

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2022**

Company: RC TECHNOLOGIES
Address: 205 MAIN STREET
PO BOX 197
NEW EFFINGTON, SD 57255
Telephone number: 605-637-5211
Company contact: Wanda Heesch
Study Area Code: 391674

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. www.tnics.com/services/telephone/telephone-assista
- Company's information posted on USAC website.
- Other (describe):

*Required

Supplemental Security Income (SSI)	Food Distributions Program on Indian
Federal Public Housing Assistance (FPHA)	Tribal Head Start (only household that meet the income qualifying)
Veterans and Survivors Pension Benefit	"

Lifeline Rules

1. Lifeline is available to subscribers who can prove eligibility. When you sign up for Lifeline, you must show proof of participation.
2. One discount per household. A household is a group of people who live together and share income. If more than one person in your household gets Lifeline, you are breaking FCC rules and will lose your benefit.
3. You must recertify/renew every year.
4. Use or Lose it. You must use it at least once every 30 days.
5. Be honest. You must give true and accurate information on all Lifeline forms or questionnaires.
6. You may need to show other documents. Visit lifelinesupport.org to find documents.

How can I Apply?

There are 3 ways to apply for Lifeline:

1. **Apply Online** -- [click here](#)
2. **Mail in Your Application**

Complete the application and then mail in copy of documentation that proves your eligibility.

ENGLISH	SPANISH
FCC Form 5629: Lifeline Application	FCC Form 5629: Lifeline Application
FCC Form 5630: Recertification Form	FCC Form 5630: Recertification Form
FCC Form 5631: Household Worksheet	FCC Form 5631: Household Worksheet

3. Apply in Person

Visit our Main Business Office at 205 Main Street, New Effington, SD, Monday through Friday, 8 a.m. to 5 p.m.

Bring documentation that will prove your eligibility.

Lifeline <https://www.lifelinesupport.org/>

CONTACT US

P.O. Box 197
 205 Main Street
 New Effington, SD 57265
 605-637-5211

POPULAR LINKS

- 🔗 [Blog](#)
- 🔗 [Guides and Brochures](#)
- 🔗 [Online Phone Directory](#)

ABOUT US

- 🔗 [Mission](#)
- 🔗 [Our History](#)
- 🔗 [Board and Staff](#)



TO MAKE DIRECT DIAL CALLS USE THE CHART BELOW AND DIAL:



Example: La Paz, Bolivia: 011 + 591 + 2 + Number

TO MAKE OPERATOR ASSISTED CALLS USE THE CHART BELOW AND DIAL:
(OR CALL YOUR LONG DISTANCE COMPANY)



Example: Nepal: 01 + 977 + No City Code Omit This Step → An Operator Will Come On The Line

gand:	Honduras.....504	Mozambique.....258	South Africa.....27
umber following country name... Country Code	Hong Kong.....852	Myanmar.....95	Spain.....34
ghanistan.....93	Hungary.....36	Namibia.....264	Sri Lanka.....94
ania.....355	Iceland.....354	Nauru.....674	Sudan.....249
eria.....213	India.....91	Nepal.....977	Suriname.....597
merican	Indonesia.....62	Netherlands.....31	Swaziland.....268
amoa.....684	Iran.....98	Netherlands	Sweden.....46
orra.....376	Iraq.....964	Antilles.....599	Switzerland.....41
ola.....244	Ireland.....353	New Caledonia.....687	Syria.....963
arctica.....672	Israel.....972	New Zealand.....64	Taiwan.....886
entina.....54	Italy.....39	Nicaragua.....505	Tajikistan.....992
enia.....374	Japan.....81	Niger.....227	Tanzania.....255
iba.....297	Jordan.....962	Nigeria.....234	Thailand.....66
ension.....247	Kazakhstan.....7	Norfolk Island.....672	Togo.....228
tralia.....61	Kenya.....254	Norway.....47	Tonga.....676
stria.....43	Kiribati.....686	Oman.....968	Tuvalu.....216
rbaijan.....994	Korea (North).....850	Pakistan.....92	Turkey.....90
rain.....973	Korea (South).....82	Palau.....680	Turkmenistan.....993
gladesh.....880	Kyrgyzstan.....996	Panama.....507	Tuvalu.....688
arus.....375	Laos.....856	Papua	Uganda.....256
gium.....32	Latvia.....371	New Guinea.....675	Ukraine.....380
ize.....501	Lebanon.....961	Paraguay.....595	United Arab
in.....229	Lesotho.....266	Peru.....51	Emirates.....971
itan.....975	Liberia.....231	Philippines.....63	United Kingdom.....44
ivia.....591	Libya.....218	Poland.....48	United States.....1
nia &	Liechtenstein.....423	Portugal.....351	Uruguay.....598
rzegovina.....387	Lithuania.....370	Qatar.....974	Uzbekistan.....998
swana.....267	Luxembourg.....352	Romania.....40	Vanuatu.....678
zil.....55	Macedonia.....389	Russia.....7	Vatican.....379
nei.....673	Madagascar.....261	Rwanda.....250	Venezuela.....58
garia.....359	Malawi.....265	St. Pierre &	Vietnam.....84
kina Faso.....226	Malaysia.....60	Miquelon.....508	Wallis & Futuna.....681
undi.....257	Maldives.....960	Samosa.....685	Yemen.....967
mbodia.....855	Mali.....223	San Marino.....378	Zambia.....260
neroon.....237	Malta.....356	Sao Tome &	Zimbabwe.....263
re Verde.....238	Marshall Islands.....692	Principe.....239	
tral African	Mauritania.....222	Saudi Arabia.....966	
public.....236	Mauritius.....230	Senegal.....221	
ad.....235	Mayotte.....262	Seychelles.....248	
le.....56	Mexico.....52	Sierra Leone.....232	
na.....86	Moldova.....224	Singapore.....65	
istmas	Monaco.....377	Slovakia.....421	
land.....61	Mongolia.....976	Slovenia.....386	
	Morocco.....212	Solomon Islands.....677	
		Somalia.....252	

For more information on international dialing, please visit one of the following websites:
<http://countrycode.org> - or - http://time_zone.tripod.com

PAYMENT OF BILLS

All telephone, internet and video service bills will be billed to the subscriber on a monthly basis. Statements shall be mailed to the subscriber the first of each month. Local service charges are billed one month in advance. The statement is due by the 10th of each month. Customers that have not made full payment will receive a reminder call on the 13th. If no payment by the 20th, customer will receive a final call. If payment is not received by the last day of that month, penalty fees will be added to the past due account. If payment is still not received by the 5th of the following month, (1) service will be disconnected for non payment and will not be reconnected until the current amount due, plus additional charges have been paid in full. (2) RC Technologies may charge an additional deposit fee in its discretion.

If a customer pays a portion of their bill sufficient to cover all local service charges, but not long distance charges, the company may, at its discretion, or at the customer's request, put a toll restriction on the customer's line until all long distance charges and any additional local service charges are paid in full. Toll service will be restored once, and only if, all past due amounts are received.

RC offers many convenient ways to pay your monthly bill. Have your payments automatically deducted from your bank account, credit card, or register on-line at www.tnics.com for electronic billing. Choose from either monthly or recurring payment options. When mailing payments to the RC office, be sure to enclose the payment stub along with your payment.

NEW OR RECONNECTED SUBSCRIBER PROMPT PAYMENT POLICY

RC Technologies reviews the service payment history for all subscribers. Such payment history serves as the basis for establishing a credit rating for each subscriber. New subscribers who do not have a credit rating, or who have a credit rating which does not meet minimal standards established from time to time by RC Technologies, must make their payments within 10 days after billing for the first 6 months of service. Subscribers who have been disconnected for non-payment must make their payments within 10 days for the first 6 months after reconnection. Assuming payments are made in a timely fashion during the first 6 months of service, such subscribers are subject to the Payment of Bills procedure described above and payments must then be made in accordance with that schedule.

RC Technologies may in its discretion disconnect service for new subscribers or subscribers who have been reconnected after being disconnected for non-payment, who do not observe this required Prompt Payment Policy.

NEW OR RECONNECTED SUBSCRIBER DEPOSIT POLICY

A \$100.00 telephone deposit and \$150.00 video deposit may be required at the time of application for

each new subscriber with no credit rating or a credit rating which does not meet the minimum standards established from time-to-time by RC Technologies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Technologies if the subscriber fails to comply with these policies.

LIFELINE PROGRAM

Lifeline Terms and Conditions

RC Technologies (the "Company") offers Lifeline program-supported service to qualified low-income residential consumers for one telephone or internet line per eligible household. The Lifeline program provides discounts to eligible low-income consumers to help them establish and maintain telephone or internet service. Lifeline assistance lowers the cost of basic, monthly local telephone or internet service. Eligible consumers can receive up to \$9.25 per month in discounts. In addition, the Federal Universal Service Charge and Access Recovery Charge are 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. Also, by choosing this option, consumers are usually not charged a deposit.

Lifeline Program Eligibility Information

Program Based Eligibility

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension and Survivor's Benefit

Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

Income Based Eligibility

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

General Rules, Regulations, & Information (Cont'd)

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or pay-check stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

Tribal Eligibility

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service or Tribal Link Up if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Numbers of Minutes-of-Use Provided as Part of Lifeline Program Service

The Company's Voice Lifeline service includes unlimited local minutes-of-use within the toll-free calling area. The Company's Voice Lifeline Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which inter-exchange carrier the consumer subscribes to for toll service. As part of the Lifeline service, Toll blocking is available to eligible consumers at no cost.

Rates

Subscribers may receive the Lifeline credit on any type or grade of local service, including voice, internet or bundled services that are normally offered by the Company. Advertised rates do not include any applicable taxes or surcharges.

Recertification of Lifeline Eligibility

Lifeline recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for the Lifeline program will result in termination of the Lifeline recipient's monthly Lifeline discount and de-enrollment from the Lifeline Program.

Additional Lifeline Program Information

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 the Lifeline Program, please visit www.lifelinesupport.org or call 1-800-234-9473 to have an application mailed to you.

APPLICATIONS FOR NEW SERVICE - MOVES OR DISCONTINUANCE OF SERVICE

It is preferred that you stop in person at our Business Office to arrange for the installation of service. If this is not convenient, please telephone us and we will be glad to furnish you with an application for service prepared for your signature.

If you wish telephone service discontinued or instruments moved from one location or address to another location or address, our Business Office should be notified by telephone or letter ten days in advance.

After the telephone has been placed at a location designated by the customer, the customer agrees not to move, alter or abuse the instrument or any telephone equipment on the premises leased from the company to the customer.

SUSPENSION OF SERVICE

When you are away from your residence for an extended period, you may arrange to have your telephone service temporarily suspended at a reduced rate, retaining your telephone number.

BUSINESS CLASSIFICATION

Telephone numbers used in business advertising will classify that number as a business telephone regardless of the location. The use of the service rather than location will determine the classification.

RESIDENCE ADDITIONAL LISTINGS

You can list other members of your household in the telephone directory. Extra listings make it easier for friends to locate members of your family and add to a really complete service in your home.

TELEPHONE DIRECTORIES

One directory for each access line is furnished without charge.

General Rules, Regulations, & Information (Cont'd)

ERRORS AND OMISSIONS

ERRORS IN DIRECTORY. While every effort is made to insure accuracy in the compiling and printing of the directory to prevent errors and omissions, they may still occur despite all precautions. The publishers and the Telephone Company ask the public to recognize this and take this means of informing all that the publishers and the Telephone Company will assume no liability for alleged damage caused by any one because of such errors or omissions.

CHANGING TELEPHONE NUMBERS

Changing telephone numbers and instruments is expensive to the Company and at the same time results in some inconveniences to our customers. For these reasons, such changes are avoided whenever possible. To meet the increasing use of telephone service by subscribers and in order to provide for new and additional service, rearrangements in our plant are necessary. Your cooperation in such readjustments affecting your service will be appreciated.

REPORT LINE TROUBLE PROMPTLY

If your telephone or telephone line is out of order, please see page 27 for troubleshooting tips. RC Technologies has no way of knowing whether or not your telephone isn't in working order unless reported.

RIGHT OF ACCESS TO PREMISES

At all reasonable times the Company, through its authorized employees, shall have the right of access to the premises of the subscriber to install, inspect, or repair the lines or equipment, or to remove them upon termination of the subscriber's right of use.

FIRE ALARMS AND OTHER EMERGENCY CALLS

The Telephone Company assumes no responsibility in accepting or handling or transmitting fire calls or other emergency calls of any nature.

HOW TO REPORT EMERGENCIES

The quickest way to report any emergency is to dial 911.

TEACH CHILDREN ABOUT THE TELEPHONE

There are two important things to teach children about the telephone:

1. How to dial emergency numbers.
2. How to dial "home" and an "alternate call" number in case no one is home (i.e. work, friend, relative).

Emergencies are never expected to happen, but sometimes they DO. Teach children to dial emergency phone numbers. Children should also be taught to give

their name, address (including town and state) and phone number during an emergency call.

If you teach children their home phone number, they can call you or give the number to someone in an emergency or crisis. Teaching children to properly use the phone in an emergency clarifies that the telephone is not a toy but a tool that provides them help and safety. You'll be reassured so will your children.

TELEPHONE ATTACHMENTS

In the interest of good service, please do not use auxiliary apparatus or advertising devices to telephones or other equipment. Attachments that interfere with telephone service and the telephone company reserves the right to remove apparatus that interfere with service.

EXTENSION TELEPHONE

Inside or outside, extension bells help you get when out of earshot of your telephone-in the yard instance. A cut-off key may be used to silence ringing when not needed. Loud ringing gongs are available where required.

REVERTIVE CALLS

To call your own number from your own phone (revertive call), dial your 7-digit number, hang up, your phone will ring you back. This allows another family member near another extension to talk to the person making the revertive call.

This feature will not work if you have voice mail or call forward busy.

INVESTIGATIVE CALLS

If the customer feels that they have been wrongfully charged on a direct dial toll call, you may contact the business office where the call can be investigated. Many times a call will appear that it was wrongfully billed and after investigation, it proves that it was a legitimate call. In this case the customer will be charged \$.75 per each investigative call that proves legitimate. Some calls that the customer often forgets making are calls for a farm report, credit card firm, insurance company, clinic, or hospital. Many times the customer does not realize the city to which the call is made or will exchange the call may be made to, which may be different than the known city address. If such a call is made, jot them down on the calendar so that they can be checked against the bill when it arrives.