

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

Company:

Address:

Telephone number:

Company contact:

Study Area Code:

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.

Company's information posted on USAC website.

Other (describe):

\*Required

## **PUBLIC NOTICE/Milbank**

Interstate Telecommunications Cooperative, Inc. (ITC) 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 ITC’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 \$25.00 per month for business line customers. Broadband Internet access service is provided at rates which start at \$39.95 per month for residential customers and \$39.95 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.

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

July 2019

## E-Statement = E-asy!

*"Save up to \$25 on your next ITC bill."*

No problem, no sweat  
Nothin To it!



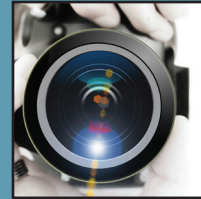
As the world adjusts to the "new normal," your Coop also continues to look for ways to keep the customers and employees safe. One of those ways is looking at how you pay your bill. If you currently mail your bill or drop it off at one of our offices, we would like to encourage you to sign up for Auto-Pay and to go paperless with E-Statement. Sign up for both services now, and we will give you a bill credit for \$25. The best part about signing up for both services is you never have to leave home to pay your bill. If you only sign up for one of these services, we'll still give you a \$10 bill credit.

When you sign up for Auto-Pay (Auto-Deduct), your bill amount is deducted from your account every month. If you pay using your checking account, your bill will be deducted on the 10th of the month. If you pay with a credit or debit card, you can choose the date (from the 1st to the 17th of the month).

Sign up for E-Statement and go paperless, and you will be notified via email that your bill is ready each month. You can log in to see the information, save it, or print it if you want a paper record. Your monthly newsletter, the Bell Ringer, will also be delivered via email.

To sign up for Auto-Pay or go paperless with E-Statement, go to [www.itcebill.com/estatement/login](http://www.itcebill.com/estatement/login). If you have questions or need assistance, call 1.800.417.8667. Don't wait; offer ends June 30!

## Directory Cover Contest



It's time to start taking photos for the Directory Cover Contest. The winning photo will be on the front

cover of the ITC Phone Book for 2021.

The subject for this year's contest is up to you. The photo must be suitable for a directory cover. No people or pets. We are looking for something unique and different from the past cover winners.

You are eligible to enter if you are an amateur photographer and a member of the Coop. The Directory Cover Contest runs from June 1 - September 4. 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. Check to be sure there are no dates on the photo. Be sure to include your name, address, and a brief description of where and when you took the picture.

The winning photo will be featured on the cover of the 2021 Directory. The first-place winner will receive a \$50 bill credit, and the second-place winner will receive a \$25 bill credit.

The best way to submit your photos is to email them to [photo@itctel.com](mailto:photo@itctel.com). You can also mail 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 Funding Available



Lifeline is a federal program that lowers the monthly cost of phone and Internet. Eligible customers will get up to \$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 the FCC's program to help make communications services more affordable for eligible customers.

Contact ITC for a Lifeline application or go to ITC's website at <https://www.itc-web.com/services-and-products/phone/lifeline-and-link/>. You can also go directly to the Lifeline National Verifier at <https://nationalverifier.servicenowservices.com/lifeline>. The following information will be needed 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 need to contact ITC to receive the discount on your existing service.

If you believe you are eligible for Lifeline, 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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- ... Access to emergency services provided by local government to other public safety organizations, such as 911 and enhanced 911, to the extent the local government in XYZ’s service area has implemented 911 to 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.

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- ... 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 service should be directed to ITC at 1.800.417.8667.

# GENERAL INFORMATION

## 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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