

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2023**

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 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

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. Three such programs provided are "Lifeline", "Tribal Lifeline" and "Tribal Link-Up." The programs were developed in response to concerns about the affordability of telephone or internet service for low income citizens.

LIFELINE: The 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 Recover 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, choosing this option, consumers are usually not charged a deposit.

TRIBAL LIFELINE: The Tribal Lifeline program provides up to an additional \$14.35 in federal support to qualifying residents of Tribal Lands and applies to the main service listed in the name of the eligible telephone or internet company subscriber.

TRIBAL LINK-UP: Tribal Link-Up support is available to qualifying consumers residing on Tribal Lands and covers 100% of the charges (up to \$100) that the carrier customarily assesses for installing/connecting subscribers to the network.

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs or have a household income that is at or below 135% of the Federal Poverty Guidelines (documentation is required):

LIFELINE

Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
Supplemental Security Income (SSI)
Medicaid
Federal Public Housing Assistance (FPHA)
Veterans Pension or Survivors Benefit Programs

TRIBAL LIFELINE & LINK-UP

Bureau of Indian Affairs (BIA) General Assistance
Tribal Temporary Assistance of Needy Families (Tribal TANF)
Food Distribution Program on Indian Reservations (FDPIR)
Tribal Headstart (only household that meet the income qualifying standard)

If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs or if your household income no longer meets the requirements set forth in the Federal Poverty Guidelines, you are obligated by law to notify RC Technologies of your ineligibility. The FCC prohibits consumers from receiving more than one Lifeline subsidized wireless telephone or discounted home telephone.

Contact the RC Technologies office in New Effington, 605-637-5211 or 800-256-6854, for more information or application forms. You may also e-mail questions to csrs@rctechteam.com.

General Rules, Regulations, & Information

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.

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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 paycheck 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 and/or each instrument leased through this business office is furnished without charge.



LIFELINE

What is Lifeline?

Lifeline is a federal government program that provides qualified low-income consumers assistance on communications services. Eligible subscribers can receive a monthly reduction of \$5.25 per month on phone service and \$9.25 per month broadband internet. You are allowed one Lifeline discount (phone or internet, but not both) per household. In addition, Federal Universal Service Charge and Access Recovery Charge are not accessed to consumers participating in Lifeline. Lifeline provides subscriber a discount on monthly telephone service, broadband Internet service, or bundled voice-broadband packages from participating provider.

What is Link Up?

Link Up provides a one-time discount for the connection or activation charge for a new telephone service plans and is limited to one line per household. Both the Lifeline and Link Up programs have income-based eligibility requirements.

What benefits are available through the Lifeline program's support for Tribal lands?

Individuals who reside on Tribal lands and meet the eligibility criteria may qualify for Lifeline programs.

Tribal Lifeline provides an additional up to \$25 off monthly bill, for a total Lifeline discount up to \$34.25 off per month.

Support to qualifying residents off Tribal Lands applies to the main service listed in the name of the eligible telephone or internet company subscriber. Limit one per household.

Tribal Link-Up provides a one-time discount for the connection or activation charge for a new telephone service at the applicant's primary residence. You can find out more about which areas are eligible Tribal lands by going online to <https://www.lifelinesupport.org/tribal-benefit>

How do I know if I eligible to participate?

To participate, the criteria based on income defined as at or below 135% of the 2020 Federal Poverty Guidelines -or- participate in certain federal assistance programs see each of these two tables below.

Federal Poverty Guidelines for 2023

LIFELINE	TRIBAL LIFELINE
Medicaid	Bureau of Indian Affairs (BIA) General Assistance
Supplemental Nutrition Assistance Program (SNAP)	Tribal Temporary Assistance for Needy Families (Tribal TANF)
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

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

How can I Apply?

- **Apply Online – Click Here**
- **Instructions for Mailing in Paper Application – Click Here for Paper Applications**
– Complete the application and then mail in copy of documentation that proves your eligibility.
- **Contact Provider For Assistance**

CONTACT US

P.O. Box 197
10 Oddin Avenue
New Effington, SD 57255
(605) 637-5211

POPULAR LINKS

- [Blog](#)
- [Online Phone Directory](#)

ABOUT US

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



RC Technologies provides basic and enhanced telecommunications services within its service area. Basic services are offered at the following rates:

Single Party Residence Service	\$22.25/month
Single Party Business Service	\$30.25/month

Local residence and business service includes:

- Voice grade access to the public telephone network
- Minutes of use for local service provided at no additional charge
- Access to 911 emergency services
- Toll limitation for qualifying low-income consumers

Lifeline Telephone Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on telephone service. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program.

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Low Income Housing Energy Assistance (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Aid to Needy Families (TANF)
- National School Lunch Program Free Lunch Program
- Supplemental Security Income (SSI)

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service 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.

RC Technologies' voice service is a Lifeline-supported service. 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. The basic services described above are offered to all consumers in RC's service area. If you have any questions regarding telecommunications services, please call RC's office at 637-5211 or 800-256-6854.