

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

Company: Roberts County Telephone Coop Assn.

Address: 205 Main St, PO Box 197

New Effington SD 57255

Telephone number: 605-637-5211

Company contact: Scott Bostrom-General Manager
Wanda Heesch-Billing Manager

Study Area Code: 391974

Lifeline/Link Up Advertising/Outreach Activities:

XX Advertise in media of general distribution.* (See attached advertisement(s).)

XX Letter to existing and new customers regarding the availability of Lifeline/Link Up.* (See attached letter.)

XX Company's Lifeline/Link Up information in directory.

XX Company's Lifeline/Link Up information available on Company website.
(www.tnics.com)

XX Company's information posted on USAC website.

Other (describe): _____

*Required



COMMUNICATOR

Yes, You Can Afford Telephone Service

Lifeline and Link-Up programs available for low income citizens

Roberts County Telephone Cooperative Association (RCTCA) and RC Communications, Inc. (RCC) are authorized to provide federal telephone assistance programs. Three such programs provided by both companies are "Lifeline", "Tribal Lifeline" and "Tribal Link-Up." The programs were developed in response to concerns about the affordability of telephone service for low income citizens.

LIFELINE: The Lifeline program provides a monthly credit of \$9.25 on the basic service portion of the participant's telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also receive blocking long distance calls on their telephone line at no charge.

TRIBAL LIFELINE: The Tribal Lifeline program provides up to an additional \$25.00 in federal support to qualifying residents of Tribal Lands and applies on the main home telephone line listed in the name of the eligible telephone company subscriber.

TRIBAL LINK-UP: Tribal Link-Up support is available to qualifying consumers residing on Tribal Lands and covers 100% of the charges (up to \$100) that the carrier customarily assesses for installing/connecting subscribers to the network.

If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs or if your household income no longer meets the requirements set forth in the Federal Poverty Guidelines, you are obligated by law to notify RCTCA or RCC of your ineligibility. The FCC prohibits consumers from receiving more than one Lifeline subsidized wireless telephone or discounted home telephone.

Applicants are eligible if they participate in at least one of the following public assistance programs as follows or have a household income that is at or below 135% of the Federal Poverty Guidelines (documentation required):

- Federal Public Housing Assistance (FPHA) or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps
- Medicaid

Contact the RCTCA/RCC office in New Effington, 605-637-5211 for more information or application forms. You may also e-mail questions to csrs@tnics.com.



TELEPHONE ADDITIONS

WYOMING EXCHANGE

Dumarce, Kathy	738-2535
Barqueno, Jesus	738-2517

BEAVER EXCHANGE

Robertson, Lynelle	932-3639
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WILMOT EXCHANGE

Erickson, Pamela	938-4150
Paw, Adeline	938-4406

SUMMIT EXCHANGE

Christofferson, Tina & Kevin	398-6260
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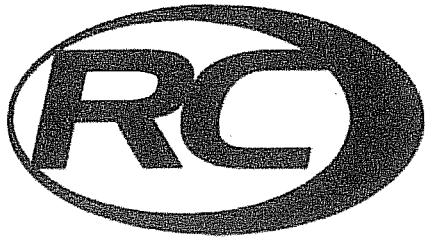
RC COMMUNICATIONS
 1011 10th St SE
 Watertown, SD 57201

RC SERVICES
 PO Box 34
 New Effington, SD 57255

CONTACT NUMBER
 (605) 637-5211

811

1011 10th St SE
 Watertown, SD 57201



RC FAMILY OF COMPANIES

205 MAIN ST • PO BOX 197 • NEW EFFINGTON, SD 57255-0197
605-637-5211 • 800-256-6854 • FAX: 605-637-5302

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LIFELINE

Federal Public Housing Assistance (FPHA) or Section 8
Low Income Home Energy Assistance Program (LIHEAP)
Medicaid
National School Lunch Program's free lunch program
Supplemental Security Income (SSI)
Temporary Assistance for Needy Families (TANF) or Tribal TANF
Supplemental Nutrition Assistance Program (SNAP)
formerly Food Stamps

TRIBAL LIFELINE & LINK-UP

Bureau of Indian Affairs (BIA)
Federal Public Housing Assistance (FPHA) or Section 8
Head Start (income eligible)
Low Income Home Energy Assistance Program (LIHEAP)
Medicaid
National School Lunch Program's free lunch program
Supplemental Security Income (SSI)
Temporary Assistance for Needy Families (TANF) or Tribal TANF
Supplemental Nutrition Assistance Program (SNAP)
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General Rules, Regulations, & Information

PAYMENT OF BILLS

Subject to the new subscribers provisions below, billing for services will be on the 1st day of each month. Payment will be due by the 15th day of the current month. If payment is not received by the 4th day of the following month, a \$10.00 late penalty fee will be added to the past due account. If payment is not received by the 10th day of that month, (1) services will be disconnected for nonpayment and will not be reconnected until the amount then due, including all collection fees, plus the then applicable reconnect charge, has been paid in full; and (2) RC Family of Companies may charge an additional deposit fee in its discretion.

If a customer pays a portion of their bill sufficient to cover all local service charges, but not long distance charges, the company may, at its discretion, or at the customer's request, put a toll restriction on the customer's line until all long distance charges and any additional local service charges are paid in full. Toll service will be restored once, and only if, all past due amounts are received.

RC offers many convenient ways to pay your monthly bill. Have your payments automatically deducted from your bank account, pay by credit card, or register online at www.trics.com for electronic billing. Choose from either monthly or recurring payment options. When mailing payments to the RC office, be sure to enclose the payment stub along with your payment.

NEW OR RECONNECTED SUBSCRIBER PROMPT PAYMENT POLICY

RC Family of Companies reviews the service payment history for all subscribers. Such payment history serves as the basis for establishing a credit rating for each subscriber. New subscribers who do not have a credit rating, or who have a credit rating which does not meet minimal standards established from time to time by RC Family of Companies, must make their payments within 10 days after billing for the first 6 months of service. Subscribers who have been disconnected for non-payment must make their payments within 10 days for the first 6 months after reconnection. Assuming payments are made in a timely fashion during the first 6 months of service, such subscribers are subject to the Payment of Bills procedure described above and payments must then be made in accordance with that schedule.

RC Family of Companies may in its discretion disconnect service for new subscribers or subscribers who have been reconnected after being disconnected for non-payment, who do not observe this required Prompt Payment Policy.

NEW OR RECONNECTED SUBSCRIBER DEPOSIT POLICY

A \$100.00 deposit will be required at the time of application for each new subscriber with no credit rating or a credit rating which does not meet the minimum standards established from time-to-time by RC

Family of Companies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Family of Companies if the subscriber fails to comply with these policies.

CAN'T AFFORD TELEPHONE SERVICE? LINK-UP AND LIFELINE PROGRAMS CAN HELP

HOME TELEPHONE ASSISTANCE

Link-Up and Lifeline help eligible people pay PART of their telephone costs.

LINK-UP

- Will save you 50% of the initial charges to hook up primary telephone service, or \$30, whichever is less.
- You may qualify for service without a deposit. Ask your local telephone company.

LIFELINE

- Can save you at least \$8.25 on your monthly phone bill for primary local telephone service.
- Applies only to primary local telephone service in the home where you live.

WHO IS ELIGIBLE?

Anyone qualified under one of the following Public Assistance Programs:

- Federal Housing Assistance
- Food Stamps
- Income at or below 135% of Federal Poverty Guidelines
- Low Income Home Energy Assistance
- Medicaid
- National School Lunch Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Aid to Needy Families

HOW TO OBTAIN THE TELEPHONE SERVICES

- When you qualify for one of the above programs through your county Social Services Office, you will need to contact RC Family of Companies for an application.

WHAT IF MY BENEFITS STOP?

If you no longer qualify for any Public Assistance Program, you no longer qualify for Link-Up or Lifeline and agree to notify RC Family of Companies that you are no longer eligible for Lifeline and Link-Up.

MORE INFORMATION

- For more information on Link-Up and Lifeline, call Roberts County Telephone Cooperative Association, RC Communications, or RC Services.
- For questions on eligibility, call your county social services office.

NOTE: People who live on tribal lands may be eligible for a separate Tribal Link-Up and Lifeline Programs. Contact Roberts County Telephone Cooperative Association, RC Communications, or RC Services for information.

Continued Next Page