

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2019**

Company: Interstate Telecommunications Cooperative

Address: PO Box 92  
312 4th St W  
Clear Lake, SD 57226

Telephone number: 605-874-2181

Company contact: Jim Canaan

Study Area Code: 391654 and 391679

**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 within 1<sup>st</sup> 30 days of service.\* (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 PUC website

\*Required

## **PUBLIC NOTICE**

Interstate Telecommunications Cooperative, Inc. is designated as the "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

ITC provides the supported services -- voice telephony service and broadband Internet access service -- throughout its designated service area. These supported services include:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in XYZ's service area has implemented 911 or enhanced 911 systems.; and
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Voice telephony service is provided at rates which start at \$22.50 per month for residential customers and \$22.50 per month for business line customers. Broadband Internet access service is provided at rates which start at \$54.95 per month for residential customers and \$54.95 per month for business customers. ITC would be pleased to provide you with specific rates for voice and broadband for your area upon request.

ITC also offers qualified customers Lifeline service. Lifeline is a non-transferable, federal benefit that makes monthly voice or broadband service more affordable. The program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge. The current discount provided under the Company's Lifeline service is \$9.25 per month for each month that the customer qualifies.

A household is eligible for the Lifeline discount if the customer's annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer's household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income; Federal Public Housing Assistance (Section 8)
- Veterans and Survivors Pension Benefit.
- Other Programs for Tribal Lands.

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

July 2019



# Bell Ringer

Volume 53, No 2 Clear Lake, South Dakota 57226

June 2019

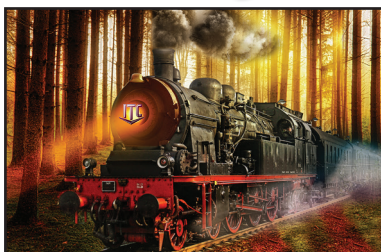
## Hop On The E-Train And Get \$25!

It's not too late to get on the E-Train! Sign up for E-Statement and E-asy Pay/Auto Deduct, and you will get a \$25 credit on your ITC bill.

With E-Statement you will be notified each month via email that your bill is ready. Once you log in, you can view the bill and save it for future reference. If you are trying to go green and get rid of all the paper, this is the way to go.

With E-asy Pay/Auto Deduct, your bill is deducted from your account every month. No more forgetting to pay your bill. If you pay with a credit or debit card, you can choose a date from the 1st to the 17th of the month. If you pay using your checking account, it will be deducted on the 10th of each month.

If you sign up before the end of June for both E-statement (paperless) and E-asy Pay, ITC will give you a \$25 credit on your bill. Don't wait, make your summer as "E-asy" as possible. Get on the E-Train today. For more information or to sign up, stop in one of our offices or call 1.800.417.8667!



## Calling All Photographers!

It's camera time again! ITC is gearing up for the 2020 Phone Book.



This year we narrowed the subject of your photo to trees. We want unique pictures of a tree, trees, or parts of trees.

If you are an amateur photographer, and a member of the Coop, you are eligible. The Directory Cover Contest runs from June 3 - September 6.

You can submit up to six photos. Pictures must be at least a 300 resolution or the largest option on your camera or phone. They must also be recent and taken in our service territory - no people, no pets. We will allow wildlife as long as the tree is the main focus.

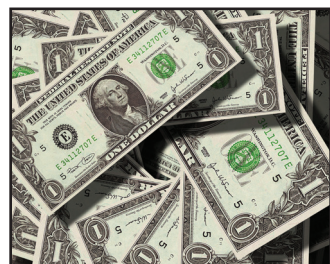
Be sure to include your name, address, and a brief description of where and when you took the picture. Make sure there are no dates stamped on your photo.

The winning photo will be featured on the cover of the 2020 Directory. The first place winner will receive a \$50 bill credit and the second place winner will receive a \$25 bill credit.

Email your photos to [photo@itctel.com](mailto:photo@itctel.com). You can also mail them or deliver them to one of our offices. Be sure to include your name and contact information with the photos.

If you have questions, please contact Kathy at 1.800.417.8667. A complete copy of the Directory Contest rules can be found at [www.itc-web.com](http://www.itc-web.com) under "About ITC."

## Lifeline - Do You Qualify?



Lifeline is a federal program that lowers the monthly cost of phone and Internet. Eligible customers will get at least \$9.25 toward their bill. You can use Lifeline either for phone or Internet, but not both. Only one Lifeline credit is available per household. Lifeline is designed to ensure service remains affordable for all residents.

Contact ITC for a Lifeline application or go to ITC's website at [www.itc-web.com](http://www.itc-web.com) and go to "Services and Products." From there, scroll down to "Phone," or "Internet" and to "Telephone/Broadband Assistance Programs" for links that provide assistance information. You need the following information to apply: First and last name, address, date of birth, and last four digits of your social security number (or tribal ID number). You may also need to provide one of these items: photo ID, prior year's tax return, social security card, or another document to prove your identity.

To be eligible for the Lifeline benefit, either you or someone in your household must participate in one of the programs below. The other option is to prove your income is at or below 135% of the federal poverty guidelines.

- Medicaid.
- Supplemental Nutrition Assistance Program (SNAP).
- Federal Public Housing Assistance (FPHA).
- Veterans Pension or Survivors Pension.
- Supplemental Security Income (SSI).
- Other Programs for Tribal Lands.

If your application is approved, you will receive your Lifeline discount toward your bill. If you want to apply your discount to an existing service, contact ITC.

If you believe you are eligible for Lifeline, stop by the ITC office and fill out an application form or call our office at 1.800.417.8667 for assistance.





Interstate Telecommunications Cooperative, Inc.  
312 4<sup>th</sup> Street West, PO Box 920, Clear Lake, SD 57226

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## USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

The Federal Communications Commission has received information that interstate telephone service is being used for collection of claimed debts in ways that are or may be in violation of applicable tariffs of the telephone companies and criminal statutes. Practices alleged include calling at odd hours of the day or night; repeated calls; calls to friends, neighbors, relatives, employers, and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment; and calls misrepresenting the terms and conditions of existing or proposed contracts. Although many of these calls are placed on a local basis, there is increasing indication that such improper practices also involve use of interstate toll and Wide Area Telephone Service (WATS).

Tariffs of the telephone companies forbid use of the telephone...for a call or calls, 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

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