

EXHIBIT E

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

Company: Midstate Communications, Inc.

Address: 120 E. 1st Street
P.O. Box 48
Kimball, SD 57355

Telephone number: (605) 778-6221

Company contact: Kathy Taylor

Study Area Code: 391670

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. <https://www.midstatesd.net>



Company's information posted on USAC website.



Other (describe): Annual letter mailed to all customers on August 13, 2024 (sample attached).

New customers are sent a welcome packet within the first 30 days which includes a Lifeline letter (see attached) and a welcome email (if they also receive broadband service) which includes a link to Lifeline information (see attached).

*Required

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Company's information posted on USAC website.



Other (describe): Annual letter mailed to all customers on August 13, 2024 (sample attached).

New customers are sent a welcome packet within the first 30 days which includes a Lifeline letter (see attached) and a welcome email (if they also receive broadband service) which includes a link to Lifeline information (see attached).

*Required

has full and personal knowledge of the facts herein stated; that said newspaper is a legal newspaper as defined in SDCL 17-2-2.1 through 17-2-2.4 inclusive; that said newspaper has been published within the said County of Brule and State of South Dakota, for at least one year next prior to the first publication of the attached public notice and that the Affordable Services Made Available
With Lifeline Service Through Midstate
Communications

a printed copy of which, taken from the paper in which the same was published and which is hereto attached and made a part of this affidavit, was published in said newspaper for

one successive week(s) to wit:
December 11, 2024 : _____, 20 ____;
_____, 20 ____ : _____, 20 ____;
_____, 20 ____ : _____, 20 ____;

That the full amount of the fee charged for the publication of the attached public notice inures to the sole benefit of the publisher or publishers; that no agreement or understanding for the division thereof has been made with any other person and that no part thereof has been agreed to be paid to any person whomsoever; that the fees charged for the publication thereof are:

\$216.00

Signed: Teri K...

Subscribed and sworn to before me this 31st day

of December, 2024

Janet L. Petrak
Notary Public In and For The County of Brule,
South Dakota



My commission expires June 23, 2028

telecommunications services within its service area. Basic services are offered at the following rates:

Single Party Residence Service	\$21.95/Month
Single Party Business Service	\$27.95/Month*
Single Party Business Service	\$30.00/Month*

*Single Party Business Service monthly fee is determined by availability and location.

Local residence and business service includes:

- Voice grade access to the public telephone network.
- Minutes of use for local service provided at no additional charge.
- Access to 911 emergency services.
- Toll limitation for qualifying low-income consumers.

Lifeline Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on voice and now on bundled broadband services. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program.

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines or the subscriber, one or more of the subscriber's dependents or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Income-Based Eligibility
- The Veteran's Pension or Survivor's Pension Benefit

A subscriber who lives on tribal lands and is an eligible resident of tribal lands is eligible for tribal Lifeline service if the subscriber, one or more of the subscriber's dependents or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following tribal-specific federal assistance programs – Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance For Needy Families; head start (if income eligibility criteria are met) or the Food Distribution Program On Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Midstate Communications' voice and bundled 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

Debi Ruiz of said county, being first duly sworn, on oath, says: That she is the publisher of *Central Dakota Times*, a weekly newspaper, published in the City of Chamberlain, in said County of Brule and State of South Dakota; that she has full and personal knowledge of the facts herein stated; that said newspaper is a legal newspaper as defined in SDCL 17-2-2.1 through 17-2-2.4 inclusive; that said newspaper has been published within the said County of Brule and State of South Dakota, for at least one year next prior to the first publication of the attached public notice and that the Affordable Service Made Available

With Lifeline Service Through
Midstate Communications

a printed copy of which, taken from the paper in which the same was published and which is hereto attached and made a part of this affidavit, was published in said newspaper for one successive week(s) to wit:

June 19, 2024: _____, 20____:
_____, 20____: _____, 20____:
_____, 20____: _____, 20____:

That the full amount of the fee charged for the publication of the attached public notice inures to the sole benefit of the publisher or publishers; that no agreement or understanding for the division thereof has been made with any other person and that no part thereof has been agreed to be paid to any person whomsoever; that the fees charged for the publication thereof are (and may be viewed free of charge at www.sdpublicnotices.com):

\$192.⁰⁰

Signed: Debi Ruiz

Subscribed and sworn to before me this 30th day

of June, 2024.

Janet L. Petrak
Notary Public In and For The County of Brule,
South Dakota

JANET L. PETRAK
Notary Public
SEAL

Midstate Communications

Midstate Communications provides basic and enhanced telecommunications services within its service area. Basic services are offered at the following rates:

Single Party Residence Service	\$21.95/Month
Single Party Business Service	\$27.95/Month*
Single Party Business Service	\$30.00/Month*

*Single Party Business Service Monthly fee is determined by availability and location.

Local residence and business service includes:

- Voice grade access to the public telephone network.
- Minutes of use for local service provided at no additional charge.
- Access to 911 emergency services.
- Toll limitation for qualifying low-income consumers.

Lifeline Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on voice and now on bundled broadband services. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program.

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines or the subscriber, one or more of the subscriber's dependents or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Income-Based Eligibility
- The Veteran's Pension or Survivor's Pension Benefit

A subscriber who lives on tribal lands and is an eligible resident of tribal lands is eligible for tribal Lifeline service if the subscriber, one or more of the subscriber's dependents or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following tribal-specific federal assistance programs – Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance For Needy Families; head start (if income eligibility criteria are met) or the Food Distribution Program On Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Midstate Communications' voice and bundled 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

September 2024

The Messenger

120 E. FIRST/PO BOX 48, KIMBALL, SD 57355-0048
605.778.6221 WWW.MIDSTATESD.NET



CALENDAR

September 2

Labor Day Holiday
Offices Closed

September 5

Disconnect of all accounts
with a 30 day balance.

September 20

Bills due by 12:00 PM
Overdue notices mailed out

September 30

October bills are mailed out
and due October 20th.

October 3

72nd Annual Meeting
Doors Open at 5:30 pm

TODAY IT'S HIGH SCORES.

TOMORROW IT'S HIGH YIELDS.

His future is a really gig deal.

Power it with fiber internet from Midstate Communications.

www.midstatesd.net | 605.778.6221

As kids head back to school, the need for reliable, high-speed internet becomes even more critical. The attached image highlights how a young gamer's high scores today could be laying the groundwork for tomorrow's innovations. Gaming is more than just fun; it's a training ground for essential skills like problem-solving, teamwork, and strategic thinking—skills that are invaluable both in the classroom and the future job market. Fiber internet from Midstate Communications doesn't just support your child's education; you're investing in a future where technology and agriculture intersect. Whether it's school projects or gaming adventures, ensure they have the gig-speed internet needed to excel today and lead tomorrow.

REGISTRATION OPEN NOW

www.sodakcircuit.com

Have you registered for the FREE Esports competition coming up on September 21st in Sioux Falls? This is for kids and adults! Register and find out the variety of games available at www.sodakcircuit.com

Co-op Life.

It's better here.

SAVE THE DATE!

Midstate COMMUNICATIONS

72ND ANNUAL MEETING OF MEMBERS

Thursday, October 3, 2024
Kimball High School Gymnasium
Doors open at 5:30 pm

Low Income Assistance Available to Telephone & Broadband Subscribers

Midstate Communications is authorized to offer Lifeline assistance to our customers. The Lifeline Universal Service Program is a government-supported program available to qualified, low-income consumers and offers a discount for eligible telephone and bundled Internet service meeting the minimum standards. If you are a telephone service subscriber only, you can receive the monthly Lifeline discount of \$5.25. Lifeline discount amounts applied to stand-alone Internet or a bundled service package which includes not only telephone voice service, but also Internet Service will receive the maximum Lifeline discount, currently \$9.25.



If you move your monthly Lifeline discount to another provider, it will generally require that you agree to not transfer your Lifeline benefit again to another provider for twelve months. There are certain exceptions to this requirement.

Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone or bundled Internet service to customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program. Eligible subscribers may be eligible for additional discounts up to \$34.25.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying assistance program.

How to Qualify for a Lifeline Discount:

You may qualify for Lifeline assistance if you participate in any ONE of these government benefits programs:

- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Medicaid
- Federal Public Housing Assistance
- Veteran's Pension and Survivors Benefit Program
- Income Below the Federal Poverty Guidelines

If residing on tribal land the following eligibility criteria is also available to be utilized:

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families
- Food Distribution on Indian Reservations
- Head Start

THREE WAYS TO APPLY

- **APPLY ONLINE** – Find the online application at www.lifelinesupport.org
- **APPLY AT MIDSTATE** – Stop in our Kimball or Chamberlain offices during business hours.
- **CONTACT MIDSTATE COMMUNICATIONS** – Call or text us at 605.778.6221.

General Rules & Regulations

Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

Allowance For Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

Billing & Payment For Service

If you desire assistance or explanation regarding your bill, please call the Business Office.

National Do Not Call Registry

The federal government created the National Do Not Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at www.donotcall.gov if you have an active email address, or you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free and your number will stay in the registry until it is disconnected, or until you delete it from the registry.

If you receive telemarketing calls after you have registered your telephone number and it has been in the registry for three months, you can file a complaint at www.donotcall.gov or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do not call" complaint.

Annoying, Obscene, & Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 21 for instructions on using Customer Originated Trace. Threatening calls should be reported immediately to the police. Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his/her control may be fined or imprisoned, or both.

Telephone Assistance Programs

Low Income Assistance Available to Telephone & Broadband Subscribers

Midstate Communications is authorized to offer Lifeline assistance to our customers. The Lifeline Universal Service Program is a government supported program available to qualified, low-income consumers and offers a discount for eligible telephone and bundled Internet service meeting the minimum standards. If you are an existing telephone service subscriber receiving the monthly Lifeline discount, you can continue to apply that discount to your home phone voice service. Effective December of 2019, Lifeline discount amount available for voice only services will begin to decrease. If, however, the Lifeline support provided is applied to a bundled service package which includes not only telephone voice service, but also Internet Service you can avoid these discount decreases and continue receiving the maximum discount, currently \$9.25.

Moving your monthly Lifeline discount so that it also applies to your current bundled service which includes both voice telephone service and Internet service, will generally require that you agree to not transfer your Lifeline benefit to another provider for twelve months. There are certain exceptions to this requirement.

Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone or bundled Internet service to customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program. Eligible subscribers may be eligible for additional discounts up to \$25.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying assistance program.

How to Qualify for a Lifeline Discount:

You must participate in at least one of the following programs to be eligible for a Lifeline Program discount:

- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Medicaid
- Federal Public Housing Assistance
- Veteran's Pension and Survivors Benefit Program
- Income Below the Federal Poverty Guidelines

If residing on tribal lands the following eligibility criteria is also available to be utilized:

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families
- Food Distribution on Indian Reservations
- Head Start



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Help



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Billing

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Email

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- Server Settings
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- [Watch TvEverywhere](#)
- [Blind/Visually Impaired Options](#)
- [X Stream Supported Devices](#)
- [Amazon Fire Stick 4K Max Install](#)
 - [X-Stream Amazon Fire Device Guide](#)
- [Roku Streaming Stick + Install](#)
 - [X-Stream Roku Device Guide](#)
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Internet

- Assistance Programs
- DNS Server IP Addresses
- [Wi-Fi 101](#)
- [Internet Video Tutorials](#)



Phone

- Assistance Programs
- [Do Not Call Registry](#)



Forms

- [Automatic Withdrawal](#)
- [Construction Contract](#)
- [Letter of Agency](#)
- [Lifeline Application](#)
- [Membership](#)
- [PIC Freeze](#)

[Service Agreement](#)

[Midstate DMCA Policy](#)

[Network Management Policy](#)

[Relay South Dakota](#)

[Privacy Policy](#)



120 E. First, P.O. Box 48, Kimball, SD 57355 • (605) 778-6221 • Fax: (605) 778-8080

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English

Sign in

Phone. Internet. Or both. For less.

Lifeline lowers the monthly cost of phone
or internet service.

Get Started

Need to recertify your Lifeline benefit? [Recertify today](#)

What are the program benefits?

Standard Lifeline Benefit

Phone, internet, or bundled service monthly discount up to \$9.25 for eligible subscribers.

Enhanced Tribal Benefit

Phone, internet, or bundled service monthly discount up to \$34.25 for those eligible subscribers living on Tribal lands.

How can I qualify?

- You, or your child or dependent are enrolled in government programs like Medicaid, SNAP, or others, or,
- Based on your household income

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

Are you a survivor of domestic violence or human trafficking?

We provide additional safeguards to protect your information during the application process.

Learn more about how to qualify as a survivor.

What do I need to do to get the benefit?

1 | Sign up.

Apply now. We'll help you every step of the way.

Apply

2 | Connect.

Contact a phone or internet company to get your benefit.

3 | Save.

Get a discount on your monthly phone or internet bill.

Are you a service provider and need to qualify your customer for Lifeline? Sign in as a Service Provider.

Frequently Asked Questions

How can I get help with my application?	+
How can I manage my existing Lifeline benefit?	+
How do I change my phone or internet company?	+

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Policy & Notices

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[Website Policies & Notices](#)



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.

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

[Clear Results](#)

Companies near 57355

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

Showing 1 of 1 companies

Company Name	Phone	Type of Service
Midstate Communications	605-778-6221	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.



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.

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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

[Clear Results](#)

Companies near 57325

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

Showing 4 of 4 companies

Download List: 

Company Name	Phone	Type of Service
Midco	800-888-1302	Home Service
Midstate Telecom, Inc	888-214-1431	Home Service
Midstate Communications	605-778-6221	Home Service
CenturyLink	800-201-4099	Home Service

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

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8/13/2024

FORT THOMPSON, SD 57339-0571

Dear Customer:

The Public Utilities Commission (PUC) requires that we notify our customers each year of the availability of the Lifeline Assistance program. To see if you qualify, go to www.lifelinesupport.org and create or login to your account. If you do not have access to internet, that's no problem. We have a computer set up in our Kimball and our Chamberlain offices for you to use. Stop in anytime during our business hours to see if you qualify.

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. Once you qualify for Lifeline, Midstate can help you get the monthly discounts. Qualifying documents include a letter from: Supplemental nutrition assistance program (SNAP), Medicaid (Not Medicare), Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension or Survivors Pension, Income based eligibility and Tribal eligibility programs.

If you have questions about Lifeline, the application form or your current services, please contact us at 778-6221 or 234-8000 for more information.

Sincerely,
MIDSTATE COMMUNICATIONS, INC.



Chad Mutziger
General Manager