

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

Company: TrioTel Communications, Inc.

Address: 330 South Nebraska Street
PO Box 630
Salem, SD 57058

Telephone number: 605-425-2238

Company contact: Heather Kranz

Study Area Code: 391669 & 391682

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

Lifeline is a federal program that lowers the cost of telephone service, bundled telephone-broadband service, and broadband only service that meets minimum standards. Lifeline provides a discount up to \$9.25 per month for eligible low-income subscribers and is non-transferable. Customers can qualify for one discount per household if their income is at or below 135% of the federal poverty guidelines or by participation in one of the following programs:

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

Applicants will be required to provide proof of eligibility and re-certify annually.

Customers can apply for Lifeline by mail or online at CheckLifeline.org.

If you have any questions regarding the Lifeline program, please call (800) 234-9473 or visit www.LifelineSupport.org.

Toll blocking service prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available at no cost. To add toll blocking, please contact TrioTel at 605-425-2238.

Published once at a total approximate cost of \$19.03 and may be viewed free of charge at www.sd-publicnotices.com.

(HC0518-4)

Affidavit of Publication

STATE OF SOUTH DAKOTA
COUNTY OF HANSON

I, Jessica Kleinsasser, of the City of Alexandria, County of Hanson, State of South Dakota being first duly sworn on oath, deposes and says: Hanson County Herald is a weekly legal newspaper of general circulation, printed and published in the City of Alexandria, in said County of Hanson, by Hanson County Herald, New Century Press, publishers, and has been such legal newspaper during the times here in after mentioned; that the said newspaper has been in existence as such legal newspaper for more than one year prior to the publication of the notice here unto attached, and has during all of said publication of the notice hereunto attached, and has during all of said time had, and now has, more than 200 bona fide subscribers; that the undersigned, the affiant, is the Office Assistant of the said newspaper, in charge of the advertisement department thereof and has personal knowledge of all the facts stated in this affidavit and the advertisement headed:

HC0518-4-Lifeline Program NTC

once printed copy of hereto attached, is printed and published in the said newspaper for one successive week, one each week and on the same day of the week, on the following dates, to wit:

On Thursday, the 18th day of May 2023

That \$19.03 being the full amount of the fees for publication of the attached notices insure solely for the benefits of the publishers of the said newspaper, that no arrangement or understanding for a division thereof has been made with any other person and that no part thereof has been agreed to be paid to any other person whomsoever.

Jessica Kleinsasser

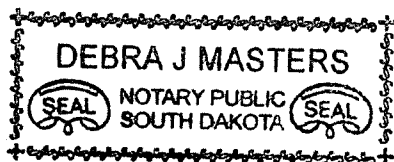
Subscribed and sworn to before me this 24th

Day of May 2023

Debra J. Masters
Notary Public, Turner County, South Dakota

My Commission Expires: 8.6.27

Publication Fee \$19.03
Notary Fees \$
Total \$19.03



PUBLIC NOTICE

TrioTel Communications, Inc.

Lifeline is a federal program that lowers the cost of telephone service, bundled telephone-broadband service, and broadband only service that meets minimum standards. Lifeline provides a discount up to \$9.25 per month for eligible low-income subscribers and is non-transferable. Customers can qualify for one discount per household if their income is at or below 135% of the federal poverty guidelines or by participation in one of the following programs:

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

Applicants will be required to provide proof of eligibility and re-certify annually.

Customers can apply for Lifeline by mail or online at CheckLifeline.org.

If you have any questions regarding the Lifeline program, please call (800) 234-9473 or visit www.LifelineSupport.org.

Toll blocking service prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available at no cost. To add toll blocking, please contact TrioTel at 605-425-2238.

5-18
324242

Printer's Affidavit of Publication

AFFIDAVIT OF PUBLICATION

STATE OF SOUTH DAKOTA))SS
COUNTY OF McCOOK)

TROY SCHWANS of said County and State, being first duly sworn on his oath, says THE SPECIAL is a weekly newspaper of general circulation, printed and published in Salem, McCook County and State of South Dakota, and has been such newspaper during the times hereinafter mentioned; that the said newspaper is a legal newspaper, that it has a bonafide circulation of more than 200 copies weekly, that it has been published within said County of McCook for more than fifty-two successive weeks prior to the publication of the notice hereinafter mentioned and has been printed during said period and at the present time, in whole in an office maintained at said place of publication; and that I, the undersigned, am publisher or employee of said newspaper, in charge of the advertising department thereof, and have personal knowledge of all facts in this affidavit;

that the advertisement headed.....
TrioTel Communications Inc......
Lifeline Program.....

a printed copy of which is hereto attached, was printed and published in the newspaper for . . . 1 . . weeks; that said notice was published in the issues of said paper on the dates as follows, to wit:

The first publication being made on *5/18, 2023*

the second publication on.....,20

the third publication on.....,20

the fourth publication on.....,20

the fifth publication on.....,20

the sixth publication on.....,20

and the last publication on.....,20

that \$ *16.94* . . being the full amount of the fees for publication of the annexed notice, insures solely to the benefit of the publisher of the said newspaper; that no agreement or understanding for a division thereof has been made with any person; and that no part thereof has been agreed to be paid to any person whomsoever.

.....
Subscribed and sworn to before me this. . . . *31st*

day of. . . . *May* ,20 *23*

.....
Notary Public, *Luann McKillop*

My commission expires. . . . *2-16-24*



Notice to TrioTel Communications, Inc. Customers

Lifeline support is available from TrioTel Communications, Inc. This federal program provides discounts to eligible low-income consumers to help them establish and maintain telecommunication service.

Lifeline assistance lowers the cost of basic, monthly local telephone service and/or broadband 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. Also, by choosing this option, consumers are usually not charged a deposit.

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

- Federal Public Housing Assistance (FPHA)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension

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

TrioTel Communications, Inc.'s services are 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 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 contact TrioTel Communications, Inc. at 605-425-2238, email customerservice@triotel.net or stop by our office at 330 S. Nebraska St., in Salem, SD.



South Dakota Travel Information

The South Dakota Department of Transportation and the South Dakota Highway Patrol provides travelers with a statewide, toll-free phone number for information about weather and road conditions. By dialing 5-1-1, users of cellular and land-based phones receive up-to-date, location specific road and weather information on any Interstate, U.S., or state highway in South Dakota and several adjoining states. Callers can also request road and weather conditions for any route on the South Dakota, North Dakota, and Minnesota state highway systems. Callers outside the state of South Dakota can reach the SD 511 system by calling, toll-free, 866-MYSD511 or 866-697-3511.

Lifeline Program

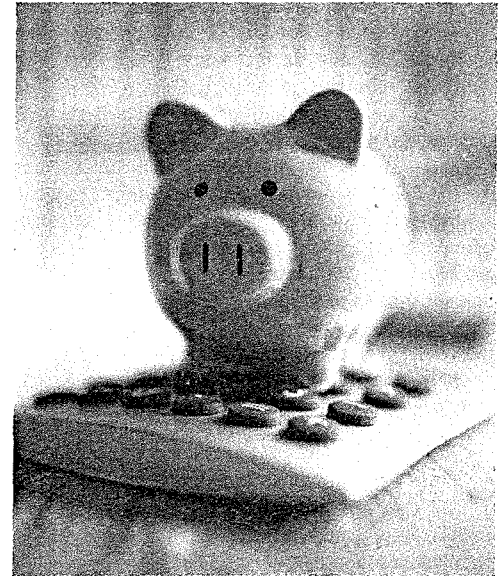
Lifeline is a federal program that lowers the cost of telephone service, bundled telephone-broadband service, and broadband only service that meets minimum standards. Lifeline provides a discount up to \$9.25 per month for eligible low-income subscribers and is non-transferable. Customers can qualify for one discount per household if their income is at or below 135% of the federal poverty guidelines or by participation in one of the following programs:

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

Applicants will be required to provide proof of eligibility and re-certify annually.

Toll blocking service prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available at no cost.

Customers can apply for Lifeline by mail or online at CheckLifeline.org.



**National Relief Helplines
Financial Assistance for Families**

- Bankruptcy Advice: 888-734-2585
- Child Support Enforcement: 888-369-0323
- Child Care Assistance: 605-773-3165
- Credit Score Improvement: 888-537-4633
- Debt Collection Complaints: 888-752-3028
- Debt Relief: 888-790-1337
- Discount Prescriptions: 800-291-1206
- Mortgage Relief: 888-770-7312
- Student Loan Relief: 888-856-2668
- Tax Debt Relief: 888-452-7841

For more information,
visit www.careconnectusa.org.

National Do Not Call Registry

The National Do Not Call Registry has been established to offer you a choice about receiving telemarketing calls at home. Registering will stop most telemarketing calls, but it will not stop calls from certain non-profit and political organizations with which you have established a business relationship. Consumers can register their residential telephone numbers, including wireless numbers, on the National Do Not Call Registry by telephone or by Internet at no cost. The number will be on the Do Not Call List the day after registration, however, telemarketers have up to 31 days to remove the number from their call lists. You may register up to three numbers at one time if registering on the Internet. If registering via telephone, you can register only one number at a time and you must call from the telephone number you are registering. A number can be removed from the Do Not Call Registry at any time. To register or remove a number from the Do Not Call Registry, call 1-888-382-1222, for TTY call 1-866-290-4236 or register on the Internet at www.donotcall.gov. Additional information can be obtained at www.donotcall.gov.



LIFELINE

What is Lifeline?

Lifeline is a federal program that lowers the monthly cost of phone or internet service for eligible low-income subscribers.

How do I know if I'm eligible?

To be eligible for Lifeline assistance, you must meet income-based criteria currently defined as at or below 135% of the Federal Poverty Guidelines (see below) OR participate in ONE of the following programs:

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

Consumers may qualify for the Lifeline program if they have a gross household income at or below 135% of the Federal Poverty Guidelines.

The table below reflects 135% of the 2024 Federal Poverty Guidelines (FPG).

- 1 person: \$20,331
- 2 people: \$27,594
- 3 people: \$34,857
- 4 people: \$42,120
- 5 people: \$49,383
- 6 people: \$56,646
- 7 people: \$63,909
- 8 people: \$71,172

*For families/households with more than 8 persons, add \$7,263 for each additional person.

Note: The Federal Poverty Guidelines are adjusted annually, and the above chart reflects guidelines for 2024.

Lifeline 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.
- 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.

Additional Information

- A household is a group of people who live together and share income and expenses.
- Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.
- You must give accurate and true information 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.
- If the Lifeline Program Administrator is not able to prove you or someone in your household qualify using the Lifeline form and electronic databases, you may need to show an official document from one of the government qualifying programs or to prove your annual income.
 - If you qualify through a government program: copies of your state ID card and an official document from the programs you are qualifying through. **The document must contain your name.**
 - If you qualify through your income: copies of your state ID card and pay stubs for 3 consecutive months or other accepted documents.
 - Visit www.LifelineSupport.org to see the full list of accepted documents.

HOW TO APPLY FOR LIFELINE

Option 1: Apply Online

Visit the consumer portal, LifelineSupport.org, and create an account. You can fill out a Lifeline Application online. You will find out if you are eligible for Lifeline through the consumer portal immediately after applying online. If the National Verifier cannot prove your eligibility automatically, you will need to upload more documents to the consumer portal.

Option 2: Apply by Mail

Mail in your completed Lifeline Application, Household Worksheet, and copies of your proof of eligibility to:

USAC

Lifeline Support Center

P.O. Box 7081

London, KY 40742

USAC will contact you by email from LifelineSupport@usac.org or mail from the Lifeline Support Center to let you know if you qualify for Lifeline. If the National Verifier cannot check your eligibility, you will need to mail in more documents to the Lifeline Support Center.

RENEW EACH YEAR

You must recertify every year. If the National Verifier cannot recertify you, USAC will contact you with instructions to recertify. If you do not respond, you will lose your benefit.

If you have any questions, please call (800) 234-9473 or visit www.LifelineSupport.org.

Contact Us



TrioTel Communications, Inc.
330 S. Nebraska St.
PO Box 630
Salem, SD 57058