

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2020**

Company: NVC

Address: 2211 8th Ave NE Ste 1101

 Aberdeen, SD 57401

Telephone number: 605-725-1000

Company contact: Stacy Oliver

Study Area Code: 399017 and 396340

Lifeline/Link Up Advertising/Outreach Activities:

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

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

x _____ Company's Lifeline/Link Up information in directory.

x _____ Company's Lifeline/Link Up information available on Company website.
www.nvc.net

x _____ Company's information posted on USAC website.

_____ Other (describe): _____

*Required

General Overview of Lifeline/Link Up Advertising/Outreach

New NVC customers receive this information in their install packet and/or cell phone bag.

We notify all customers of Lifeline in our newsletters once/year (NVC Oct19) and advertise on our Community Channel (Lifeline Ch9) for two weeks twice/year.

We placed the attached notices in the legal notices of the following newspapers:

Aberdeen American News

Redfield Press

NVC can both be searched for via zip code or city/state on the USAC website.

<https://data.usac.org/publicreports/CompaniesNearMe/Download/Report>

Lifeline information is available on our website on the corresponding service pages:

<https://nvc.net/residential/internet/>

<https://nvc.net/residential/cell-phone-service/>

<https://nvc.net/residential/home-phone/>

Ads in local newspapers

Newspapers used for outreach:

- Aberdeen American News
- Redfield Press

NVC PUBLIC NOTICE

Lifeline service is a government program designed to make monthly residential telecommunication services more affordable to eligible low-income customers. Customers who are eligible for the Lifeline program are also eligible for toll blocking at no additional charge.

The Federal Lifeline discount can be applied to qualifying voice or broadband services. In order to be eligible for the Federal Lifeline discount, a customer's annual household income must be at or below 135% of the Federal Poverty Guidelines or a customer must participate in one of the following programs: Supplemental Nutrition Assistance Program (SNAP); Medicaid; Supplemental Security Income (SSI); Federal Public Housing Assistance; Veterans Pension & Survivors Pension; or qualifying Tribal Programs.

Lifeline is a non-transferable service and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. Only eligible customers may enroll in the program. Customers are required to submit a Lifeline application form and will be required to certify continued eligibility annually. Customers who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the program.

Basic services are offered to all customers in NVC's service territories at the rates, terms, and conditions specified in NVC's tariff. If you have any questions regarding Lifeline service or would like to apply for Lifeline service, please call us at 605-725-1000 or 605-475-1000, toll free at 1-888-919-8945, or visit our business office at 1812 6th Ave SE, Suite 1, Aberdeen, SD or 1316 E 7th Ave, Redfield, SD.

NVC Public Notice

NVC is a telecommunications provider who provides basic and enhanced services within its service territory. NVC is an Eligible Telecommunications Carrier and as such, receives support from the Federal Universal Service Fund. Local service charges are as follows:

Monthly Rates

Aberdeen/Redfield

Single Party Residence Service	\$16.00
State Mandated Emergency 911 Services	
Each Single Line Residence	\$ 1.25
Federal Mandated Subscriber Line Charge	
Each Single Line Residence	\$ 6.50
Federal Mandated Communications Impaired	
Each Single Line Residence	\$.15

Customers of basic service have access to the public switched network, minutes of use for local service provided at no additional charge and access to emergency 911 services. Toll limitation services are also available for qualifying low-income customers. Lifeline service is available for qualifying low-income customers. The \$9.25 federal Lifeline benefit may be applied to either qualifying voice services or qualifying broadband services.

Broadband Internet access service is available at the following monthly rates:

- Up to 25 MBPS – \$43.95
- Up to 50 MBPS – \$53.95
- Up to 100 MBPS – \$69.95
- Up to 250 MBPS – \$85.00

Speeds not available in all areas.

Cell Phone Data Plans are available at the following monthly rates:

- UNLIMITED – \$89.95
- 15GB Cap – \$69.95
- 10GB Cap – \$59.95
- 5GB Cap – \$44.95
- 3GB Cap – \$34.95

\$9.95 per GB overage cost

UNLIMITED Talk & Text per handset - \$19.95 or \$39.95/month

See store for details.

Northern Valley Newsletter Ad October 2019

LIFELINE PROGRAM

The Lifeline Program is a federal program that provides a monthly discount on landline, cell, or broadband service to eligible low income households. If your household income is at or below

135% of the federal poverty guidelines OR you participate in federal/state assistance programs (Medicaid/SSI, etc.) you may qualify for the Lifeline Program. Call 725-1000 for more information.



**Universal Service
Administrative Co.**

LIFELINE ASSISTANCE PROGRAM

Lifeline is a federal program that provides a monthly discount on phone or internet service to eligible low-income households.

The Lifeline assistance program provides a \$7.25 monthly credit (home phone or cell phone) or a \$9.25 monthly credit (internet) on the qualifying service listed in the name of the eligible subscriber. Only one discount is available per household on either phone or internet service.

To be eligible for the Lifeline program, applicants must participate in at least one of the following public assistance programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
 - Medicaid
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors Benefit
 - Tribal Programs (and live on federally recognized Tribal lands)
- OR
- Household income is at or below 135% of the Federal Poverty Guidelines (documentation required)

JVT/NVC is a participating phone and internet provider. For more information or to apply for the Lifeline program, please go to

checklifeline.org/lifeline