

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

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 Exhibit A \_\_\_\_\_.)
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached \_\_\_Exhibit B\_\_\_.)
- 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): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

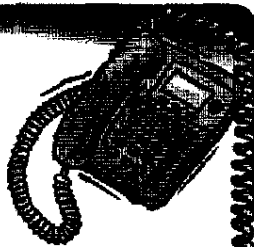
\* Required

## **EXHIBIT A**

### **Media Advertising**

# 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**

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.



# **FORT RANDALL**

## **Telephone Company**

722 West Highway 46, Wagner, SD

• Phone (605) 384-3993



**Phone  
Discounts  
for  
Low-Income  
Users**



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*This federally funding program will provide a credit each month on your phone bill.*

**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**

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## **Phone Discounts for Low-Income Users**

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**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



**Mt. Rushmore Telephone Company**  
First and Franklin, Keyesville, 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

## **EXHIBIT B**

### **Letter to Customers**

**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 \$17.70 each month on your phone bill. To be eligible, you must be enrolled in one of the following programs:

- Medicald (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.

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                              | \$15,080                     |         |
| 2                              | \$20,426                     |         |
| 3                              | \$25,772                     |         |
| 4                              | \$31,118                     |         |
| 5                              | \$36,464                     |         |
| 6                              | \$41,810                     |         |
| 7                              | \$47,156                     |         |
| 8                              | \$52,502                     |         |
| For Each Additional Person add |                              | \$5,346 |

Contact Fort Randall Telephone Company for more information or an application (605) 384-3993

## Phone Discounts for Low-Income Users

As a South Dakota consumer, you may qualify for one of the three 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.

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- Medicaid (example, Title XIX/Medical State Supplemental Assistance)
- Supplemental Nutrition Assistance Program (formerly known as Food Stamps)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Free Lunch Program
- Or, if your household income is no more than 135 percent of the federal poverty income guidelines (see table below). You must provide documentation of your income when applying under this option.

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| 8                              | \$52,502                     |
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### Important Information

- 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 in order to be part of Lifeline. If you qualify based on the National School Lunch Free Lunch Program, the phone can be in the name of an adult.
- Lifeline is available on only one line per household.
- Lifeline discounts cannot be applied to past due telephone bills.
- Once you are on Lifeline, you will be periodically asked 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 as a credit. You must pay the bill until that time.
- You must notify the telephone company when you no longer qualify for the program.

## 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 \$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;
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| 5                              | \$36,464                     |
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| 8                              | \$52,502                     |
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Contact Mt Rushmore Telephone Company for more information or an application:  
(605) 866-4411

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- It can take up to two months for the discounts to show up on your bill as a credit. You must pay the bill until that time.
- You must notify the telephone company when you no longer qualify for the program.

Lifeline/Link Up Information in Phone Directory



dex

Yankton, SD

dex

Directory | CenturyLink



Find recycling options, order or stop delivery of this directory. [DexKnows.com/Green](http://DexKnows.com/Green)  
To change or stop delivery of directories from all publishers visit [yellowpagesphoto.com](http://yellowpagesphoto.com)

Issued November 2011

# Yankton

- |              |             |
|--------------|-------------|
| Avon         | Scotland    |
| Burbank      | Springfield |
| Fordyce      | Taber       |
| Gayville     | Tyndall     |
| Kaylor       | Utica       |
| Lesterville  | Vermillion  |
| Meckling     | Volin       |
| Mission Hill | Wakonda     |
| Saint Helena | Wynot       |

LOOK INSIDE FOR:  
Restaurant Menus

Scan to get Dex on your mobile phone. Download a reader at [DexKnows.com/Scan](http://DexKnows.com/Scan)



[dexknows.com](http://dexknows.com)

[dexknows.com](http://dexknows.com)

### Something To Smile About!

- On-Time Seating
- Payment Options
- New Patients & Emergency Appointments Welcome



**FREE Teeth Whitening**

Neighborhood Dental

Yankton, SD Dr. Brian Hill 605-655-2001 605-655-2013  
[www.neighborhood-dentalcare.com](http://www.neighborhood-dentalcare.com)

Listings for all local telephone companies including: CenturyLink, AT&T, Fort Randall Telephone

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# international area codes

| TO                         | TD                       | TD                              | TD                         |
|----------------------------|--------------------------|---------------------------------|----------------------------|
| Slovenia 386.....+7        | Thailand 66.....+13      | United States 1                 | American Samoa.....684     |
| Maribor 2                  | Bangkok 2                | Uruguay 598.....+3              | Anguilla.....264           |
| South Africa 27.....+8     | Tunisia 216.....+7       | Montevideo 2                    | Antigua & Barbuda.....268  |
| Cape Town 21               | Tunis 1                  | Venezuela 58.....+2             | Bahamas.....242            |
| Johannesburg 11            | Turkey 90.....+9         | Caracas 212                     | Barbados.....246           |
| Pretoria 12                | Ankara 312               | Maracaibo 61                    | Bermuda.....441            |
| Spain 34.....+7            | Istanbul Asia 216        | Viet Nam 84.....+12             | Cayman Islands.....345     |
| Barcelona 93               | Istanbul Europe 212      | Ho Chi Minh's                   | Dominica.....767           |
| Las Palmas (Canary Is.) 28 | Uganda 256.....+9        | Hanoi 4                         | Dominican Republic.....809 |
| Madrid 91                  | Kampala 41               | Yemen 967.....+9                | Grenada.....473            |
| Sri Lanka 94.....+11       | Ukraine 380.....+9       | Sana'a 1                        | Guam.....671               |
| Colombo Central 1          | Kyiv 44                  | Yugoslavia 381.....+7           | Jamaica.....876            |
| Suriname 597.....+3        | United Arab              | Belgrade 11                     | Montserrat.....664         |
| Sweden 46.....+7           | Emirates 971.....+10     | Zambia 260.....+8               | North Mariana Is.....670   |
| Goteborg 31                | Abu Dhabi 2              | Lusaka 1                        | Puerto Rico.....787        |
| Stockholm 8                | Dubai 4                  | Zimbabwe 263.....+8             | St. Kitts & Nevis.....869  |
| Suisseerland 41.....+7     | United Kingdom 44.....+8 | Harare 4                        | St. Lucia.....758          |
| Berne 31                   | Belfast 2890             | * City Codes not required.      | St. Maarten.....721        |
| Geneva 22                  | Cardiff 2920             | The following Caribbean Islands | (effective May 31, 2010)   |
| Zurich 1                   | Edinburgh 131            | and other countries are part of | St. Vincent.....784        |
| Syria 963.....+8           | Glasgow 141              | the North American Numbering    | Trinidad & Tobago.....868  |
| Damascus 11                | Liverpool 157            | Plan, and do not require        | Turks & Caicos.....649     |
| Taiwan 886.....+14         | London: Inner 207        | country codes. These locales    | Virgin Islands             |
| Taipei 2                   | London: Outer 208        | may be reached by dialing 1+    | British.....284            |
| Tanzania 255.....+9        |                          | (area code) + (local number).   | U.S.....340                |
| Dar Es Salaam 222          |                          |                                 |                            |

## consumer tips

You are protected by state and federal regulations that guide the way telephone companies do business. There are also things you can do to help protect your privacy and safety. Some consumer guidelines are listed here:

### Pay Per Call Service Information

#### What "900" Numbers are

Private companies offer a variety of informational programs using phone numbers that begin with "900." There is a charge for calls to these numbers. Charges for "900" calls appear on the Interexchange Carrier page of your bill. "900" calls contain an introductory disclosure message specifying types of charges, time necessary to complete the call, and an option to disconnect without charge at the end of the introductory message.

The price and content of "900" services are the responsibility of the companies that provide the information.

#### How to Block Calls to "900" Numbers

Your local telephone company will assist you in blocking calls from your line to "900" numbers.

#### Other Questions About "900" Numbers

If you have a complaint or dispute about the "900" services, call the interexchange carrier. Services that contain illegal or sexually explicit material are not allowed. Nor is your telephone service disconnected for disputes about payment of "900" charges.

### Financial Assistance

Several programs provide financial help depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help their customers.

### Telephone Assistance Programs Available in All States

CenturyLink offers assistance programs to make telephone service more affordable for low-income customers.

Lifeline provides eligible customers with a monthly credit to help offset the cost of their home phone line. Free Long-Distance Restriction is also available upon request.

Tribal Lifeline provides eligible customers who live on a reservation with basic phone service for as little as \$1 a month, plus taxes and surcharges. Free Long-Distance Restriction is also available upon request.

Link-Up provides eligible customers with a one-time credit to help offset the installation charge for a home telephone line.

Eligibility requirements vary from state to state.

To learn more about which low income programs qualify customers for telephone assistance in your state and how to apply, visit [www.centurylink.com/TAP](http://www.centurylink.com/TAP) or call CenturyLink at 800-244-1111.

its you in charge with safe, secure, 24-hour access to your CenturyLink accounts.

CenturyLink, even  
different companies. If  
also include a mileage

sted on your bill. The  
There is no implied  
regarding payment of

CenturyLink and direct  
is. Otherwise, partial  
by CenturyLink based  
the total amount due,  
sion order.

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and secure options:  
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ess minutes usage and

r. Call the number  
ystem — 24 hours

CenturyLink™ Solutions  
find a location near

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ure your bill is always  
ction today.

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is ready to view and  
re you can choose  
ms are processed on

### CenturyLink Privacy Statement

CenturyLink collects and generates information in the course of doing business with each of its customers. CenturyLink offers you choices regarding release of that information to third parties, and the use of that information for the purpose of marketing activities. For more information, contact your CenturyLink service representative or visit [centurylink.com](http://centurylink.com).

### Credit and Refunds

If you are without phone service for 24 hours or more because of CenturyLink's line or equipment problems and have reported the problem to our repair service number, you will receive credit for the outage period. It will be applied to your monthly local service charge.

If you dial a wrong number, receive poor transmission or are cut off while making a Long-distance call with CenturyLink, you can get credit by dialing the "0" operator and asking for a refund. If you've used another Long-distance company for that call, you must call that company.

If you are billed for calls you didn't make, call the number at the top of the individual page of the CenturyLink bill where that call appears. It's against the law to use another person's number or telephone credit card to charge calls without permission. Penalties include imprisonment and/or fines.

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To learn more about which low income programs qualify customers for telephone assistance in your state and how to apply, visit [www.centurylink.com/TAP](http://www.centurylink.com/TAP) or call CenturyLink at 800 244-1111.

ne at [centurylink.com](http://centurylink.com)

Para servicio  
en español:

800 564-1121



CenturyLink™

CenturyLink Service

15

# consumer tips

## Unwanted Sales & Survey Calls

If you receive unwanted sales and/or survey calls, please take the following steps:

- Be skeptical of offers that sound too good to be true; they usually are.
- Report companies using questionable sales practices to the Better Business Bureau or your State Attorney General's office.
- Disconnect computer-generated calls by hanging up your telephone for 12 to 15 seconds.
- Call your local telephone company to have your name removed - at no charge - from any lists that they may have to other firms. Customers with non-listed or non-published numbers are excluded from the lists.
- Do not give your telephone area code and number to anyone who calls and asks for the number.

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## South Dakota Do-Not-Call Register

Sign-Up is Free

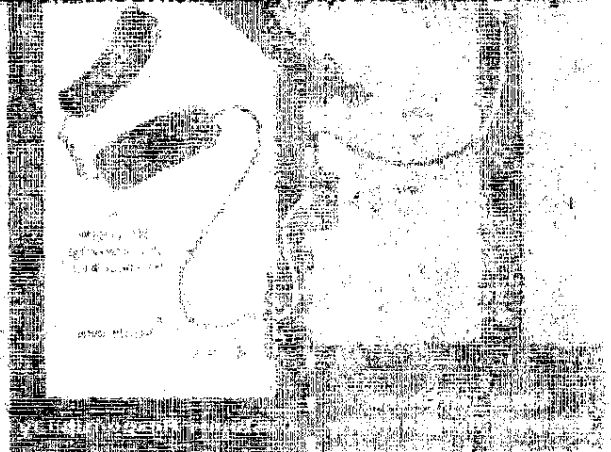
Register on line at [www.donotcall.gov](http://www.donotcall.gov)

Or Call Toll Free 888-382-1222  
TTY 866-290-4226

If you have problems registering, please contact the South Dakota Public Utilities Commission at 800-332-1780 or [www.state.sd.us/puc](http://www.state.sd.us/puc).

## 8-1-1 Call Before You Dig

A call to 8-1-1 connects the caller with the state One-Call Notification System whereby the caller can request the location of underground facilities. State law requires that everyone planning to excavate for other uses disturb the ground must first call the state one-call notification center at least two business days, not more than 10 days, before the work is scheduled to begin. One-Call notification requests to locate underground facilities made after 5 p.m. Local Time, or on weekends and holidays, will not be dispatched until 7 a.m. the next business day. This service is available 24 hours a day, 7 days a week, and is a free call.



# international area codes

|                            |      |                     |      |                          |      |   |
|----------------------------|------|---------------------|------|--------------------------|------|---|
| Portugal 351               | +35  | Sri Lanka 94        | +94  | United Arab Emirates 971 | +971 | The following Caribbean islands and other countries are part of the North American Numbering Plan and do not require country codes. These locales may be reached by dialing 1 (area code) 4-digit number. |
| Qatar 974                  | +974 | Colombo Cental 1    | +94  | Abu Dhabi 2              | +971 | American Samoa 684  |
| Romania 40                 | +40  | Sri Lanka 997       | +94  | Dubai 4                  | +971 | Anguilla 264  |
| Arad 57                    | +57  | Colombo 999         | +94  | United Kingdom 44        | +44  | Antigua & Barbuda 268   |
| Russia 7                   | +7   | Sweden 46           | +46  | Belfast 2850             | +44  | Bahamas 242   |
| Moscow 095                 | +7   | Goteborg 31         | +46  | Cardiff 2920             | +44  | Barbados 246  |
| St. Petersburg 812         | +7   | Stockholm 8         | +46  | Edinburgh 131            | +44  | Bermuda 441   |
| Saudi Arabia 966           | +966 | Switzerland 41      | +41  | Glasgow 141              | +44  | Cayman Islands 345  |
| Dhahran 3                  | +966 | Berne 31            | +41  | Liverpool 151            | +44  | Dominican Republic 809  |
| Jeddah 2                   | +966 | Geneva 22           | +41  | London: Inner 207        | +44  | Grenada 473   |
| Makkah (Mecca) 2           | +966 | Zurich 1            | +41  | Outer 208                | +44  | Guatemala 502   |
| Riyadh 1                   | +966 | Syria 963           | +963 | United States 1          | +1   | Haiti 509   |
| Senegal 221*               | +221 | Damascus 11         | +963 | Uruguay 598              | +598 | Honduras 504  |
| Serbia 381                 | +381 | Tehran 886          | +98  | Morocco 212              | +212 | Jamaica 876   |
| Belgrade 381               | +381 | Taipei 2            | +886 | Venezuela 58             | +58  | Paraguay 595  |
| Singapore 65               | +65  | Tanzania 255        | +255 | Caracas 264              | +264 | Peru 51   |
| Slovakia 421               | +421 | Dar Es Salaam 222   | +255 | Maracaibo 61             | +264 | Puerto Rico 787   |
| Bratislava 421             | +421 | Thailand 66         | +66  | Viet Nam 84              | +84  | Saint Kitts & Nevis 869   |
| Kosice 55                  | +55  | Bangkok 2           | +66  | Ho Chi Minh 8            | +84  | St. Lucia 784   |
| Slovenia 386               | +386 | Tbilisi 216         | +995 | Hanoi 4                  | +84  | St. Maarten 721   |
| Maribor 386                | +386 | Tunis 1             | +216 | Yemen 967                | +967 | St. Vincent & the Grenadines 784  |
| South Africa 27            | +27  | Turkey 90           | +90  | Sana'a 1                 | +967 | Turks & Caicos 649  |
| Cape Town 27               | +27  | Ankara 312          | +90  | Yugoslavia 381           | +381 | Virgin Islands 848  |
| Johannesburg 11            | +27  | Brussels 32         | +32  | Belgrade 11              | +381 |   |
| Pretoria 12                | +27  | Istanbul Europe 212 | +32  | Zambia 260               | +260 |   |
| Spain 34                   | +34  | Uganda 256          | +256 | Lusaka 1                 | +260 |   |
| Barcelona 93               | +34  | Kampala 1           | +256 | Zimbabwe 263             | +263 |   |
| Las Palmas (Canary Is.) 28 | +34  | Kiev 44             | +380 | Harare 4                 | +263 |   |
| Madrid 91                  | +34  |                     |      |                          |      |   |

\* City Codes not required. U.S. Int'l. Area Code 919-919-9199

## consumer tips

You are protected by state and federal regulations that guide the way telephone companies do business. There are also things you can do to help protect your privacy and safety. Some consumer guidelines are listed here.

### Obscene or Harassing Phone Calls

**If You Receive Obscene or Harassing Phone Calls**  
 Stay calm and hang up the phone. Call your local telephone company for information on how to handle these types of phone calls. It's against the law to make obscene or threatening phone calls. Telephone harassment is a crime. Penalties include imprisonment and/or a fine.

### Financial Assistance

Several programs provide financial help depending on your circumstances. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help customers.

### Telephone Assistance Programs Available In All States

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Continued next column

### Telephone Assistance Programs Available In All States (cont'd)

- Lifeline** provides eligible customers with a monthly credit to help offset the cost of their home phone line. Free Long-distance Restriction is also available upon request.
- Tribal Lifeline** provides eligible customers who live on a reservation with basic phone service for as little as \$1 a month, plus taxes and surcharges. Free Long-distance Restriction is also available upon request.
- Link-Up** provides eligible customers with a one-time credit to help offset the installation charge for a home telephone line.
- Eligibility requirements vary from state to state.**
- To learn more about which low income programs qualify customers for telephone assistance in your state and how to apply, visit [www.centurylink.com/TAP](http://www.centurylink.com/TAP) or call CenturyLink at 800-244-1111.

### Pay Per Call Service Information

**What 900 Numbers Are**  
 Private companies offer a variety of informational programs using phone numbers that begin with "900." There is a charge for calls to these numbers.

Continued next page

# consumer tips

Manage your account online. CenturyLink.com puts you in charge with safe, secure, 24-hour access to your CenturyLink accounts.

## Paying your Bill

Your entire payment should be made payable to CenturyLink, even though your bill may include charges from several different companies. If you live in an outlying area, your monthly bill may also include a mileage charge.

Payments should be received by the due date listed on your bill. The due date on your bill applies to current charges. There is no implied extension on any previous agreement or notice regarding payment of past due charges.

Customers who are unable to pay in full may call CenturyLink and direct us to pay specific amounts toward specific services. Otherwise, partial payments received will automatically be prorated by CenturyLink based on the ratio of the amount due each company to the total amount due, unless otherwise required by law, tariff or Commission order.

Save time, checks and postage each month when you pay your CenturyLink bill with one of these convenient and secure options:

- Pay your bill and manage your account online. Go to [centurylink.com](http://centurylink.com) and log in under the My Account tab. You can also order services, report a problem, check wireless minutes usage and more.
- Pay by credit card or electronic funds transfer. Call the number below to use our automated Pay-by-Phone system — 24 hours a day, 7 days a week.
- Pay your bill in person. Visit a convenient CenturyLink Solutions Center. Go to [centurylink.com/solutionscenter](http://centurylink.com/solutionscenter) for more information.
- Automatic deduction. Sign up for AutoPay to have your bill automatically deducted from your bank account or from your credit card each month. It's the best way to make sure your bill is always paid on time. Call 800-244-1111 for an application today.
- Paperless Billing. No more stacks of paper to manage! We'll email you each month when your bill is ready to view and pay. Log on to [centurylink.com/billpay](http://centurylink.com/billpay) where you can choose from various payment options. All transactions are processed on CenturyLink's secure server.

## CenturyLink Privacy Statement

CenturyLink collects and generates information in the course of doing business with each of its customers. CenturyLink offers you choices regarding release of that information to third parties, and the use of that information for the purpose of marketing activities. For more information, contact your CenturyLink service representative or visit [centurylink.com](http://centurylink.com).

## Credit and Refunds

If you are without phone service for 24 hours or more because of CenturyLink's line or equipment problems and have reported the problem to our repair service number, you will receive credit for the outage period. It will be applied to your monthly local service charge.

If you dial a wrong number, receive poor transmission or are cut off while making a long distance call with CenturyLink, you can get credit by dialing the "0" operator and asking for a refund. If you've used another long distance company for that call, you must call that company.

If you are billed for calls you didn't make, call the number at the top of the individual page of the CenturyLink bill where that call appears. It's against the law to use another person's number or telephone credit card to charge calls without permission. Penalties include imprisonment and/or fines.

## Telephone Assistance Programs Available in All States

CenturyLink offers assistance programs to make telephone service more affordable for low-income customers.

Lifeline provides eligible customers with a monthly credit to help offset the cost of their home phone line. Free Long Distance Restriction is also available upon request.

Tribal Lifeline provides eligible customers who live on a reservation with basic phone service for as little as \$1 a month, plus taxes and surcharges. Free Long Distance Restriction is also available upon request.

Link-Up provides eligible customers with a one-time credit to help offset the installation charge for a home telephone line.

Eligibility requirements vary from state to state. To learn more about which low income programs qualify customers for telephone assistance in your state and how to apply, visit [www.centurylink.com](http://www.centurylink.com) (TAP) or call CenturyLink at 800-244-1111.



For customer assistance, call or visit us online at [centurylink.com](http://centurylink.com)

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|---------------------------------------|------------------------------------|--|
| Residential Customers<br>800-244-1111 | Business Customers<br>800-603-6000 | Religious & Low Income Customers<br>800-564-1121 |
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