

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2024**

Company: Venture Vision, Inc.
Address: 218 Commercial Ave SE
PO Box 157
Highmore, SD 57345
Telephone number: 605-852-2224
Company contact: Mary Knox
Study Area Code: 399025

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.venturecomm.net
- Company's information posted on USAC website.
- Other (describe):

*Required

Lifeline

Lifeline and Toll Blocking support is available from Venture Communications. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Lifeline assistance lowers the cost of basic, monthly broadband and/or local telephone service. Eligible consumers can receive up to \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

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

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

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

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

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

To apply for this low-income assistance, please go to the National Lifeline website at www.lifelinesupport.org, or contact Venture Communications at 605.852.2224 for further information.



Lifeline and Link-Up Programs

Venture Communications is proud to have helped many customers this past year through the FCC's Lifeline Link-Up Program, providing discounted installation and monthly telephone service to qualifying consumers.

Lifeline

You may be eligible for the Lifeline Program, up to \$9.25 monthly savings if you are a participant in at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8), or Veterans Pension and Survivors Benefit.

In addition, you may be eligible for the monthly savings if your household income is at or below 135% of the federal poverty guidelines. The current qualifying income levels range from \$19,683 for a single person household to \$68,256 for a family of eight.

Enhanced Lifeline

The Enhanced Lifeline Program provides telephone service to anyone who lives on tribal lands. It expands the eligibility requirements listed under the Lifeline Program to also include participation in: Bureau of Indian Affairs General Assistance programs, Tribally Administered Temporary Assistance for Needy Families, Tribal Head Start, or the Food Distribution Program on Indian Reservations.

Link Up

Another Federal Program, Link-Up, provides for financial assistance with no connection charges for new customers living on tribal land.

If you meet the eligibility requirement, you can apply 1 of 2 ways:

1. For a quicker response — complete your application online at www.lifelinesupport.org
2. Mail your paper application to the Lifeline Support Center.

Applications are available online at lifelinesupport.org or at your local Venture Communications office. If you have any questions about Lifeline or Link-Up, call us at 605-852-2224.



CUSTOMER SERVICE

TO APPLY FOR NEW SERVICE OR CHANGE YOUR SERVICE PLEASE CALL

Venture Communications Cooperative

1-605-852-2224 or Toll Free 1-800-824-7282

Visit www.venturecomm.net to view services available in your area.

To Report Trouble

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

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

Report Trouble Immediately

If you experience service trouble, call our business office by dialing 605-852-2224 or 800-824-7282 as soon as possible. Venture will not know you are without service unless reported. Outside of our normal business hours, our headquarters telephones are answered by an After Hours Service who will notify the specific personnel "on call" for that area. All attempts are made to repair telephone trouble within the first 24 hours of being reported.

Customer Assurance Plan

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

LIFELINE & ENHANCED LIFELINE DISCOUNTS

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

Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
Supplemental Nutrition Assistance Program (SNAP)
formerly known as Food Stamps
Supplemental Security Income (SSI)
Federal Public Housing Assistance (Section 8)
Veteran's Pension or Survivor's Pension



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

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

For additional information and applications form, please go to www.checklifeline.org or contact our office at 800-824-7282.

