



consumer tips

Attachment G

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 lease to other firms. Customers with non-listed or non-published numbers are never included on the lists.
- Do not give your telephone credit card number to anyone who calls and asks for the number.



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.qwest.com/TAP or call CenturyLink at 800-244-1111.

South Dakota Do-Not-Call Register

Sign-Up Is Free

Register on line at www.donotcall.gov

Or Call Toll Free	888-382-1222
TTY	866-290-4236

If you have problems registering, please contact the South Dakota Public Utilities Commission at 800-332-1782 or 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 (or otherwise disturb the ground) must first call the state one-call notification center at least two business days, but not more than 10 days, before the work is scheduled to start. Except in emergencies, 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.



LQW

SOUTH DAKOTA APPLICATION FORM - LIFELINE ASSISTANCE PROGRAM

Please Read All Instructions Before Completing

Please fill in all information as completely as possible. The information on this application is strictly confidential and will only be used to assess your eligibility for Lifeline Assistance.

Telephone Number or existing Account #	First Name	Name	
Address		City	State
Zip Code	Social Security Number		Date of Birth

PLEASE CHECK programs in which you currently participate:

<input type="checkbox"/>	Medicaid	<input type="checkbox"/>	Low-Income Home Energy Assistance Program (LIHEAP)
<input type="checkbox"/>	Food Stamps (SNAP)	<input type="checkbox"/>	Temporary Assistance for Needy Families (TANF) Case No: _____
<input type="checkbox"/>	Supplemental Security Income (SSI) Case No: _____	<input type="checkbox"/>	National School Lunch Program (NSL) Case No: _____
<input type="checkbox"/>	Federal Public Housing Assistance Case No: _____	<input type="checkbox"/>	Household Income at or below 135% of the Federal Poverty Level (must provide documentation – see reverse side) # in Household: _____

PLEASE READ AND SIGN THE FOLLOWING:

By signing below, I certify under penalty of perjury that 1) the information contained within this application is true and correct; 2) the telephone service for which I am applying for the Lifeline discount is listed in my name; 3) the address listed is my primary place of residence, not a second home or a business; and 4) I understand and agree that only one Lifeline discount is allowed per household. I can only receive Lifeline discounts from one Telecommunications Provider, and only on one telephone line. I may not receive Lifeline discounts on both a wireline phone and a wireless phone. I understand that receiving Lifeline discounts on more than one telephone line is a violation of federal law and may result in penalties that include losing all of my Lifeline discounts.

If in the future I am no longer participating in at least one of the benefits programs (and do not meet any other requirements) that qualifies me for Lifeline assistance, I will promptly notify CenturyLink that I am no longer eligible for assistance.

I authorize CenturyLink or its duly appointed representative to access any records required to verify my statements herein and to confirm my eligibility for Lifeline assistance. I also authorize social service agency representatives to discuss with and/or provide information to CenturyLink verifying my participation in benefit programs that qualify me for Lifeline assistance. I understand that completion of this application does not constitute immediate approval for Lifeline assistance. I understand that qualifying for Lifeline assistance may not waive deposit requirements for local telephone service.

By signing below, I acknowledge that providing fraudulent documentation in order to receive assistance is punishable by law.

Account Holder Signature

Date

Please mail this completed application and any supporting documents to (Original Documents are not returned):

CenturyLink
P. O. Box 2738
Omaha, NE 68103-2738



Please check Box	Number of people living in home	Household Income: (at or below)	Please check Box	Number of people living in home	Household Income: (at or below)
<input type="checkbox"/>	1	\$15,080	<input type="checkbox"/>	6	\$41,810
<input type="checkbox"/>	2	\$20,426	<input type="checkbox"/>	7	\$47,156
<input type="checkbox"/>	3	\$25,772	<input type="checkbox"/>	8	\$52,502
<input type="checkbox"/>	4	\$31,118	<input type="checkbox"/>	No. _____	\$ _____
<input type="checkbox"/>	5	\$36,464	* For each additional person, add \$5,346		

Application Checklist – Please provide the following:

1. Signed and completed Lifeline application.
2. Provide a copy of one of the following if applying based on the size and income level of customer's household:
 - Last year's Federal or State Income Tax Return
 - Current Annual Income Statement from Employer
 - Paycheck Stubs for most recent three consecutive months
 - Social Security Statement of Benefits
 - Veteran's Administration Statement of Benefits
 - Retirement or Pension Statement of Benefits
 - Unemployment or Worker's Compensation Statement of Benefits
 - Letter of Participation in General Assistance
 - Divorce Decree or Child Support Documentation

Please mail this completed application and any supporting documents to (Original Documents are not returned):

**CenturyLink
P. O. Box 2738
Omaha, NE 68103-2738**