

## EXHIBIT E

### **SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JULY 1, 2025**

Company: TrioTel Communications, Inc.

Address: 330 South Nebraska Street

PO Box 630

Salem, South Dakota 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 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. <https://www.triotel.net/phone/lifeline/>



Company's information posted on USAC website.



Other (describe):

\*Required

**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](http://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.

6-27  
347127



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*  
*Lifeline Notice*

a printed copy of which is hereto attached, was printed and published in the newspaper for. . . 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

..... 6/27, 20 24

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. 2nd

day of. July, 20 24

.....  
*Luann McKillop*

Notary Public, ....., McCook County

My commission expires. 1-23-30

*Mailed to customers July 2024*

## **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](mailto: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

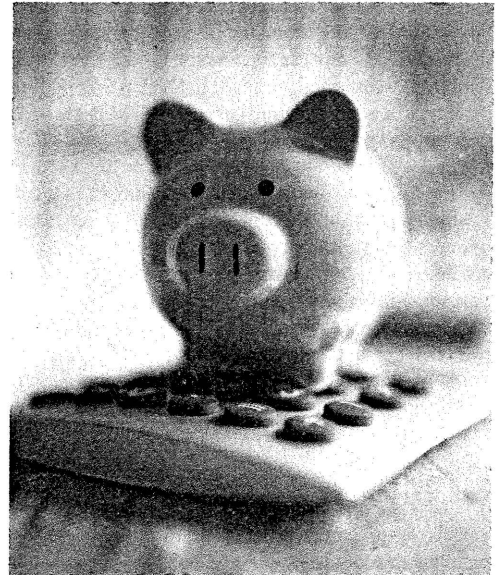
Lifeline is a federal program that lowers the cost of telephone service, bundled telephone-broadband service, and broadband only service that meets minimum standards. Lifeline provides a discount up to \$9.25 per month for eligible low-income subscribers and is non-transferable. Customers can qualify 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](http://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](http://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](http://www.donotcall.gov). Additional information can be obtained at [www.donotcall.gov](http://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: \$21,128
- 2 people: \$28,553
- 3 people: \$35,978
- 4 people: \$43,403
- 5 people: \$50,828
- 6 people: \$58,253
- 7 people: \$65,678
- 8 people: \$73,103

\*For families/households with more than 8 persons, add \$7,425 for each additional person.

Note: The Federal Poverty Guidelines are adjusted annually, and the above chart reflects guidelines for 2025.

## 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](http://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](http://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 Customer Support Center**

**P.O. Box 1000**

**Horseheads, NY 14845**

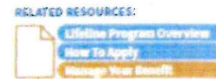
USAC will contact you by email from [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) or mail from the Lifeline Support Center to let you know if you qualify for Lifeline. If the National Verifier cannot check your eligibility, you will need to mail in more documents to the Lifeline Support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

# Manage Your Lifeline Benefit



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

## Keep Your Benefit

If you are enrolled in Lifeline, there are a few things you must do to keep your benefit. You may need to show proof that you qualify if your eligibility, identity, or address cannot be confirmed. Review the [acceptable documentation guide](#) to learn more.

### Keep Your Company Up To Date

If you change your address, no longer qualify, or if more than one person in your household receives Lifeline, notify your company **within 30 days**.

### Use It Or Lose It

If your Lifeline service is free, you must use it at least once every 30 days. If you don't, you will receive a 15-day notice to use it or it will be turned off.

### Recertify Every Year

Every year, USAC or your state (if you live in California, Oregon, or Texas) will check to confirm you still qualify for the benefit. If you are asked to provide additional information in order to recertify, you must do so within 60 days, or you will lose your Lifeline benefit.

### If Asked to Recertify, You Have Three Options:



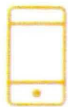
#### Online

Complete recertification [online](#).



#### Mail

Complete the Recertification Form. [English](#) | [Spanish](#)

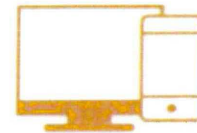


#### Phone

Call (855) 359-4299, provide your application ID number, and follow the prompts (available for certain consumers).

If you live in **California** ([CaliforniaLifeline.com](#)), **Oregon** ([Lifeline.Oregon.gov](#)), or **Texas** ([TexasLifeline.org](#)), visit the website for your state to find out how to recertify.

## Switch Providers



You may change phone or internet companies at any time.

- 1 Search for a phone or internet company using the [Companies Near Me](#) tool at [LifelineSupport.org](#).
- 2 Talk to your new company to make the switch.
- 3 Reapply to Lifeline to confirm you are still eligible.



Universal Service  
Administrative Co.

**NEED HELP?**

Call (800) 234-9473 or Email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

The Lifeline program is administered by USAC with oversight from the Federal Communications Commission (FCC).

Available for Public Use

# Connect and Save With Lifeline



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

## Program Benefits

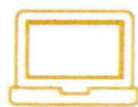
Up to **\$9.25/month** on phone, internet, or bundled service

Up to **\$34.25/month** if you live on qualifying Tribal lands

## You May Qualify

- If you, a child, or a dependent participate in a government assistance program like:
  - SNAP
  - Medicaid
  - Supplemental Security Income (SSI)
  - Veterans Pension and Survivors Benefit
  - Federal Public Housing Assistance (FPHA)
  - Bureau of Indian Affairs General Assistance
  - Tribal Head Start
  - Tribal Temporary Assistance for Needy Families (Tribal TANF)
  - Food Distribution Program on Indian Reservations
- If your household income is at or below 135% of the [Federal Poverty Guidelines](#)

## How To Get The Benefit



**1 Apply**  
Apply now at  
[LifelineSupport.org](https://LifelineSupport.org)



**2 Connect**  
Contact a [phone or internet company](#)  
to get your benefit



**3 Save**  
Get a discount  
on your phone or  
internet bill

## Learn More

Visit [LifelineSupport.org](https://LifelineSupport.org) to find participating phone or internet companies and see if you are eligible.

If you live in **California** ([California.lifeline.com](https://California.lifeline.com)), **Oregon** ([Lifeline.Oregon.gov](https://Lifeline.Oregon.gov)), or **Texas** ([Texas.lifeline.org](https://Texas.lifeline.org)), visit the website for your state to find out how to apply.



Universal Service  
Administrative Co.

**NEED HELP?**

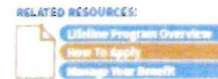
Call (800) 234-9473 or Email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

The Lifeline program is administered by USAC with oversight from the Federal Communications Commission (FCC).

Available for Public Use



# Apply for Lifeline



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

## You May Qualify

Get up to \$9.25/month off your phone, internet, or bundled service, or \$34.50/month off these services if you live on qualifying Tribal lands.

- If you, a child, or a dependent participate in a government assistance program like:
  - SNAP
  - Medicaid
  - Supplemental Security Income (SSI)
  - Veterans Pension and Survivors Benefit
  - Federal Public Housing Assistance (FPHA)
- If your income is at or below 135% of the [Federal Poverty Guidelines](#)

Learn more about [how to qualify](#).

## Information Needed

We will use this information to see if you qualify for a discount:

- Your full name
- Your date of birth
- The last four digits of your Social Security Number
- Your home address
- An email address (so we can contact you)

If your address is not permanent or not recognized by the USPS, use the mapping tool in the online application to describe your location.

If your eligibility, identity, or address cannot be confirmed automatically, you will need to submit additional documents. Learn how in our [acceptable documentation guide](#).

## One Per Household

Only one Lifeline discount is allowed per household.

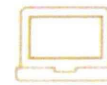
A **household** is a group of people who live together and share money.

If you share housing but don't share your money, you and your housemates are considered separate households.

## Learn More

Visit [LifelineSupport.org](#) to find participating phone and internet companies and see if you are eligible.

## How to Apply



Apply online at [LifelineSupport.org](#).

OR



Print and fill out a paper application from LifelineSupport.org, then mail it with proof of eligibility to:

Lifeline Support Center  
PO Box 1000, Horseheads, NY 14845

OR



Use the [Companies Near Me](#) tool on LifelineSupport.org to find a company that offers Lifeline.



If you live in  
**California** ([CaliforniaLifeline.com](#)),  
**Oregon** ([Lifeline.Oregon.gov](#)), or  
**Texas** ([TexasLifeline.org](#)),  
visit the website for your state to find out how to apply.



**NEED HELP?**

Call (800) 234-9473 or Email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

The Lifeline program is administered by USAC with oversight from the Federal Communications Commission (FCC).

Available for Public Use



## Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#), which can reduce the cost of your phone or internet service by providing a monthly discount.

If you previously received the Affordable Connectivity Program (ACP) benefit, you should check to see if you qualify for [Lifeline](#). Due to a lack of additional funding from Congress, the ACP stopped accepting new applications as of February 7, 2024. The last fully funded month of the ACP was April 2024, and the program has ended for now.

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### Find a Company

#### Enter Your Zip Code

OR

Example: 12345

#### Enter Your City and State

#### Select a Program:

☒ Lifeline

#### Type of Service (Optional)

☐ Home Service

☐ Mobile Service

**Search**

[Clear Results](#)

### Companies near 57058

The order of these companies are random and may be different the next time you search.

Showing 2 of 2 companies

Company Name	Phone	Type of Service
<a href="#">TruConnect Communications, Inc</a>	<a href="#">800-430-0443</a>	Mobile Service
<a href="#">TrioTel Communications, Inc.</a>	<a href="#">800-242-1925</a>	Home Service

If you want to see more companies, [see the list of companies in SD.](#)

#### More About the Data

- Search results are based on program enrollment and information provided by the companies.
- The search results may include a company listed in your area that may not provide service to your address.
- Also, the search results might not show every company that is near you. A company may still offer Lifeline service even if it is not on the list. Please contact the company to confirm if they offer Lifeline service for your address.

#### Tell Us What You Think

We will continue to update this tool, so please check back often. If you have any comments or see something wrong - or if you are a company that needs to add or update your Lifeline information, email us at [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org).

[Website Feedback](#) | [Privacy Policies](#)