

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

Company: West River Cooperative Telephone Company

Address: 801 Coleman Ave

Bison, SD 57620

Telephone number: [REDACTED]

Company contact: Tally Seim

Study Area Code: 391689

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



West River Cooperative Telephone Company  
801 Coleman Avenue  
PO Box 39  
Bison, SD 57620

605.244.5213  
westriver@sdplains.com  
www.wrctc.coop  
www.facebook.com/WRCTC

December 15, 2022

Mr. Harold C. Frazier, Tribal Chairman  
Cheyenne River Sioux Tribal Government  
PO Box 590  
Eagle Butte, SD 57625

Dear Mr. Frazier:

The Federal Communications Commission (FCC), as part of its 2012 Order reforming the federal universal service mechanisms related to telecommunications and information services, adopted new “Trial Engagement” provisions that are intended to improve communications and foster a greater understanding between service providers and Tribal entities of the factors necessary to deploy and sustain telecommunication services on Tribal lands. *See* FCC Public Notice, Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Engagement Obligation Provisions of the Connect America Fund, DA 12-1165, released July 19, 2012.

Pursuant to the FCC’s rules related to Tribal Engagement, West River Cooperative Telephone Company would, as soon as possible, like to begin discussions with the Cheyenne River Sioux Tribe in a manner consistent with the FCC rules. Accordingly, we would request a meeting with the Tribe. The purpose of this meeting will, generally, be to exchange information related to the deployment and provisioning of communications services on Tribal lands. While West River Cooperative Telephone Company leaves to your discretion attendees from the tribe at this requested meeting, it is important that at least some of the tribal representative attendees at the meeting are “decision-makers,” as this can change the perspectives of the discussions. West River Cooperative Telephone Company asks that the Cheyenne River Sioux Tribe provide a name and contact information for a Tribal representative who can assist in scheduling and arranging a meeting with the appropriate Tribal government staff and leaders to discuss deployment and sustainability of telecommunications services on Tribal lands. This information may be provided to the undersigned by calling (605) 244-5213, or through an email directed to [cnash@wrctc.coop](mailto:cnash@wrctc.coop). Please respond by December 31, 2022.

Thank you for your cooperation in this matter. We look forward to discussing these important matters with you.

Sincerely,

Eric Kahler, General Manager  
EK:tkk



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801 Coleman Avenue  
PO Box 39  
Bison, SD 57620

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westriver@sdplains.com  
www.wrctc.coop  
www.facebook.com/WRCTC

December 15, 2022

Mike Faith, Chairman  
Standing Rock Sioux Tribe  
PO Box D  
Fort Yates, ND 58539

Dear Mr. Faith:

The Federal Communications Commission (FCC), as part of its 2012 Order reforming the federal universal service mechanisms related to telecommunications and information services, adopted new “Trial Engagement” provisions that are intended to improve communications and foster a greater understanding between service providers and Tribal entities of the factors necessary to deploy and sustain telecommunication services on Tribal lands. *See* FCC Public Notice, Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Engagement Obligation Provisions of the Connect America Fund, DA 12-1165, released July 19, 2012.

Pursuant to the FCC’s rules related to Tribal Engagement, West River Cooperative Telephone Company would, as soon as possible, like to begin discussions with the Standing Rock Sioux Tribe in a manner consistent with the FCC rules. Accordingly, we would request a meeting with the Tribe. The purpose of this meeting will, generally, be to exchange information related to the deployment and provisioning of communications services on Tribal lands. While West River Cooperative Telephone Company leaves to your discretion attendees from the tribe at this requested meeting, it is important that at least some of the tribal representative attendees at the meeting are “decision-makers,” as this can change the perspectives of the discussions. West River Cooperative Telephone Company asks that the Standing Rock Sioux Tribe provide a name and contact information for a Tribal representative who can assist in scheduling and arranging a meeting with the appropriate Tribal government staff and leaders to discuss deployment and sustainability of telecommunications services on Tribal lands. This information may be provided to the undersigned by calling (605) 244-5213, or through an email directed to [cnash@wrctc.coop](mailto:cnash@wrctc.coop). Please respond by December 31, 2022.

Thank you for your cooperation in this matter. We look forward to discussing these important matters with you.

Sincerely,

Eric Kahler, General Manager  
EK/tkk



**Lifeline** provides discounts to eligible low-income consumers to help them establish and maintain telephone and internet service. **Note:** One discount is available for either telephone or internet services but not both.

### **What type of discount is available?**

**Lifeline** assistance lowers the cost of basic, monthly local telephone service or internet service. Eligible consumers can receive \$9.25 per month. Eligible residents of Tribal Lands can receive up to an additional \$25 in Lifeline support.

**Link Up for Tribal Lands** reduces the cost of initiating new telephone service. Eligible consumers can receive a 100% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$100. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

**Toll Limitation Service (TLS)** support is also available to all eligible Lifeline consumers. TLS allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

### **How do I know whether I am eligible?**

Eligibility for Lifeline or Link Up for Tribal Lands has a set of federal eligibility criteria to meet for the federal program. An individual is eligible if he or she or a dependent person in their household participates in one of the following programs or if your household income doesn't exceed 135% of the Federal Poverty Guidelines.

- Medicaid
- SNAP
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veteran's Pension or Survivors Pension

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines.

Residents of Tribal Lands qualify if they participate in any of the programs listed above, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Tribal Head Start (income eligible)
- Tribal TANF
- Food Distribution Program on Indian Reservations (FDPIR)

### **How do I apply to receive Lifeline and Link Up?**

To apply for Lifeline and Link Up (Tribal Lands only) discounts please contact:

West River Cooperative Telephone Company  
PO Box 39  
Bison, SD  
57620  
605-244-5213

# Lifeline

## Receive up to \$9.25 off your phone or Internet service

Lifeline is a federal program that helps lower the monthly cost of your phone or Internet service.\*

### INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)

— OR —

- Your income is at or below 135% of the federal poverty guidelines

### HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get **one** Lifeline discount per household.
- If you share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, **LifelineSupport.org**. You can also ask your Lifeline service provider.

\*If you live on Tribal Lands, you may receive an additional discount toward your service.

If you have a disability and need assistance with your application, contact the Lifeline Support Center.



Universal Service  
Administrative Co.

Lifeline is a Federal Communications Commission (FCC) program to help make communications services more affordable for eligible consumers. The Universal Service Administrative Company (USAC) administers the Lifeline program. USAC is responsible for helping you apply for the program, understand eligibility requirements, and keep your benefit current through an annual recertification process.

### THREE WAYS TO APPLY



**APPLY ONLINE** Find the online application at **CheckLifeline.org**.

OR



**MAIL YOUR APPLICATION** Print an application from **LifelineSupport.org**. Fill out and mail it with proof of eligibility to:

Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

OR



**CONTACT A PHONE OR INTERNET COMPANY**

Find a company that provides Lifeline at **LifelineSupport.org**. Click **Companies Near Me**.

If you live in **CA** (**CaliforniaLifeline.com**), **OR** (**Lifeline.Oregon.gov**), or **TX** (**TexasLifeline.org**), visit the website for your state to find out how to apply.

### HOW TO SHOW YOU ARE ELIGIBLE

You may need to show proof that you qualify for Lifeline, such as:

- **A copy of your SNAP or program letter** **OR**
- **A copy of your pay stub or tax return** to prove your income is at or below 135% of the federal poverty guidelines.

### LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK  
**LifelineSupport@usac.org** | **www.LifelineSupport.org**



West River Cooperative Telephone Company

# Calling on You

## 2022 Scholarship Winners

### OFFICE CLOSED

West River Cooperative Telephone Company will be closed Monday, July 4, 2022 in observance of Independence Day.

West River Cooperative Telephone Company and Grand Electric Cooperative teamed together for the 21st year to award \$500 scholarships to graduating seniors from area school districts. WRCTC and Grand Electric sponsor this scholarship program to help serve as an investment in the economic future of our rural area. It is used to recognize and encourage the academic achievements of students in the areas we serve. Winners have been awarded their certificates at the Academic Awards programs at their respective schools. Congratulations Class of 2022!



**SYDNEE KJELLEN**, daughter of John and Tanya Kjellsen, graduated May 21, 2022, from Newell High School. Ranked 1 of 13 in her class, Sydnee graduated with a 4.3 GPA. She plans to attend Black Hills State University to study Elementary Education with a minor in Reading and Coaching. Sydnee has been involved in many extracurricular activities such as volleyball, basketball, track, Student Council, National Honor Society, FFA, Leo's Club, S.A.D.D., One Acts, drama, Teens Against Tobacco Use and last but certainly not least, Sydnee completed 27 dual credit college courses. Once graduated, Sydnee plans to move to a rural area where she hopes to become a teacher and coach in her community.

**TAYLOR THOMPSON**, daughter of Scott and Angle Thompson, graduated May 14, 2022, from Bison High School. Ranked 1 of 12 in her class, Taylor graduated with a 4.2 GPA. She plans to attend North Dakota State University and will major in Pharmacy. Taylor was involved in many activities during high school such as chorus, band, Student Council, FCCLA, National Honor Society, basketball, track, volleyball, church activities, volunteering, and donating time to Feeding America. Once Taylor graduates, she hopes to find a job in retail, pediatrics, or a nursing home pharmacy. She would like to start in a larger area in North Dakota or South Dakota to gain experience and eventually make her way back closer to her family in Bison.



**TALON TROGSTAD**, son of Vance and Tina Trogstad, graduated May 15, 2022 from Lemmon High School. Ranked 2 of 15 in his class, Talon graduated with a 4.0 GPA. He plans to attend Black Hills State University, where he will major in Business Management with a minor in Sports Science. Talon participated in many extracurricular activities throughout his high school career such as Academic Olympics, Quiz Bowl, holding the title of Class Secretary, National Honor Society, basketball, track, football and a lot of volunteer work. Upon college graduation, Talon will return to Lemmon to work under his father at Stock's Electric. Here he will gain the experience he needs to one day take over the family business. Talon hopes to coach, referee and volunteer his time to help Lemmon's athletic programs, which have made a big impact on his life.



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**KARLIN TEIGEN**, daughter of Matthew and Tracy Teigen, graduated from Harding County High School on May 14, 2022. She ranked 4 of 14 in her class and graduated with a 3.8 GPA. She plans to attend the University of Wyoming and major in Kinesiology with a minor in finance. Karlin participated in many activities during high school such as, National Honor Society, Student Council, volleyball, basketball, rodeo, FFA, 4-H, Youth Group, Academic Olympics, church events, Youth Bible School and found the time to volunteer. Once Karlin graduates, she plans to become a chiropractor. Her long term goal is to open her own practice in a rural community and help care for her future patients.



**KAYCEE GROVES**, daughter of Buffy Groves and Kevin Groves, graduated May 14, 2022, from Faith High School. She ranked 1 of 12 and graduated with a 4.1 GPA. Kaycee will be attending Black Hills State University in the Fall where she will major in Exercise Science/ Pre-Physical Therapy. Kaycee spent a lot of time in extracurricular PO Box 191, Vale; activities including, basketball, volleyball, Academic Olympics, Quiz Bowl, rodeo, National Honor Society, and also made time for community service. Once Kaycee's prerequisites are complete, she plans to attend physical therapy school where she will earn her doctorate degree. She hopes to eventually become a physical therapist for a college or professional basketball team.

## COMMANDIQ

### WHY IS IT IMPORTANT TO ME?

In the next few months, we will cover COMMANDIQ, PROTECTIQ AND EXPERIENCEIQ and discuss WHY these 13399 SD Hwy 79, Reva; options are beneficial to YOU!

COMMANDIQ is a FREE application on your smart device that allows YOU to control your internet! It's like a remote for your Wi-Fi - HOW COOL IS THAT?! While running the app from the palm of your hand, you can change Wi-Fi passwords and Wi-Fi Network names, run speed tests, turn Wi-Fi on and off for specific devices and get notifications when a new or unknown device connects to your network! Did I mention it's FREE?! Having access to your internet wherever you are gives YOU the power!

There are so many benefits to the COMMANDIQ App! The list goes on and on! Call the office today for more information!

- ❑ COMMANDIQ is available to all Managed Wi-Fi subscribers. PROTECTIQ and EXPERIENCEIQ require our GigaSpire.
- ❑ Already have a GigaCenter? Call us today to upgrade to a GigaSpire for FREE!!

**YOUR WI-FI  
REMOTE!  
DOWNLOAD THE  
APP TODAY!  
IT'S FREE!!!**



## ON THE ROAD AGAIN 2023 DIRECTORY PHOTO CONTEST

**We are looking for photos for the 2023 WRCTC Directory. The photos can be of any kind of ROAD! Dirt roads, paved roads, winding roads - Any type of ROAD you can capture on camera! We want to see the view through your lens!**

**Please submit your pictures to [bschecher@wrctc.coop](mailto:bschecher@wrctc.coop)**

**WRCTC requires that all photos be submitted digitally. Digital photos are more vibrant and clear, they keep their quality and are easy to access while designing the directory.**

**\* We will not crop your photos for the contest, they will be used as is.**

**Deadline to enter the 2023 Directory Photo Contest is August 1, 2022.**

**PHOTO CONTEST RULES:** The photo must be an original taken by a WRCTC member. If the photo contains a person who is highly recognizable and it is chosen as a winner, a picture permission form must be signed by the individual. If the subject is under 18 years of age, a parent/guardian must sign prior to receiving the money. Each customer may submit FOUR photos. Photos may be submitted on a computer disc or e-mailed as a jpeg or pdf file. Submission of the photo releases all right of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC deems, allowing proper acknowledgment to the photographer. The winners will see their photo on the front cover of the 2023 directory and will be awarded \$100 cash prize for first place; \$50 for second place and \$25 for third place. Employees and Directors are not eligible.

## Lifeline: Affordable Telephone Service for Income-Eligible Consumers

Lifeline is the FCC's program to help make communications service more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone and/or broadband services purchased from participating providers 11650 209th Ave, Keldron; in the marketplace. The discounts, which can be applied to stand-alone broadband, bundled voice-broadband packages - either fixed or mobile - and stand-alone voice service - will help ensure that low-income consumers can afford 21st-century broadband and the access it provides to jobs, education and opportunities.

### The History of Lifeline

The FCC established the Lifeline program in 1985 to ensure that qualifying low-income consumers could afford phone service and the opportunities and security it provides. Congress supported and strengthened Lifeline in the Telecommunications Act of 1996, requiring that affordable service and advanced communications be available to low-income consumers across the country. In March of 2016, the FCC modernized Lifeline for advanced services by beginning a transition toward support of broadband service.

### How Lifeline Works

Lifeline provides a discount on monthly telephone and/or broadband services of \$9.25 per month for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a discount on both services at the same time. Lifeline also supports broadband and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

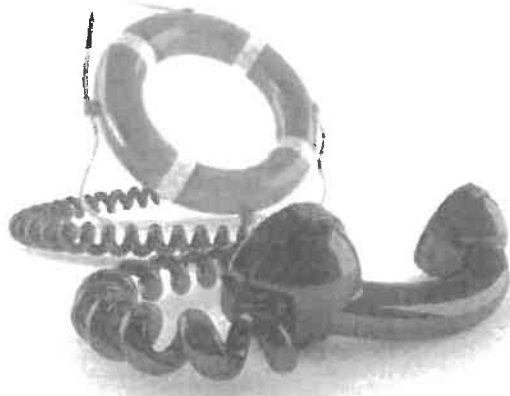
Lifeline is available to eligible low-income subscribers in every state, territory, commonwealth, and on Tribal lands.

To participate in the program, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in certain assistance programs. You can see if you are eligible with the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at <https://www.checklifeline.org/lifeline>.

### How Do I Qualify?

The following is a list of assistance programs that qualify a participant for Lifeline:

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



Lifeline information continued on pg. 4

## Securing your Account

To protect the privacy of information contained in your telephone account, WRCTC is only allowed to discuss account information with the person(s) listed on the account. This includes businesses. We must authenticate you (confirm your identity) before sharing account information. This is done by asking you two questions pertaining to your account that only you, as the account holder, would know. We can add more security to your account by adding personal questions that only the authorized users would know. Call the office to update your security questions or update via SmartHub.

If the account is listed ONLY in your name or the business' name, you might want to consider adding an authorized user. For instance, if you are a parent or individual who relies on someone else to discuss account changes, payments or any 14098 Limpert Rd, Buffalo; other account data with our company, you will need to have the person's name added to your records as an authorized contact before our customer service representatives are able to assist them.

If you need to add an authorized user to your account, the form can be found on our website, [www.wrctc.coop](http://www.wrctc.coop), or you may call our office at 605-244-5213.



## New WRCTC Members

### Lemmon

Beer, Quirt 374-1089

### Sorum

Gruwell, Cody 866-4697

### Phone Number Change

Mininger, Brent & Anne from: 257-5177  
to: 456-1906

## New Employee



Brett Peacock is originally from Sioux City, Iowa and recently decided he wanted to move closer to family. He made the move back to Bison and began work with West River Cooperative Telephone Company on May 2, 2022. He was hired as a Combination Technician and

will be maintaining and installing Fiber and Telecom pathways. Brett previously worked for Thompson Teledata where he gained a lot of experience and knowledge. He also worked at K-T, which is why he may look familiar 12973 Schmele Rd, Newell; to some of you. He graduated from West High School in Iowa and then went on to Western Iowa Tech Community College to earn his degree.

Brett is excited to be back in the Bison area. He is finally close to family and is back in his element. His parents are Jason and Wendy Peacock and he has two brothers, Branden and Ben. When Brett is not working, he enjoys fishing, shooting his guns and playing the guitar. WELCOME to the crew, Brett!

## Find Your Address

Five addresses were hidden in the last newsletter. Hidden in this issue are five new addresses. If you find YOUR address, all you have to do is notify our office. The \$20 will then be deducted off your next telephone bill. Changes of address in the New WRCTC Members section do not count. **Deadline is June 24, 2022.**

**\$20**  
bill credit

## Lifeline: (continued)

### How Tribal Link Up Works?

Tribal Link Up provides eligible low-income consumers living on Tribal lands with a one-time discount of up to \$100 on the initial installation or activation of a wireline or wireless telephone for the primary residence. Tribal Lands Link Up also allows consumers to pay the remaining amount that they owe on a deferred schedule, interest-free. Federal rules prohibit eligible low-income consumers from receiving more than ONE Link Up discount at a primary residence. Eligible consumers may be eligible for Link Up again only after moving to a new primary residence. Link Up support is only offered to carriers who are building out infrastructure on Tribal lands so not all carriers may discount their activation fee. Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation.

Tribal Lifeline takes up to an extra \$25 off your monthly bill, for a total Lifeline discount of up to \$34.25 per month. You can get Tribal Lifeline if you live on Tribal lands. Tribal lands include any federally recognized Indian tribe's reservation, Pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions, Hawaiian Home Lands, or Indian Allotments. The following is a list of Tribal assistance programs that also qualify a participant for Lifeline:

- Bureau of Indian Affairs (BIA) General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Head Start (if income eligibility criteria are met)

### How Do I Sign Up for Lifeline?

If you qualify for any of the above programs, you must complete a Lifeline Assistance Application. You can find the application online at [www.wrctc.coop](http://www.wrctc.coop). Submit applications to:

USAC  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

## SECURE PAY

**Make a payment on your bill over the phone using a debit/credit card or check.**

**Available 24/7!**

**844-252-5267**

# Lifeline Program Application Form



Universal Service  
Administrative Co.

## 1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

### Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

### What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

### Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

### Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

### You may need to show other documents

If the Lifeline Program Administrator is not able to validate that you or someone in your household qualify using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves your annual income. You can submit copies of your official documents with this application or wait until the Lifeline Program Administrator asks you for them. To add them now, include the documents in option 1 or option 2 below:

1. If you qualify through a government program, provide a copy of a document such as an approval letter or benefit letter with the name of the person in your household who qualifies, name of the program, and issue date within the past 12 months or future expiration date.
2. If you qualify through your income, provide a copy of the prior year's state, federal, or Tribal tax return or a current income statement from an employer or paycheck stub for 3 consecutive months (or other accepted documents).

Visit [lifelinesupport.org](http://lifelinesupport.org) to see all acceptable document guidelines.

### Apply

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:

**USAC  
Lifeline Support Center  
P.O. Box 9100  
Wilkes-Barre, PA 18773**

# Lifeline Program Application Form



Universal Service Administrative Co.

## 2a. Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

### What is your full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

Grid for full legal name

First

Grid for first name

Middle (optional)

Grid for middle name

Last

Grid for suffix

Suffix (optional)

### What is your phone number (if you have one)?

Grid for phone number

### What is your date of birth?

Grid for date of birth

Month

Day

Year

### What is your email address (if you have one)?

Grid for email address

### What are the last 4 numbers of your Social Security Number (SSN)?

Grid for last 4 SSN numbers

If you do not have a SSN, what is your Tribal Identification Number?

Grid for Tribal Identification Number

### What is the best way to reach you?

- email
- phone\*
- text message\*
- mail

\*If I selected the phone or text option, I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service.

If I selected the text message option, message and data rates may apply.

Text STOP to end messages.



# West River Cooperative Telephone Company Calling on You 2023 Scholarship Winners

## OFFICE CLOSED

West River Cooperative Telephone Company will be closed Tuesday, July 4, 2023 in observance of Independence Day.



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**JALE YALOWIZER**, daughter of Shane Yalowizer and Dacia Hilkemeier, graduated May 14, 2023 from Lemmon High School. Ranked 2 of 15 in her class, Jale graduated with a 3.981 GPA. She plans to attend Black Hills State University, where she will major in Social Science Secondary Education. Jale participated in many extracurricular activities throughout her high school career such as National Honor Society, Student Council, Regional Reporter, FFA, Youth Group, Saturday Morning Physics, FCCLA, Bible Study, Oral Interpretation, Theater, Track, Basketball, Volleyball, Volleyball Manager, Football Manager and many hours of volunteer work. Upon college graduation, Jale plans to return to a rural South Dakota town and become a High School Social Studies Teacher. Jale hopes to become an adviser for NHS or FCCLA and would like to help out as an assistant coach to one of the sports teams.

**MARY CARMICHAEL**, daughter of Kyle and Shawnda Carmichael, graduated May 13, 2023, from Bison High School. Ranked one of the top two in her class of 5, Mary graduated with a 4.129 GPA. She plans to attend University of Mary and will major in Nursing, as she has been accepted into UM's new accelerated nursing program. Mary was involved in many activities during high school such as FCCLA, Student Council, National Honor Society, Academic Olympics, Theater, Band, Volleyball, Basketball, Golf and has volunteered countless hours to local organizations. Once Mary graduates from nursing school, she plans to pursue her Doctor of Nurse Practitioner Degree and go on to practice Pediatric Oncology.



**GREY GILBERT**, son of Lloyd and Patricia Gilbert, graduated from Harding County High School on May 20, 2023. Grey ranked 2 of 14 in his class and graduated with a 4.0 GPA. He plans to attend the Laramie County Community College to major in Ag. Business Management and minor in Pipeline Welding. Grey participated in many activities during high school such as, National Honor Society, FFA, football, wrestling and rodeo. Once Grey graduates, he plans to move back to the family ranch and use his welding degree to pursue a business of his own. He would eventually like to work with programs that educate the nation about the importance of Agriculture and he would also like to work to find more beneficial ways to grow our food.

**TAYLOR GAER**, daughter of David and LeeAnn Gaer, graduated May 20, 2023, from Newell High School. Ranked 4 of 25 in her class, Taylor graduated with a 3.8 GPA. She plans to attend Dickinson State University to study Elementary Education with a minor in Math or Science. Taylor has been involved in many extracurricular activities such as Student Council, Leo Club, National Honor Society, High School Rodeo and Rodeo Club, Basketball, Volleyball, Track and 4-H. Once Taylor graduates from college, she plans to move to a rural area where she hopes to become a teacher and volleyball coach in her community.



**JESS HARPER**, son of Brian and Darci Harper, graduated May 13, 2023, from Faith High School. He ranked 15 of 21 and graduated with a 3.289 GPA. Jess will be attending Black Hills State University in the Fall where he will major in Education with a minor in Coaching. Jess spent a lot of time in extracurricular activities including, National Honor Society, Student Council, Football, Basketball, High 19280 Vale Cemetery Rd, Vale; School Rodeo and 4-H. Once Jess finishes college, he plans to move back home to the family ranch, teach elementary education in Faith and also coach football and basketball.

WRCTC and Grand Electric Cooperative teamed together for the 22nd year to award \$750 scholarships to graduating seniors from area school districts. WRCTC and Grand Electric sponsor this scholarship program to help serve as an investment in the economic future of our rural area. It is used to recognize and encourage the academic achievements of students in the areas we serve. Winners have been awarded their certificates at the Academic Awards programs at their respective schools. Congratulations Class of 2023!

# COMMANDIQ

## WHY IS IT IMPORTANT TO ME?

In the next few months, we will cover COMMANDIQ, PROTECTIQ AND EXPERIENCEIQ and discuss WHY these options are beneficial to YOU!

COMMANDIQ is a FREE application on your smart device that allows YOU to control your internet! It's like a remote for your Wi-Fi - HOW COOL IS THAT?! While running the app from the palm of your hand, you can change Wi-Fi passwords and Wi-Fi Network names, run speed tests, turn Wi-Fi on and off for specific devices and get notifications when a new or unknown device connects to your network! Did we mention it's FREE?! Having access to your internet wherever you are gives YOU the power!

There are so many benefits to the COMMANDIQ App! The list goes on and on! Call the office today PO Box 10, Redig; for more information!

- ❑ COMMANDIQ is available to all Managed Wi-Fi subscribers. PROTECTIQ and EXPERIENCEIQ require our GigaSpire and a subscription.
- ❑ Have a GigaCenter? Call us today to upgrade to a GigaSpire for FREE!!

# YOUR WI-FI REMOTE! DOWNLOAD THE APP TODAY! IT'S FREE!!!



# CELEBRATE SOUTH DAKOTA

## GREAT FACES - GREAT PLACES 2024 DIRECTORY PHOTO CONTEST

**We are looking for photos for the 2024 WRCTC Directory. The photos can be of anything that represents South Dakota! We want to see the view through your lens!**

Please submit your pictures to [bschecher@wrctc.coop](mailto:bschecher@wrctc.coop)

WRCTC requires that all photos be submitted digitally. Digital photos are more vibrant and clear, they keep their quality and are easy to access while designing the directory.

- We will not crop your photos for the contest, they will be used as submitted.
- Photos must be take in WRCTC's territory.

**Deadline to enter the 2024 Directory Photo Contest is July 31, 2023.**

**PHOTO CONTEST RULES:** The photo must be an original taken by a WRCTC member. If the photo contains a person who is highly recognizable and it is chosen as a winner, a picture permission form must be signed by the individual. If the subject is under 18 years of a age, a parent/guardian must sign prior to receiving the money. Each customer may submit FOUR photos. Photos may be submitted on a computer disc or e-mailed as a jpeg or pdf file. Submission of the photo releases all right of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC desires, allowing proper acknowledgment to the photographer. Photos must be taken in WRCTC's service territory. The winners will see their photo on the front cover of the 2024 directory and will be awarded a \$100 cash prize for first place; \$50 for second place and \$25 for third place. Employees and Directors are not eligible.

## Lifeline: Affordable Telephone Service for Income-Eligible Consumers

Lifeline is the FCC's program to help make communications service more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone and/or broadband services purchased from participating providers in the marketplace. The discounts, which can be applied to stand-alone broadband, bundled voice-broadband packages - either fixed or mobile - and stand-alone voice service - will help ensure that low-income consumers can afford 21st-century broadband and the access it provides to jobs, education and opportunities.



### The History of Lifeline

The FCC established the Lifeline program in 1985 to ensure that qualifying low-income consumers could afford phone service and the opportunities and security it provides. Congress supported and strengthened Lifeline in the Telecommunications Act of 1996, requiring that affordable service and advanced communications be available to low-income consumers across the country. In March of 2016, the FCC modernized Lifeline for advanced services by beginning a transition toward support of broadband service.

### How Lifeline Works

Lifeline provides a discount on monthly telephone and/or broadband services of \$9.25 per month for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a discount on both services at the same time. Lifeline also supports broadband and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

Lifeline is available to eligible low-income subscribers in every state, territory, commonwealth, and on Tribal lands.

To participate in the program, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in certain assistance programs. You can see if you are eligible with the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at <https://www.checklifeline.org/lifeline>.

### How Do I Qualify?

The following is a list of assistance programs that qualify a participant for Lifeline:

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

### How Tribal Link Up Works?

Tribal Link Up provides eligible low-income consumers living on Tribal lands with a one-time discount of up to \$100 on the initial installation or activation of a wireline or wireless telephone for the primary residence. Tribal Lands Link Up also allows consumers to pay the remaining amount that they owe on a deferred schedule, interest-free. Federal rules prohibit eligible low-income consumers from receiving more than ONE Link Up discount at a primary residence. Eligible consumers may be eligible for Link Up again only after moving to a new primary residence. Link Up support is only offered to carriers who are building out infrastructure on Tribal lands so not all carriers may discount their activation fee. Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation.

**Tribal Lifeline** takes up to an extra \$25 off your monthly bill, for a total Lifeline discount of up to \$34.25 per month. You can get Tribal Lifeline if you live on Tribal lands. Tribal lands include any federally recognized Indian tribe's reservation, Pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions, Hawaiian Home Lands, or Indian Allotments. The following is a list of Tribal assistance programs that also qualify a participant for Lifeline:

- Bureau of Indian Affairs (BIA) General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Head Start (if income eligibility criteria are met)

### How Do I Sign Up for Lifeline?

If you qualify for any of the above programs, you must complete a Lifeline Assistance Application. You can find the application online at [www.wrctc.coop](http://www.wrctc.coop).

Submit applications to:

USAC  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

## Securing your Account

To protect the privacy of information contained in your telephone account, WRCTC is only allowed to discuss account information with the person(s) listed on the account. This includes businesses. We must authenticate you (confirm your identity) before sharing account information. This is done by asking you two questions pertaining to your account that only you, as the account holder, would know. We can add more security to your account by adding personal questions that only the authorized users would know. Call the office to update your security questions or update via SmartHub.

If the account is listed ONLY in your name or the business' name, you might want to consider adding an authorized user. For instance, if you are a parent or individual who relies on someone else to discuss account changes, payments or any other account data with our company, you will need to have the person's name added to your records as an authorized contact before our Member Relations Representatives are able to assist them.

If you need to add an authorized user to your account, the form can be found on our website, [www.wrctc.coop](http://www.wrctc.coop), or you may call our office at 605-244-5213.

## New WRCTC Members

### Vale

Hilltop Diesel  
Vale Bar

605-456-6972  
605-456-3939

## Farewell



KAYE SENN's final day at Grand Electric was May 1, 2023. Kaye and her husband, Steve, will be moving to Rapid City to be closer to their children and grandchildren.

Kaye worked at Grand Electric and West River Cooperative Telephone Company for a little 602 6th Ave W, Lemmon; over a year. She worked as the Head Custodian and took care of

all of the indoor and outdoor maintenance.

Once moved, Kaye plans to go to work for her daughter at Black Hills Receptions and Rentals, where she will put her fabulous decorating skills to use. Kaye is very excited for her new adventure, but her fun personality will be missed at the office. Good luck with your future endeavors, Kaye!

## New Employee



TOMMI JO RICE began working for Grand Electric and WRCTC on April 17, 2023, as the new Head Custodian. She is responsible for the everyday cleaning and maintenance of the building and grounds. Tommi Jo has most recently worked at the Lazy Spurr Restaurant as a cook. She graduated from Sturgis High School and obtained a Bachelor of Science degree in Wellness at BHSU in

Spearfish. A massage therapy certification from the Cottonwood School of Massage in Aurora, CO, led to a 20 plus year career serving the 403 5th Ave E, Lemmon; surrounding area with deep tissue massage.

Tommi Jo lives in Bison with her husband, Lucas, and has five children, Levi, Mesa, Lane, Mattie and Mecarty. She is a member of the Blessed Sacrament Catholic Church. When she is not working, Tommi Jo enjoys hobbies that include team roping, crafting, DIY projects, movement therapy and learning new things. Welcome, Tommi Jo!

## 2023 Technical School Scholarship Winner



West River Cooperative Telephone Company and Grand Electric Cooperative teamed together again to award a \$750 scholarship to a graduating senior pursuing a degree in the electric or telecommunications field. WRCTC and Grand Electric sponsor this scholarship program to serve as an investment in the economic future of our rural area. This scholarship is used to help a student pursue their goals in the line of work the cooperatives employees work in each and every day. This year, the winner of the Technical Scholarship was Andrew Dirk, Lemmon. Congratulations, Andrew!

ANDREW DIRK, son of Brent and Jenny Dirk, graduated May 14, 2023, from Lemmon High School. Ranked 1 of 15 in his class, he graduated with a 4.0 GPA. He plans to attend North Dakota State College of Science to study Plumbing and HVAC/R. Andrew has been involved in many extracurricular activities such as National Honor Society, Student Council, Quiz Bowl, Academic Olympics, Football, Track, and Wrestling. Andrew states "My career goals consist of me obtaining my journeymen license and then, down PO Box 595, Buffalo; the road, possibly starting my own plumbing or HVAC/R business. The reason I want to work in one, or both, of these fields, is that I like using my hands and I like physically seeing what I have accomplished. Another reason I want to work in one of these fields is because of the highly needed service that it offers for people."

## IPTV DVR UPDATE



On August 1, 2023, a system update will take place for all DVR's on West River Cooperative Telephone Company's IPTV system.

### IMPORTANT

This update will, unfortunately, reset all DVR's and any recordings you have saved, will be permanently deleted. This should not affect any scheduled recordings, but recordings should be checked by the members after the update. Once the update is complete, you will be able to record again as normal.

We apologize for any inconvenience this may cause. Please call the office if you have questions at 605-244-5213.

## Find Your Address

Five addresses were hidden in the last newsletter. Hidden in this issue are five new addresses. If you find YOUR address, all you have to do is notify our office. The \$20 will then be deducted off your next telephone bill. Changes of address in the New WRCTC Members section do not count.

**\$20**  
bill credit

**Deadline is June 28, 2023.**



Search Google search

# Lifeline and Link Up



Custom Calling Features | Long Distance Services | **Lifeline and Link Up** | Hearing Aid Compatibility

- + Non-Tribal Lifeline Information and application
- + Tribal Link Up & Lifeline Programs and application
- + Additional Lifeline Information

- > Support
- > Newsletters
- > Careers

- > Grand Electric
- > West River Cable TV
- > Like us on Facebook
- > Policies

West River Cooperative Telephone Co.  
 801 Coleman Avenue  
 P.O. Box 39  
 Bison, South Dakota 57620  
 Business Office: 605-244-5213  
 Billing Inquiry: 777  
 Trouble Reporting: 611  
 E-mail: westriver@sdplains.com

Redacted for Public Inspection



Lifeline Program Application Form



2b. Your Information (continued)

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name

Street Number and Name

Apt., Unit, etc. City

Apt., Unit, etc.

City

State Zip Code

State

Zip Code

Is this a temporary address? Yes No Check if you live on Tribal lands\*

What is your mailing address? (Only fill this out if it is not the same as your home address.)

Street Number and Name

Street Number and Name

Apt., Unit, etc. City

Apt., Unit, etc.

City

State Zip Code

State

Zip Code

\*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the FCC for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.



Lifeline Program Application Form



Universal Service Administrative Co.

### 3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

#### Qualify through a government program:

Check all programs that you or someone in your household have:

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

Tribal Specific Programs

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only households that meet the income qualifying standard)

Or

#### Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- If more than 8, add this amount for each extra person:

Is your income the same or less than the amount listed for your state and household size?

(only check yes or no next to your household size)

	All 48 States, DC, and Territories (not Alaska and Hawaii)			Alaska	Hawaii	Yes/No	
	\$19,683	\$24,584	\$22,640			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$26,622	\$33,264	\$30,618			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$33,561	\$41,945	\$38,597			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$40,500	\$50,625	\$46,575			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$47,439	\$59,306	\$54,554			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$54,378	\$67,986	\$62,532			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$61,317	\$76,667	\$70,511			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	\$68,256	\$85,347	\$78,489			<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Add \$6,939	Add \$8,681	Add \$7,979			<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2023 Federal Poverty Guidelines

\*The Federal Poverty Guidelines are typically updated at the end of January.



# 4. Agreement

I agree, under penalty of perjury, to the following statements:

*You must initial next to each statement.*

Initial I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial I agree that if I move I will give my service provider my new address within 30 days.

Initial I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

Signature

Today's Date





## Notice

**PAPERWORK REDUCTION ACT NOTICE:** Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. This collection of information stems from the FCC's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's eligibility for Lifeline services.

We have estimated that each response to this collection of information will take, on average, between 0.25 and 0.75 hours. Our estimate includes the time to read the questions, look through existing records, gather the required data, and actually complete and review the form or response. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PER, Paperwork Reduction Project (3060-0819), Washington, D.C. 20554. We also will accept your comments via the Internet if you send them to PRA@fcc.gov. Please DO NOT SEND COMPLETED DATA COLLECTION FORMS TO THIS ADDRESS.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0819.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the information we request on this form. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your response may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order.

If you do not provide the information we request on this form, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

**PRIVACY ACT STATEMENT:** The Privacy Act is a law that requires the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) to explain why we are asking individuals for personal information and what we are going to do with this information after we collect it.

**Authority:** Section 254 of the Communications Act (47 U.S.C. § 254), as amended, 47 U.S.C. §254, authorizes the FCC to operate the Lifeline program. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.).

**Purpose:** We are collecting this personal information so we can verify that you qualify for the Lifeline Program and so we can efficiently provide Lifeline services to you. We access, maintain and use your personal information in the manner described in the Lifeline System of Records Notice (SORN), FCC/WCB-1, is available at <https://www.fcc.gov/managing-director/privacytransparency/privacy-act-information#systems/>.

**Routine Uses:** We may share the personal information you enter into this form with other parties for specific purposes, such as: with contractors that help us operate the Lifeline program; with other federal and state government agencies that help us determine your Lifeline eligibility; with the telecommunications companies that provide you Lifeline service; and with law enforcement and other officials investigating potential violations of Lifeline rules.

A complete listing of the ways we may use your information is published in the Lifeline SORN described in the "Purpose" paragraph of this statement.

**Disclosure:** You are not required to provide the information we are requesting, but if you do not, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.