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Sioux Falls	451	Wakonda	579		725	Aberdeen
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Sioux Falls	455	Kyle	582	Vermillion Brandon	727	
Sioux Falls	456	Newell	583	Scotland	729	Bridgewater
Platte	457	Creighton	584	Spearlish	730*	Chamberlain
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Spearfish	460*	Ardmore Redfield	586 587	Nunda	732	Stickney
Rapid City	461*	Huron	588		734	La Plant Chamberlain
Rapid City	462	Long Valley	589	Tyndall	735	South Forman
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Webster	465	Tyndalf	591°	Spearfish	738	Veblen
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Humboldt	484*		628	Bryant/Willow Lake	760*	Yankton
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Rapid City	524	McIntosh	658	Vermillion	787	Rapid City
Rapid City	526	Wall Lake	659*	Vermillion	788	Mendow
Rapid City Rapid City	527	Artesian Hartford	660*	Yankton	789	Sioux Falls
Orient	529	Batte	661"	Yankton Edgemont	791	Rapid City
Rapid City	530*	Flandreau	664	Yankton	793	Hayti Castlewood
Rapid City	532	Clark	665	Yankton	794	Toranto
Ferney Columbia	533	South Lidgerwood	666	Keystone	795	Goodwin
Groton	535	Flandreau Oelrichs	668	Yankton Murdo	796	
Summit	537	Rosholt	670*	Vermilion	798	Camp Crook Wicksville
Rapid City	538	Dupree	671	Vermillion	818	
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Huron	542	Elkton	676	Stockholm	823	McLaughlin
Bioux Falls	543	Crooks	677	Vermillion	826	Clayton
astlewood Banid Cdu	544	Milesville	678	West Marietta	828"	Mission
Rapid City Salem		Bapid City froquois	680*	Kimball	830*	Gregory
Sioux City	547	West Hawarden	683	Kimball Vivran	831'	Gregory
Sturgis	548	Baltic	684	Flandreau	833	Astoria Buffalo Gap
Oral	549	Spearfish	685	Martin	834	North Naper
Salem lpswich	550	Mitchell Britton	686	Estelling	835	Gregory
. Madison	552	Centerville	688	South Venturia Brookings	837	
ell Rapids	553	Sioux Falls	689	Yankton	838	Sioux Falls
prockston	554	Huron Sioux Falls	690*	Brookings		
Rapid City	556	Sioux Fais Madison	692	Brookings Brookings	840*	
MIDAOK	557	Clearfield	693	Brookings	842	Winner Winner
Interior		Spearfish	694 . W	Jest Browns Valley	843	Midland
	-24877			.a.aname		

If you fall into one of these examples, contact 800-417-8667.

## **Business to Business**

## "What you need to know to make your business more efficient."

For our first "Business to Business" feature we would like to focus on one of our newer features that could benefit our business customers. Whether you are a local farmer, business owner, truck driver, or service technician, your customers, vendors, and family want to be able to find you when they need you! If you hesitate to leave the office because you don't want to miss a call, ITC can help!

ITC now offers the "Find Me" feature to help you feel at ease leaving the house or office! The "Find Me" feature offers simultaneous or consecutive ringing at multiple locations. You can specify up to six telephone numbers, including cellular numbers, to be dialed at

the same time or in succession when you receive a call. "Find Me" will alert the caller that it is attempting to locate the subscriber by announcing "Attempting to locate (name here); Please stay on the line." This announcement can be turned off if you prefer.

"Find Me" has a number of different functions; one of which is call verification. When a call is picked up from one of the six specified phone numbers, "Find Me" announces "I have a call for: (insert name). If that person is available at this number, press "1". Otherwise hang up." In other words, the "Find Me" feature will roll through all of the numbers you have listed until it finds you! The feature can also be set up with Voice Mail so a message can be left on your main number if you are not available.

Take a moment to think of the many ways the "Find Me" feature could help your operation be more efficient. This feature is easy to set up and is only \$4.95/month. Contact the ITC office at 676-6000 for more information.



Current Occupant or:

PRESORTED

STANDARD

CLEAR LAKE, SD

CLEAR LAKE, SD

401 South Main Street Milbank, SD 57252



# Lifeline Program Offers Assistance

ITC helps make telephone service more affordable for its neediest customers through the Lifeline program. Lifeline is a government-funded discount on wireline and wireless telephone service for eligible, low-income citizens. You are eligible for Lifeline if you, your dependent, or any member of your household participates in one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance, Low-Income Home Energy Assistance, National School Lunch's free lunch program, Temporary Assistance for Needy Families (TANF), or if your total household income is at or below 135% of the federal poverty guidelines (\$31,118 for a family of four). Your state may have eligibility criteria in addition to the programs above. Lifeline is available on one telephone line per household. Lifeline is non-transferable; you cannot give your Lifeline discount to someone else,

even if he or she is eligible. Recently the Link-up program, a discount on activation charges, was eliminated except for Tribal lands. Qualifying residents of Tribal lands may receive additional discounts. If you are interested in finding out more about the Lifeline program, please contact ITC at 1-800-417-8667.

#### Remit Top Portion of Bill with Payment

①When sending payment to ITC, customers should return the TOP portion of the bill that says, "PLEASE TEAR ALONG PERFORATION AND REMIT WITH PAYMENT."

#### Important Dates

Bills are mailed on the last working day of the month, and payment is due on the 19th of the next month, unless otherwise indicated on the "Due Date" portion of your statement. Prompt payment is required. NO PAYMENT ARRANGEMENT WILL BE GRANTED.



## **Lifeline Assistance Application and Certification Form**

(Please Print or Type)

Company Name		SPIN			
Last Name:	First Name:	Mid	dle Initial:		
Residential Address:(Do not use a P.O. Box address.)	City:	State:	ZIP:		
Is your residential address a permanent	address? Yes No _				
Billing Address:	City:	State:	ZIP:		
Social Security Number (last four digit not have a social security number, you	s):(I) may provide your Tribal identification	f you are a member o n number.)	of a Tribal nation and de		
Date of Birth:					
Telephone Number:	(if existing service)				
Telephone number where you can be re	eached or receive messages:				
Are you currently receiving Lifeline as	sistance through any other telephone j	provider? Yes	No		
I am applying for:Lifeline	(monthly telephone service discount)				
Toll Lin	nitation Service (free toll blocking or t	toll control)			
I, one or more of my dependents, or my (Check all that apply.)	household currently participates in o	one or more of the fol	lowing programs:		
Supplemental Nutrition Assista Supplemental Security Income Federal Public Housing Assista Low-Income Energy Home As Temporary Assistance to Need National School Lunch Program	ance (Section 8) sistance Program (LIHEAP) y Families (TANF) m's Free Lunch Program t or below 135% of the Federal Povert	1 /	ımber of individuals in		

If you do not participate in one or more of the programs listed above, you may qualify for Lifeline if your household income does not exceed 135% of the Federal Poverty Guidelines (see table below).

2012 Health and Human Services Poverty Guidelines

	und reminder berinder bit and		
Number in	135% Guideline (Annual)	Number in	135% Guideline (Annual)
Residence		Residence	
1	\$15,080	5	\$36,464
2	\$20,426	6	\$41,810
3	\$25,772	7	\$47,156
4	\$31,118	8	\$52,502

For each additional person after 8, add \$5,346 to the annual guideline.

Source: Federal Register, Vol. 77 No. 17, January 26, 2012, pp. 4034-4035

### **Important Information**

You may be required to provide documentation of eligibility.

Lifeline is a federal government assistance benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment, or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. A household may include related and unrelated persons. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.

## I certify, under penalty of perjury, that:

- (1) I meet the income-based or program-based eligibility criteria for receiving Lifeline, provided in 47 C.F.R. § 54.409. I have provided documentation of eligibility if required to do so;
- (2) I will notify the carrier within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit;
- (3) If I move to a new address, I will provide that new address to the telephone company within 30 days;
- (4) If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- (5) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- (6) I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits pursuant to 47 C.F.R. § 54.405(e)(4);
- (7) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (8) The information contained in this application and certification form is true and correct to the best of my knowledge.

(9) I acknowledge and give consent that my name, teleph Service Administrative Company (USAC) and/or its ager receive more than on lifeline benefit.		•
Signature	Date	-

Provide the completed application and certification form to your phone company. Your telephone company will contact you for any additional information needed to prove eligibility.

For more information about Lifeline, see www.PUC.SD.gov/Lifeline



2012

#### Dear Customer:

You currently participate in Interstate Telecommunications Cooperative's Lifeline assistance program. Federal Communications Commission guidelines require telephone companies like ours to annually verify a sample of Lifeline customers' continued eligibility.

Lifeline assistance is available to participants in one or more of the following programs: Medicaid; Food Stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance; Low Income Housing Energy Assistance; Temporary Aid to Needy Families (TANF); or the National School Lunch (NSL) free lunch program. Individuals whose household income is at or below 135 percent of the Federal Poverty Guidelines are also eligible for Lifeline assistance. If you are still eligible for Lifeline assistance, please complete the enclosed application and provide supporting documentation (such as a copy of your Medicaid card) to ITC.

Documentation of income eligibility includes a customer's prior year's state or federal tax return, a current income statement from an employer or paycheck stub, a Social Security statement of benefits, or other such official documents. If your documentation does not cover an entire year, please provide three consecutive month's worth of the same type of document.

Please note: income is all income actually received by <u>all</u> members of the household. Income includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts and lottery winnings. The only exceptions are student financial aid, military housing and cost-of-living allowances and irregular income from occasional small jobs such as baby-sitting or lawn mowing. Only one lifeline service allowed per household.

If you qualify based on household income, please come to our office with the required documentation. Our offices are located at: 312 4th St. W in Clear Lake; 1022 Main Ave. S in Brookings; 107 2nd Ave. NW in Clark; 14 E. 7th Ave. in Webster and 401 S Main St in Milbank. All other applicants recertifying are welcome to drop the application and documentation off at one of our offices, or you may mail them back to us in the enclosed return envelope.

Please feel free to call me at 1-800-395-4656 with any questions you may have regarding the application or the Lifeline/Link Up programs.

Sincerely,

Julie Kasten Customer Service Representative

Enclosures



		LITEIII	ne Housenon	a worksneet		
Nan	ne					
Add	ress					
			4			
Tele	phone Number					
		hat provides a monthly discount on ermitted to receive Lifeline service			NE Lifeline discount is all	owed per household.
Your house	<b>ehold</b> is everyone who li	ves together at your address as one	economic unit (	including children and people	who are not related to	you).
of age or o (such as me and electric	lder, or an emancipated edical bills) and the cost city). Income includes	f your economic unit if they contribe minor (a person under age 18 who of renting or paying a mortgage on salary, public assistance benefits, so t payments, worker's compensation	is legally conside your place of re- cial security pay	ered to be an adult). Househ sidence (a house or apartmen ments, pensions, unemploym	old expenses include foo nt, for example) and util	od, health care expenses ities (including water, heat
to be part	of the same household a	e considered to be part of the same as their parents or guardians. If an a sidered part of the same household.	adult has no inco			
other per		lete this Worksheet because soi be a part of your household. Ai				
		domestic partner (that is, some you do not have a spouse or part			nip with) already rece	ive a Lifeline-discounted
	discount is allowed p	rou may not sign up for Lifeline l er household. lease answer question #2.	because somed	one in your household alre	eady receives Lifeline.	Only ONE Lifeline
2.	Other than a spouse	or partner, do other adults (ped	ople over the a	ge of 18 or emancipated r	ninors) live with you a	at your address?
B. C.	A parent An adult son or daug Another adult relativ sibling, aunt, cousin, grandchild, etc.)	re (such as aYES		An adult roommate Other	YESNO	
	and date the worksh	or each statement above, you do eet. blease answer question #3.	o not need to a	nswer the remaining ques	tions. Please initial li	ne B, below, and sign
		xpenses (bills, food, etc.) and sh st one of the adults listed above			er person's income o	r both incomes
	worksheet.	hen your address includes <b>more</b>				
	already receives Life	hen your address includes only line.	one household	1. You may not sign up foi	Lifeline because son	neone in your household
		below and sign and date this wo our Lifeline application.	orksheet. Subn	nit this worksheet to		[insert company
A. B.	I understand ti	ive at an address occupied by m nat violation of the one-per-hou ng my Lifeline benefits, and pote	sehold require	ment is against the Federa	l Communication Con government.	nmission's rules and
Signature				Date		

