

Docket Number: TC24-036
 Subject Matter: Staff's Data Request 1
 Request to: Clarity Telecom, LLC dba Bluepeak Fiber. (Clarity)
 Request from: South Dakota Public Utilities Commission Staff
 Date of Request: 08/07/24
 Responses Due: 08/21/24

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1.1. In accordance with ARSD 20:10:32:55, does the company notify the availability of the federal lifeline and link-up assistance programs to each of its existing customers residing in the company's designated service area by written notification provided directly to the existing customer? If so, provide information and documentation of such notification provided to customers?

Response 1.1: In addition to the annual publication in the local newspaper, the company publishes an annual notice via a bill insert. The 2023 bill insert was included with a MN Tap notification, which is evidenced below. The Eastern SD and MN areas are managed as the Sioux Falls area and marketing combined several notices in one bill insert. Below is an edited version removing customer protected information. References to the federal Lifeline Program are highlighted below. The lifeline program is also visible as a resource on our main website page.



Contact Us
www.mybluepeak.com
 888-975-4258


[@HelloBluepeak](#)

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Account Number:	
Billing Date:	08/18/23
Total Amount Due:	
Payment Due By:	09/11/23

Annual Notice to Residential Customers for Telephone Assistance Plan (TAP) and the Federal Lifeline Program

You may be eligible for help in paying your telephone bill. If your income is at or below federal poverty guidelines and if you receive benefits from certain public assistance programs. For more information or an application, please contact:

Bluepeak / 4600 S. Ulster St. Suite 1200, Denver, CO 80237 / 888-975-4258 / CCDataEntry@mybluepeak.com

Minnesota's Telephone Assistance Plan (TAP) offers a monthly credit of **\$10.00** on your landline telephone service. You may receive the TAP credit on [pre-paying phone or household](#). Broadband internet discount does not apply to TAP.

The federal Lifeline Program offers a monthly discount of **\$9.25** on a wireless telephone service, or **\$9.25** on a broadband internet service account. You may receive the Lifeline discount on [pre-paying telephone or internet service, pre-paying](#).

Tribal Lands Link-Up offers a one-time credit of up to **\$200** on installation or activation charges. Tribal Lands Lifeline offers an additional monthly credit of up to **\$36.25** wireless telephone or internet service plan.

The telephone or broadband service must be in your name. You must show proof that you or a member of your household participates in at least one of the following programs or is otherwise eligible:

- Federal Public Housing Assistance (FPHA)
- Medicaid/Medical Assistance (MA)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension Benefit Programs
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally-administered Head Start (for those meeting income/qualifying standards)
- Tribally-administered Temporary Assistance for Needy Families (TANF)

If you do not participate in any of the programs listed above, you may qualify if your income is at or below 100% of the **2023 Federal Poverty Income Guidelines**. The federal poverty guidelines are updated in March.

Household Size	Income
1	\$19,683
2	\$27,062
3	\$33,540
4	\$40,100
5	\$47,430
6	\$54,378

For each address please visit [www.fpo.gov](#)

For more information and to request an application please contact:

Bluepeak / 4600 S. Ulster St. Suite 1200, Denver, CO 80237 / 888-975-4258

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1.2. Does Clarity provide new customers residing in the carrier's designated service area shall receive written notification of lifeline and link-up assistance programs within 30 days after receiving telecommunications services? How is such notification received?

Response 1.2: Yes, this information is provided in writing to customers on their first billing notice.

1.3. What is the nature of the informal complaints received during 2023? Indicate if the complaints have been resolved and the actions Clarity took to help resolve the complaints.

Response 1.3: [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

1.4. In looking at ILEC Five Year Plan maps, it appears that the deployed areas may not fully encapsulate the entire Clarity ILEC Territory. Are there areas near the edges of the exchange boundaries deployed? If not, when is the plan to provide FTTH to those areas?

Response 1.4: [REDACTED]