

## EXHIBIT E

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

Company:

Address:

Telephone number:

Company contact:

Study Area Code:

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.

Company's information posted on USAC website.

Other (describe):

\*Required

## **PUBLIC NOTICE - Milbank**

Interstate Telecommunications Cooperative, Inc. (ITC) is designated as the “Eligible Telecommunications Carrier” for its service area for universal services purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

ITC provides the supported services of voice telephony service and broadband Internet service throughout its designated service area.

These supported services include:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services provided at no additional charge;
- Access to emergency services provided by local government to other public safety organizations, such as 911 and enhanced 911, to the extent the local government in ITC’s service area has implemented 911 to enhanced 911 systems; and
- Broadband Internet access service, which includes the capability to send data to and receive data from the Internet.

Voice telephony service is provided at rates that start at \$22.50 per month for residential customers and \$25.00 per month for business line customers. Broadband Internet access service is provided at rates that start at \$54.95 per month for residential customers and \$54.95 per month for business customers. ITC would be pleased to provide you with specific rates for voice and broadband for your area upon request.

ITC also offers qualified customers Lifeline service. Lifeline is a non-transferable federal benefit that makes monthly voice or broadband service more affordable. The program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. The Lifeline voice service also includes toll blocking to qualifying customers without charge. The current discount provided under the ITC’s Lifeline service is \$5.25 for voice service or \$9.25 for broadband Internet service for each month that the customer qualifies.

A household is eligible for the Lifeline discount if the customer’s annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer’s household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income; Federal Public Housing Assistance (Section 8)
- Veterans and Survivors Pension Benefit
- Other Programs for Tribal Lands.

Questions regarding any of the above services should be directed to ITC at 1.800.417.8667.

July 2024



Rob and Sally Sample  
Address Line 1  
Delivery City

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## REPAIR SERVICE

To Contact Repair Service call 611 (Only from ITC Telephone Exchanges) or 1-800-395-4656.

THESE ARE A FEW STEPS YOU CAN USE TO FIND THE SOURCE OF YOUR TROUBLE:

- ◆ If you have more than one phone, unplug the one from which you first detected the problem. Plug another phone into the jack and see if the problem still exists. If not, chances are good the problem is with the phone set.
- ◆ If the problem is in a phone leased from ITC, call 611 (Only from ITC Telephone Exchanges) or 1-800-395-4656 and a technician will check your phone.
- ◆ If the problem is in the phone and it is not leased from ITC, return it to the supplier from which you purchased it.
- ◆ If you are unable to determine the source of the telephone problem, call the number for REPAIR SERVICE. When you ask for a technician to visit your premises, and the problem is in the equipment which you own, there will be a charge for this service.

## DISCONNECTING SERVICE

Call your General office at 611 (Only from ITC Telephone Exchanges) or 1-800-417-8667 to disconnect your phone. If you wish, charges can be stopped the same day.

## SEASONAL RATES

The Interstate Telecommunications Cooperative tariff clearly states that seasonal service is provided to residence and single line business customers whose requirements for telephone service are less than 12 months of service per year. If a customer wishes to retain their telephone number on an ongoing basis, the following terms and conditions apply:

Seasonal service will be furnished under the following conditions:

Available to all residences and single line business exchange service where the usage is of a seasonal nature.

## LINE RETENTION (Temporary Suspension) (Effective October 1, 2013)

Temporary Suspension is provided to residential and business customers whose requirements for telecommunications services are less than 12 months of service per year. Customers wishing to retain their telephone number and/or user name for future use may want to take advantage of Temporary Suspension.

### Conditions of Temporary Suspension:

1. Temporary Suspension is available to all residences and businesses where use is of a temporary nature.
2. Service will be suspended for up to 180 days.
  - a. Service suspension is complete—no service access will be provided.
  - b. Telephone number will be reserved. User name will be reserved.
3. At the end of 180 days, Temporary Suspension can be renewed one time for an additional 180 days, services can be re-connected, or services can be disconnected.
  - a. The customer should make the determination at the original request for Temporary Suspension regarding renewal or re-connection after 180 days.
  - b. In the absence of a request for renewal, services will be re-connected.
4. At the end of the second 180 day Temporary Suspension, services will be re-connected.
5. Charges are:
  - a. A one-time charge of \$35.00 will apply to Temporary Suspension of conventional dial tone service for a six month time frame.
  - b. A one-time charge of \$35.00 will apply to Temporary Suspension of Informational Services (Internet) or video services (video) for a six month time frame.
    - i. As regards Temporary Suspension, video and Internet service are treated as one service. Only one charge will

apply if both video and Internet are temporarily suspended. Continuation of either video or Internet service will prevent the \$35.00 charge from applying.

- c. Renewal of Temporary Suspension will incur the same \$35.00 charge as the initial Temporary Suspension.
  - i. A customer renewing both conventional dial tone Temporary Suspension and video/Internet Temporary Suspension will face only one \$35 charge, which will be assessed to the video/Internet Service.

6. There is no minimum time period for Temporary Suspension. There will be no pro-rating of the \$35.00 charge for shorter periods of Temporary Suspension.
7. No reconnect charge will be applied for restoration of services that are temporarily suspended.

### Alternatives to Temporary Suspension:

1. Customers that do not wish to subscribe to Temporary Suspension can terminate their services entirely. Company owned equipment must be returned or customer will be responsible for the retail price of the equipment. If and when service is required again, the customer will be required to pay all service order and installation charges that apply and the customer will be given a new telephone directory number.

The revised seasonal tariff will not allow customers who utilize a sensaphone to dial their number and check the temperatures and security in their home. Anyone dialing a number other than 911 will receive a pre-recorded message stating the line status.

To sign up for this service or for more information, please contact a Customer Service Representative at 1-800-417-8667.

## GENERAL INFORMATION

### YOUR TELEPHONE NUMBER IS IMPORTANT

When your telephone number is preceded by your area code, it is the only one like it in the United States or Canada. Show your area code and telephone number on your stationery, statements, and advertising items. It makes it easier to reach you.

### TELEPHONE NUMBERS

The customer has no property right in the telephone number or any right to continuance of service from any specific central office, and the Telephone Company may assign or change the telephone number, the central office designation, or both, as is necessary in the conduct of its business.

## TELEPHONE NUMBERS USED FOR BUSINESS ADVERTISING

Telephone numbers used in business advertisements will classify that number as a business telephone regardless of the location of the instrument. The use of the service rather than the location of the telephone, determines the classification as residence or business service.

## CUSTOMER PROVIDED EQUIPMENT

The FCC rules are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and Company employees.

You are responsible for the connection, operation, maintenance and repair of this equipment and should arrange for these services through the manufacturer, if needed.

A service charge may be incurred if a Service Representative from your Telephone Company visits the premises of the customer and the service difficulty or trouble is found to have been caused by the customer's equipment or facilities. This equipment cannot be connected to coin telephone service.

## OPERATOR SERVICES CENTER FOR TDD CUSTOMERS

Centurylink provides operator assistance to its customers who use Telecommunications Devices for Deaf Customers (TDDs). Any TDD user making calling card, collect, directory assistance, or other Operator assisted-calls should call 1-800-855-1155. This number may also be used for after hour repair service. For all other services call 1-800-223-3131.

## TRANSMISSION OF MESSAGES

The function of your Telephone Company is to furnish means of communication between telephone stations. Acceptance, by employees, of written or verbal communications from the public, for transmission or delivery is forbidden.

## UNLAWFUL WIRETAPPING MAY BE SUBJECT TO PROSECUTION

Under federal and state laws it is a crime for any person to wiretap or otherwise intercept a telephone call, without the consent

of one or both parties actually participating in the call.

Properly authorized law enforcement officers can take part in interception without the consent of either party, when proceeding under court orders issued following the appropriate federal or state law. The penalty for illegal wiretapping can be imprisonment and/or a fine.

## CARE OF EQUIPMENT

The telephone equipment, apparatus, and lines furnished shall be carefully used and cared for by the subscriber and shall be surrendered to your Telephone Company upon termination of the subscriber's right of use in as good condition as when received, ordinary wear and tear alone excepted.

All ordinary expense of maintenance and repair, unless otherwise specified in your Telephone tariff or in the contract for the use of the equipment, will be borne by the Telephone Company. In case of damage to, or destruction of, any of the said equipment, due to negligence of the subscriber, the subscriber shall pay either the cost of replacing the equipment or the cost of restoring the equipment to its original condition.

## 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](http://www.donotcall.gov) if you have an active e-mail 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](http://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.

## USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

The Federal Communications Commission has received information that interstate telephone service is being used for collection of claimed debts in ways that are or may be in violation of applicable tariffs of the telephone companies and criminal statutes. Practices alleged include calling

at odd hours of the day or night; repeated calls; calls to friends, neighbors, relatives, employers, and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment; and calls misrepresenting the terms and conditions of existing or proposed contracts. Although many of these calls are placed on a local basis, there is increasing indication that such improper practices also involve use of interstate toll and Wide Area Telephone Service (WATS).

Tariffs of the telephone companies forbid use of the telephone...for a call or calls, anonymous or otherwise, in a manner reasonably to be expected to frighten, abuse, torment, or harass another, or for calls that...unlawful purpose. Upon violation of any of these conditions the telephone company can, by written notice, discontinue service forthwith. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his/her telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223.

The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that the public may be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.

## LIFELINE FUNDING AVAILABLE

Lifeline is a federal program that lowers the monthly cost of phone or Internet. Eligible customers will get up to \$9.25 toward broadband service (up to \$34.25 for those living on Tribal Lands) or up to \$5.25 toward phone service on their bill. You can use Lifeline either for phone or Internet, but not both. Only one Lifeline credit is available per household. Lifeline is the FCC's program to help make communication services more affordable for eligible customers.

Contact ITC for a Lifeline application or visit ITC's website at [www.itc-web.com/services/residential/phone](http://www.itc-web.com/services/residential/phone) or Internet. You can also go directly to the Lifeline National Verifier at [www.LifelineSupport.org](http://www.LifelineSupport.org). The following information will be needed to apply: First and last name, address, date of birth, and last four digits of your social security number (or Tribal ID number). You may also need to provide one of these items: photo ID, prior year's tax return, social security card, or another document to prove your identity.

To be eligible for the Lifeline benefit, either you or someone in your household must participate in one of the programs below. The other option is to prove your income is at or below 135% of the federal poverty guidelines.

- Medicaid.
- Supplemental Nutrition Assistance Program (SNAP).
- Federal Public Housing Assistance (FPHA).
- Veterans Pension or Survivors Pension.
- Supplemental Security Income (SSI).
- Other Programs for Tribal Lands.
- The Safe Connections Act (SCA)

If your application is approved, you will need to contact ITC to receive the discount on your existing service. If you believe you are eligible for Lifeline, call our office at 1-800-417-8667 for assistance.

## HOW TO HANDLE ANNOYANCE CALLS

It is against the law to make an obscene, harassing, or threatening telephone call. When you receive such a call, follow these suggestions:

- 1) When answering your telephone, say hello twice. If no answer, HANG UP.
- 2) Do not give information until you are absolutely certain you know who is speaking.
- 3) Instruct children not to give any information to strangers over the phone.
- 4) Hang up when you hear something off-color or obscene.
- 5) Never reveal the fact that you are alone.
- 6) When annoyance calls persist, contact your local law enforcement agency.
- 7) Calls of a threatening nature should be reported to the local law enforcement agency immediately.

**For information about any telephone service, call your Business Office at 1-800-417-8667. A Customer Service Representative will be glad to help you.**





# Bell Ringer

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Clear Lake, South Dakota 57226

## ITC SCHOLARSHIP WINNERS 2025

ITC would like to congratulate all area seniors from the class of 2025 and recognize graduates who received ITC and Dean E. Anderson Scholarships. We wish you the best of luck as you take the next step in your education and future!

ITC proudly awarded 24 - \$700 scholarships to graduating seniors this year. Scholarship recipients must live in the ITC territory, have an ITC service, and plan to attend a post-secondary institution in South Dakota or Minnesota. One of these scholarships is awarded to a student who is open enrolled. The respective high school officials in each district determine who receives the scholarship based on activities, honors and awards, citizenship, community involvement, academic achievement, and effort in application completion. Congratulations to these exceptional students!



**BROOKINGS**  
Gabriel Stern



**CANBY**  
Rachel Fairchild



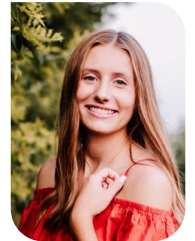
**CASTLEWOOD**  
Hailee Raasch



**CHESTER**  
Layke Wold



**CLARK**  
Waylan Olson



**DEUBROOK**  
Zoey Molengraaf



**DEUEL**  
Jaycee Hourigan



**ELKTON-LB**  
Keira Larson



**ESTELLINE**  
Braxton Jongeling



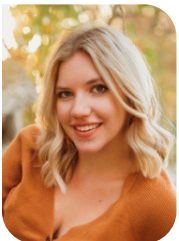
**FLORENCE**  
Brooke Hlavacek



**HAMLIN**  
Talayna Opdahl



**HENDRICKS**  
Ayla Texley



**HENRY**  
Madeline Kittelson



**MILBANK**  
Claire Snaza



**MINNEOTA**  
Brayden Downing



**RTR**  
Brooke Sanderson



**RUTLAND**  
Garet Wicks



**SIOUX VALLEY**  
Kylie Christensen



**WATERTOWN**  
Brielle Jenc



**WAUBAY**  
Nolan Thuringer



**WAVERLY-SS**  
Zachary Ries



**WEBSTER**  
Addison Matthews



**WILLOW LAKE**  
Samantha Brenden



**OPEN ENROLL**  
Greyson Leins

## ONT: THAT BOX OUTSIDE

*By Michael Martinell, Network Broadband Technician*

A few years ago, getting online meant connecting a modem to your phone line—and who could forget that infamous screeching sound? Thankfully, those days are behind us. Nowadays, fiber-optic Internet is more like upgrading from a horse-drawn carriage to a high-speed sports car. And that means new and interesting devices. Today, you have a small box, typically located outside, called an ONT—that stands for Optical Network Terminal. It might seem like a fancy modem, but there's an important difference worth understanding.



*ONT attached to the side of a house.*

Fiber-optic Internet works differently from the old connections many of us remember. Instead of using electrical signals like dial-up or cable, fiber uses light pulses to deliver data at incredibly fast speeds. To make sense of those light signals, your home needs a special device called an ONT.

An ONT is like the modern replacement for the old modem, but with a key difference. While a traditional modem converts analog signals (like those sent over phone or cable lines) into digital signals your devices can understand, an ONT converts light pulses into digital signals. It's the translator between your fiber line and your Internet connection.

Here's a fun analogy: sometimes people mistakenly call a router a modem, but that's like calling a plane a car. They're both vehicles, sure—but they serve very different roles. Your router doesn't convert signals; it takes the digital Internet signal from the ONT and shares it throughout your home, usually through Wi-Fi. So while the ONT brings the Internet to your home, the router makes it accessible to all your devices.

Now, what about streaming issues like buffering? Fiber-optics themselves are rarely the culprit. If your Internet speed is slow, the problem is usually somewhere else in your setup, like with the router, your device, or the connection between them. Many factors are at play, such as bandwidth, interference on the Wi-Fi channel, or even settings (called "protocols") that affect how devices communicate with the router. In rare cases, a fiber line could get damaged by construction or critters like gophers, or it might get a little dirty and need a quick cleaning. But these are the exceptions, not the rule.

If you're having issues or if you're curious about your setup, don't hesitate to give us a call. If you're using an ITC leased router, we're happy to help troubleshoot. If it's your personal router, we can at least check if the fiber connection needs a quick cleanup.

This summer, ITC will be replacing some of the ONTs on houses and businesses. If you receive a phone call or doorhanger, please give ITC at call at 1.800.417.8667.

## LIFELINE CREDIT

*By Holly Stormo, Marketing Communications Specialist*

Lifeline is a federal program that lowers the monthly cost of phone or Internet. Eligible customers will get up to \$9.25 credit on their bill (up to \$34.25 for those living on Tribal Lands). You can use Lifeline either for phone or Internet, but not both. Lifeline is the FCC's program to help make communication services more affordable for eligible customers.

### Information Needed

Contact ITC for a Lifeline application or visit ITC's website at [www.itc-web.com/services/residential/phone](http://www.itc-web.com/services/residential/phone) or Internet. You can also go directly to the Lifeline National Verifier at [www.LifelineSupport.org](http://www.LifelineSupport.org). The following information is needed to apply:

- First and last name
- Your home address
- Date of birth
- Last four digits of your social security number (or Tribal ID number).
- Your email address

You may also need to provide one of these items: photo ID, prior year's tax return, social security card, or another document to prove your identity.

### To Qualify

To be eligible for the Lifeline benefit, you or someone in your household must participate in one of the programs below. The other option is to prove your income is at or below 135% of the federal poverty guidelines.

- Medicaid.
- Supplemental Nutrition Assistance Program (SNAP).
- Federal Public Housing Assistance (FPHA).
- Veterans Pension or Survivors Pension.
- Supplemental Security Income (SSI).
- Other Programs for Tribal Lands.

If your application is approved, you must contact ITC to receive the discount on your existing service.

### One Per Household

Only one Lifeline credit is available per household. A household is a group of people who live together and share money. If you are sharing a house, but don't share money, you and your housemate are considered separate households.

If you believe you are eligible for Lifeline, call our office at 1.800.417.8667 for assistance.

## CALL 811 BEFORE YOU DIG

When you call 811, the South Dakota One Call System notifies utility companies with buried lines in the area. The utility companies will only mark lines that they own. Private lines must be located by the private locating firm and are your responsibility. (For MN, call 811 or 1.800.252.1166.)

