

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2013**

Company: Interstate Telecommunications Cooperative, Inc.

Address: PO Box 920  
312 4<sup>th</sup> St W  
Clear Lake, SD 57226

Telephone number: 605-874-2181

Company contact: Jim Canaan

Study Area Code: 391654

**Lifeline/Tribal Link Up Advertising/Outreach Activities:**

- Advertise in media of general distribution.\* (See attached advertisement(s).)
- Letter to existing and new customers regarding the availability of Lifeline/ Tribal Link Up.\* (See attached letter.)
- Company's Lifeline/Tribal Link Up information in directory.
- Company's Lifeline/Tribal Link Up information available on Company website. [www.itc-web.com](http://www.itc-web.com)
- Company's information posted on USAC website.
- Other (describe): Listed on SD PUC website

\*Required

## **PUBLIC NOTICE**

**Interstate Telecommunications Cooperative, Inc. (ITC) offers local exchange telecommunications service to all consumers in its service area.**

<b>Single Party Residence Service</b>	<b>\$15.50/month</b>
<b>Single Party Business Service</b>	<b>\$15.50/month</b>

**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.**

**May 2013**



# ITC - "I Truly Care"

By Kathy Weitala



This month, we would like you to meet Derek Benck. He, his wife, and four boys live in Clear Lake. With 17 years of experience in the telecommunications industry, Derek knows his way around the business. Derek's first job at ITC was in construction. From there he worked several years as an Installer Repair Technician (IR Tech). For the past five years he has worked as a Business Services Technician (Bus Tech). Like many of his co-workers, Derek enjoys the variety that comes with his position. "I like not knowing what tomorrow will bring," says Derek.

Technology is rapidly changing in this industry. Derek would like to tell his customers, "Don't be intimidated; it's really not that bad." If asked about his favorite ITC service, he would say DVR. Derek provides service to businesses throughout the ITC territory. He enjoys the time he spends working with customers.

Derek has had a few interesting things happen over the course of his 17 years on the job. After recently stepping through a ceiling, he was reminded of another similar incident. He was working up in an attic a few years ago. He had just taken his first step when he suddenly found himself falling through the ceiling and ended

up back on the floor below. I bet that was a surprise! Lucky for him, he survived the incident without any major issues.

There is not much free time for Derek. Between coaching youth basketball for the last six years, helping to establish a tackle football program for grades 3-6, and coaching the 13-14 year-olds for baseball, free time is a luxury. Derek is also the Secretary/Treasurer for the Clear Lake Fire Department.

Next time you see Derek out and about, say hello!



## Cooperatively Speaking

By Holly Stormo,  
Marketing Communications Specialist

### Upload vs. Download

Have you ever wondered what the difference is between the two speeds listed on Internet package, for example 6M/1M? The first number is the download speed and the second is your upload speed. What does that mean? Essentially, the difference between the two is the direction of the data transfer.

The download speed is information coming to your computer. Whether you are receiving emails, surfing the Internet, or downloading music, the information from the Internet is coming to you. This download speed is usually what people use the most.

Upload is the speed where the information goes from your computer to the Internet. If you are emailing photos to your family or sending your photos to a site for printing, the info is going from your computer to the Internet.

No matter if you use more download or upload, make sure you have the right speed for your needs. If you have any questions about Internet speeds, give ITC a call at 1-800-417-8867.

## Telecommunications Assistance Offered Through Programs

Lifeline is a federal program that provides a monthly discount on telephone service to qualified low-income residents. Lifeline is designed to ensure that telephone service remains affordable to all residents.

The Lifeline assistance program provides a \$9.25 credit on the monthly telephone bill.

You may qualify for Lifeline if your total household income is at or below 135% of the federal poverty guidelines; or if you, your dependent, or your household receives one of the following:

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

Lifeline is available on one telephone line per household. If you or someone in your household has Lifeline on a wireless phone, then you cannot get it on your home phone too. You may not transfer your Lifeline discount to another person, even if he or she qualifies for Lifeline. If you believe you qualify for Lifeline, stop by the ITC office and fill out an application form or call our office at 1-800-417-8668 for assistance. Please note that you must enroll in Lifeline service and you must provide proof of eligibility before receiving support.

Qualifying residents of Tribal lands may receive additional discounts. To find out more about either of these programs, please contact ITC at 1-800-417-8667.



ITC University's next class "All About Photos" Part II begins in June. Join us to learn all about editing your photos! If you missed Part I, you can still attend. Class size is limited so call 1-800-417-8667 today sign up! Laptops are provided.

Class locations: Milbank - June 11, Clear Lake - June 19, Brookings - June 26. Call for class times.

# Wi-Fi Safety

By Bill Remecker, Internet Systems Administrator



**W**ireless Internet, known as the catchy name "Wi-Fi," is something that many of us depend upon at home, at work, and or while traveling. Wi-Fi is only a term, not an acronym. People are often unsure how safe it is to use a public Wi-Fi network when traveling. Hopefully these tips will be helpful.

## Safety Tips

- Older computers are not as secure as newer models... the outdated operating systems in old computers simply are not as secure as newly designed systems, and the wireless networking components in them do not use the latest, strongest encryption technology, which is important. If your machine runs on Windows XP, it's probably time to upgrade.
- Keep your system updated with the latest software updates (Windows Update, etc.).
- Use very strong passwords for everything (ten characters or more if possible, using mixture of upper/lower case letters, numerals, and special characters). Don't use recognizable words or number sequences in your passwords.
- Don't share. Turn off file and printer sharing in the network settings of your computer.
- Don't automatically connect to just any Wi-Fi network. If you're staying at a motel and intend to use their Wi-Fi service, make sure you're connecting to their network, and not something else.
- Disconnect the wireless network when you're not using it. Don't leave it on unnecessarily overnight or while away. You can shut the computer down, or continue to use the computer with the wireless network disabled if you wish.
- Make sure you have an active security program suite (antivirus, antispyware, firewall) installed on your computer. Make sure it is updated and actively running.
- Watch for onlookers in public places, who may be watching for you to log into something, attempting to steal your password.
- Avoid if possible using public Wi-Fi networks for financial transactions. If you must use a public Wi-Fi network to make purchases (reserve a hotel room, etc.), or really need to do some banking business online, the most secure way is use a VPN (Virtual Private Network). A VPN "tunnels" your data through a secure, private channel. Try to find and use extra security measures and/or apps from your bank, which may include VPN access, if you need to make financial transactions.
- Watch for the "https" encryption padlock while making a transaction. This means that your password for that site will be sent securely encrypted across the network.
- A hotel that requires purchasing Internet service, or one that requires a password, is likely to be safer than using a public Wi-Fi "hotspot" somewhere.
- Consider purchasing a "Personal VPN" service (there are also some services available for limited free use), which will keep your information more secure in the public Wi-Fi arena. This Computer World article is a good source for further reading: [http://www.computerworld.com/s/article/9205401/3\\_personal\\_VPNs\\_offer\\_safer\\_Wi-Fi](http://www.computerworld.com/s/article/9205401/3_personal_VPNs_offer_safer_Wi-Fi).

## Remit Top Portion Of Bill With Payment

When 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 first of each month, and payment is due on the 19th of that month, unless otherwise indicated on the "Due Date" portion of your statement. Prompt payment is required. NO PAYMENT ARRANGEMENTS WILL BE GRANTED.

May 31	----- Bills mailed from ITC	586, 629, 693, 794, 795, 826, 832,
June 19	----- Payment due	873, 874, 876.
June 19	----- Final notices mailed	July 11 ----- Disconnect day
July 9	----- Disconnect day	for the following prefixes: 345, 432, 438,
	for the following prefixes: 272, 275,	532, 623, 625, 628, 676, 756, 758, 783,
	277, 368, 479, 483, 489, 542, 548,	784, 785, 793, 947.

## Rent A Movie Tonight!



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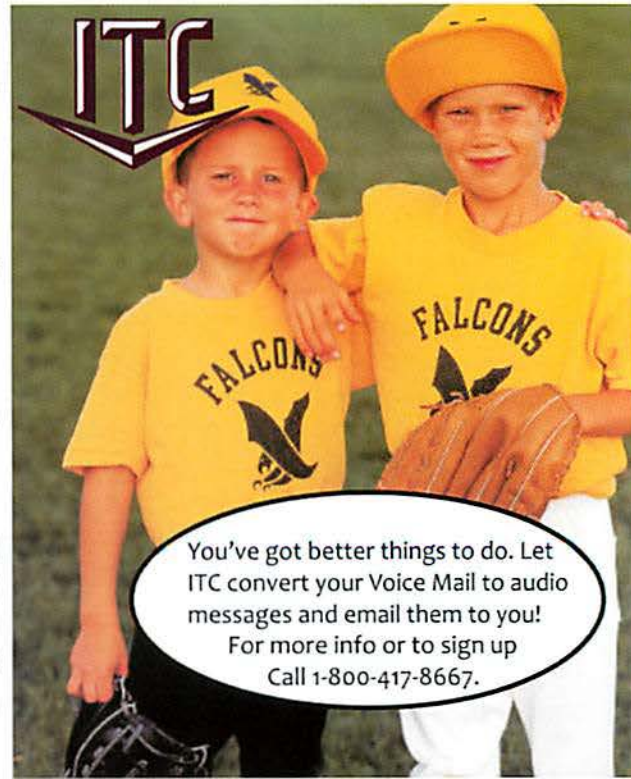


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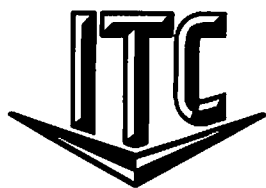
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# Voice Mail To Email



You've got better things to do. Let ITC convert your Voice Mail to audio messages and email them to you!

For more info or to sign up  
Call 1-800-417-8667.



2013

Dear Customer:

You currently participate in Interstate Telecommunications Cooperative's Lifeline assistance program. Federal Communications Commission guidelines require telephone companies like ours to annually certify that our subscribers are eligible for the Lifeline discount.

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 or if you no longer qualify please give us a call so we can discontinue your lifeline discount.

Subscribers will be asked to certify that they meet the eligibility requirements for the program, are only receiving one discount for their household and that what they are reporting is accurate to the best of their knowledge.

Please note: income is all income actually received by all 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. Lifeline can only be applied to one wireless or wireline telephone per household.

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 program.

Sincerely,

Julie Donahue  
Customer Service Representative

Enclosures



# Lifeline Assistance Application and Certification Form

(Please Print or Type)

Company Name \_\_\_\_\_ SPIN \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Residential Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_  
(Do not use a P.O. Box address.)

Is your residential address a permanent address? Yes \_\_\_\_\_ No \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_  
(If different from residential address.)

Social Security Number (last four digits): \_\_\_\_\_ (If you are a member of a Tribal nation and do not have a social security number, you may provide your Tribal identification number.)

Date of Birth: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ (if existing service)

Telephone number where you can be reached or receive messages: \_\_\_\_\_

Are you currently receiving Lifeline assistance through any other telephone provider? Yes \_\_\_\_\_ No \_\_\_\_\_

I am applying for: \_\_\_\_\_ Lifeline (monthly telephone service discount)  
\_\_\_\_\_ Toll Limitation Service (free toll blocking or toll control)

I, one or more of my dependents, or my household currently participates in one or more of the following programs:  
(Check all that apply.)

- \_\_\_\_\_ Medicaid (e.g. Title XIX/Medical State Supplemental Assistance)
- \_\_\_\_\_ Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)
- \_\_\_\_\_ Supplemental Security Income (SSI)
- \_\_\_\_\_ Federal Public Housing Assistance (Section 8)
- \_\_\_\_\_ Low-Income Energy Home Assistance Program (LIHEAP)
- \_\_\_\_\_ Temporary Assistance for Needy Families (TANF)
- \_\_\_\_\_ National School Lunch Program's Free Lunch Program
- \_\_\_\_\_ **OR** My household income is at or below 135% of the Federal Poverty Guidelines. The number of individuals in my household is: \_\_\_\_\_.

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).

### 2013 Health and Human Services Poverty Guidelines

Number in Residence	135% Guideline (Annual)	Number in Residence	135% Guideline (Annual)
1	\$15,512	5	\$37,220
2	\$20,939	6	\$42,647
3	\$26,366	7	\$48,074
4	\$31,793	8	\$53,501

SIGN REVERSE SIDE

For each additional person after 8, add \$5,427 to the annual guideline.  
Source: *Federal Register, Vol. 78 No. 16, January 24, 2013, pp. 5182-5183*

### **Important Information**

You will 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, telephone number, and address will be divulged to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that the subscriber does not receive more than one 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](http://www.PUC.SD.gov/Lifeline)



### Tribal Lifeline & Link Up Assistance Application and Certification Form

(Please Print or Type)

Company Name \_\_\_\_\_ SPIN \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Residential Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

(Do not use a P.O. Box address.)

Is your residential address a permanent address? Yes \_\_\_\_\_ No \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

(If different from residential address.)

Social Security Number (last four digits): \_\_\_\_\_ If you are a member of a Tribal nation and do not have a social security number, you may provide your Tribal identification number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ (if existing service)

Telephone number where you can be reached or receive messages: \_\_\_\_\_

Are you currently receiving Lifeline assistance through any other telephone provider? Yes \_\_\_\_\_ No \_\_\_\_\_

I am applying for:

\_\_\_\_\_ Tribal Lifeline (monthly telephone service discount) \_\_\_\_\_ Toll Limitation Service (free toll blocking or toll control)

\_\_\_\_\_ Tribal Link Up (telephone connection charge discount)

I am applying as an individual living on "tribal lands": Yes \_\_\_\_\_ No \_\_\_\_\_

("Tribal lands" are defined as any federally-recognized Indian tribe's reservation, pueblo or colony; Indian Allotments; and areas that fall outside the boundaries of existing Tribal lands but have been designated by the Federal Communications Commission as Tribal lands for the purpose of receiving Tribal Lifeline and Tribal Link Up support.)

I, one or more of my dependents, or my household currently participates in one or more of the following programs:

(Check all that apply.)

- \_\_\_\_\_ Medicaid (e.g. Title XIX/Medical State Supplemental Assistance)
- \_\_\_\_\_ Supplemental Security Income (SSI)
- \_\_\_\_\_ Federal Public Housing Assistance (Section 8)
- \_\_\_\_\_ Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)
- \_\_\_\_\_ Low-Income Home Energy Assistance Program (LIHEAP)
- \_\_\_\_\_ Temporary Assistance for Needy Families (TANF)
- \_\_\_\_\_ National School Lunch Program's Free Lunch Program
- \_\_\_\_\_ Bureau of Indian Affairs General Assistance
- \_\_\_\_\_ Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- \_\_\_\_\_ Head Start (if income eligibility criteria are met)
- \_\_\_\_\_ Food Distribution Program on Indian Reservations
- \_\_\_\_\_ **OR** My household income is at or below 135% of the Federal Poverty Guidelines. The number of individuals in my household is: \_\_\_\_\_.

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

#### 2013 Health and Human Services Poverty Guidelines

Number in Residence	135% Guideline (Annual)	Number in Residence	135% Guideline (Annual)
1	\$15,512	5	\$37,220
2	\$20,939	6	\$42,647
3	\$26,366	7	\$48,074
4	\$31,793	8	\$53,501

For each additional person after 8, add \$5,427 to the annual guideline. SIGN REVERSE SIDE



## **Important Information**

You will be required to provide documentation of eligibility.

Tribal Lifeline and Tribal Link Up are federal government assistance benefits and willfully making false statements to obtain the benefits can result in fines, imprisonment, de-enrollment, or being barred from the programs.

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 am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 47 C.F.R § 54.400(e);

(4) If I move to a new address, I will provide that new address to the telephone company within 30 days;

(5) If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;

(6) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

(7) 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);

(8) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and

(9) The information contained in this application and certification form is true and correct to the best of my knowledge.

(10) I acknowledge and give consent that my name, telephone number, and address will be divulged to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that the subscriber does not receive more than one lifeline benefit.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

For more information about Tribal Lifeline and Tribal Link Up, see [www.PUC.SD.gov/TribalLifeline](http://www.PUC.SD.gov/TribalLifeline)



**RULES FOR RECORDING TWO-WAY TELEPHONE CONVERSATIONS**

FCC requires one of following options to be chosen when a person wishes to record a telephone conversation.

Consent must be obtained from all parties involved before a conversation can be recorded.

"Warning tones" must be sounded at regular intervals during the recording of a conversation. Individuals involved in the conversation being recorded must notify all parties if a conversation is being recorded either at the beginning, during, or at the end of the conversation.

**Federal Communications Commission**

445 12th St SW  
Washington, DC 20554  
202-418-0190  
www.fcc.gov

anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another, or for calls that... interfere unreasonably with the use of the service by one or more other customers, or calls for...unlawful purpose. Upon violation of any of these conditions the telephone company can, by written notice, discontinue service forthwith. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in

the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his/her telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223. The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that

the public may be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.



**Lifeline And Link-Up**

Lifeline 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. A household is eligible for only one lifeline credit, which may be applied to landline or wireless service. Eligible consumers can receive up to \$9.25 per month in discounts. Eligible residents of tribal lands can receive up to an additional \$25 in Lifeline support.

Tribal Link-Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 100% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$100.

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

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

**CALL**

If you have a payphone, you must put the coin in the slot before you can use it. It will give you a dial tone.

**Here's**

1. A dial tone
2. An answer tone
3. The number you are calling

**To Answer**

1. Depress the answer button
2. You will hear a dial tone

**To Alter**

1. By dialing 9
2. Each time you dial 9

**To Terminate**

1. Simply hang up
2. Your phone will ring
3. When you hear the ring, you are the caller.

If you are calling a payphone, you must answer all calls. Call Wait is not available at payphones.

**CANCEL**

Lets you cancel your service on a month-to-month basis.

Now, you can cancel your service without a 30-day notice period. You can cancel your service at any time. In either case, you must give notice by the end of the month. This is to allow us to send you a bill for the month.

**To CANCEL**

1. Pick up the receiver
2. Press \*70
3. Dial the number you are calling

**To CANCEL YOUR SERVICE**

1. Place your hand on the receiver
2. Listen for a dial tone
3. Press \*70
4. Return the receiver to the cradle