

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2021**

Company: Venture Communications Cooperative

Address: 218 Commercial Ave. SE
PO Box 157
Highmore, SD 57345

Telephone number: 605-852-2224

Company contact: Janelle Jessen

Study Area Code: 391680

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 1st 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

January 2020 Lifeline Link Up article in monthly newsletter

July 27, 2020 Insert Lifeline ad in newspapers
Onida Watchman
Bowdle Pioneer
Roscoe Hosmer Independent
Langford Bugle & Britton Journal
Rosholt Review
True Dakotan - Wessington Springs
Faulk Co Record
The Selby Record
Sisseton Courier
Potter County News
Highmore Herald
Miller Press
West beadle Cty Echo
The Hoven Review
Sota Iya Ye Yapi (tribal paper)

10/14/2020 Insert Lifeline press release in newspapers
Onida Watchman
Bowdle Pioneer
Roscoe Hosmer Independent
Langford Bugle & Britton Journal
Rosholt Review
True Dakotan - Wessington Springs
Faulk Co Record
The Selby Record
Sisseton Courier
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Need help paying your phone bill?

Many low-income families qualify for assistance with phone charges, but don't realize that this help is available. You are allowed only one Lifeline discount per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible.

Lifeline is a federally funded program created to provide every customer the opportunity to have affordable internet and/or telephone service. Lifeline provides qualified customers with a monthly discount if you are enrolled in one of the following:

- Food Stamps (SNAP)
- Federal Public Housing Assistance
- Supplemental Security Income
- Medicaid
- Veterans Pension or Survivors Pension

Individuals who live on a federally recognized reservation or trust land may qualify for a discount if they receive assistance from one of the following:

- Bureau of Indian Affairs general assistance program
- Tribally Administered Temporary Assistance for Needy Families
- Tribal Head Start (meeting income qualifying standards)
- Food Distribution Program on Indian Reservations (FDPIR)

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 to the right).

APPLY 1 OF 3 WAYS:

1. For a quicker response - enter your application online at www.checklifeline.org.
2. Mail your paper application to the Lifeline Support Center.
3. Fill out and submit your application online at the Venture Communications office.

HELPFUL INFORMATION:

Applications are available online at www.lifelinesupport.com or at your local Venture Communications office.

Number in Residence	135% Guideline (Annual)
1	\$17,226
2	\$23,274
3	\$29,322
4	\$35,370
5	\$41,418
6	\$47,466
7	\$53,514
8	\$59,562

For each additional person, add \$6,048.

venture
communications
cooperative
852-2224

Lifeline

Lifeline and Toll Blocking support is available from Venture Communications. These programs provide 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. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll Blocking is available to eligible consumers at no cost.

Customers are eligible if they, one of their dependents or their household participate in one of the following programs:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension or Survivors Pension

In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines.

Venture Communications voice and broadband services are Lifeline-supported services. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

To apply for this low-income assistance, please go to the National Lifeline website at www.CheckLifeline.org, or contact Venture Communications at 800-824-7282 for further information.

CUSTOMER SERVICE

TO APPLY FOR NEW SERVICE OR CHANGE YOUR SERVICE

Venture Communications Cooperative
1-605-852-2224 or Toll Free 1-800-824-7282

Trouble Shooting Tips:

Trouble with your service may come from any of three sources:

1. The equipment inside your home (TV, Computer, Phone)
2. Wiring inside your home or business
3. The telephone line

To check:

Test your device by unplugging the one with the problem and try another device. If this corrects the problem, it is probably a problem with your device itself. Have the device repaired or replaced.

If you have determined that the device is not the problem or you cannot identify what is causing the problem, contact the office at 605-852-2224 or 1-800-824-7282.

To Report Trouble:

When reporting trouble to our service desk or off-hours answering service, please provide the following information:

1. Your full name and street address.
2. Your telephone number.
3. What the trouble is.
4. If possible, a telephone number where you can be reached.

Customer Assurance Plan

Nobody likes to worry about what might happen. That's why we have developed our *Customer Assurance Plan* to protect you in case of the unexpected. If you have trouble with the telephone wiring or installed jacks inside your home or business, our technicians will repair the problem at no cost to you. Without this protection, a problem in the wiring within your house will cost you time and materials, which can quickly run into a large sum of money. Don't wait!! Call our office today at 605-852-2224 or 1-800-824-7282 to have our *Customer Assurance Plan* placed on your line.

LIFELINE & ENHANCED LIFELINE DISCOUNTS

Venture Communications offers a program to its low-income subscribers that results in a rate reduction on monthly services. Subscribers who participate in any of the following programs also qualify for participation in our Lifeline program:

- Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
- Food Stamps program
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veteran's Pension or Survivor's Pension

In addition, a subscriber may qualify for this program if their household income is at or below 135 percent of the Federal Poverty Guidelines.

Participation in any of the above programs as well as some tribal assistance programs will qualify a subscriber living on tribal lands for the Enhanced Lifeline program.

For additional information and applications forms, please contact our office at 800-824-7282.

