

EXHIBIT E

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JULY 1, 2026

Company: West River Telecommunications Cooperati

Address: 101 Main Street, Hazen ND 58545

Telephone number: 701 748-2211

Company contact: Shannon Wendel

Study Area Code: 391671

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. westriv.com/help-support/assistance-programs/



Company's information posted on USAC website.



Other (describe): Membership Notification Brochure

*Required

Newspaper Outreach

Grand Winter Wonderland

ADVENTURE GIVEAWAY



WIN CASH PRIZES AND A 2026 CHEVY EQUINOX

\$60K TOTAL IN JAN & FEB

You have a chance to win! January 18, we're awarding ***1,000 cash** each hour on the hour from 3PM-7PM, with a drawing at 8PM for ***10K!** On February 22, we're awarding ***1,000 cash** from 3PM-7PM, with an 8PM drawing for a **2026 Chevy Equinox and *5K cash!**

Twenty points equals a drawing entry, earn now through February 22!

GRAND RIVER CASINO & RESORT

Details at grandrivercasino.com. Winners must be present. Drawing entries are non-transferable. Photo ID required to claim prize. Multiple wins allowed. Grand River Casino reserves the right to modify or cancel all or any promotion.

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 Patients of all ages are always welcome!



Cris Turman DDS

117 S Broadway St
 Linton, ND 58552
 Phone: 701-254-4521 www.turmandental.com

Mon-Thurs
 8 a.m. - 4:30 p.m.

WRT, PO Box 467, Hazen, ND 58545 / 701-748-2211 • www.westrv.com • myWRT@wrt.com
 Offices in: Hazen & Beulah, ND • Mobridge, SD / "WRT is an equal opportunity provider & employer"

MONTHLY SERVICE RATES: Under the Telecommunications Act of 1996, "universal service" means basic telephone service that is available to all consumers. WRT provides basic and enhanced telecommunications services within its service area. Basic services are offered at the following rates: Single Party Residence & Business Service - starting at \$22.50/mo. Local residence & business service includes: Voice grade access to the public switched network; flat-rated local exchange service free of per minute charges; access to emergency services such as 911 & enhanced 911; and toll blocking/toll limitation. Broadband Internet access service which is the capability to transmit and receive data is available in various packages.

ASSISTANCE PROGRAMS - LIFELINE & LINKUP: Lifeline provides subscribers a discount on qualifying monthly telephone, broadband Internet, or bundled voice-broadband packages. Lifeline provides a discount up to a \$9.25/mo. on service for eligible low-income subscribers and up to \$34.25/mo. for those on Tribal lands. To be eligible for Lifeline assistance, an applicant or subscriber, one of their dependents or their household must participate in one or more of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP; formerly Food Stamps); Supplemental Security Income (SSI); Federal Public Housing Assistance; or Veterans & Survivors Pension Benefit. Individuals whose household income is at or below 135% of the Federal Poverty Guidelines are also eligible for Lifeline assistance. Toll blocking at no charge and reduced deposits are also available. Additional Tribal Lifeline and Tribal Link Up support is available to those qualifying individuals living on Tribal Lands. Tribal Lifeline/Link Up provides for additional telephone services discounts, and in addition to the previously cited programs, for those individuals residing on Tribal Lands, participation in the Bureau of Indian Affairs (BIA) general assistance program, Head Start, Food Distribution Program on Indian Reservations or Tribal TANF qualifies them for this support. 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. 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. For more information on Lifeline, call WRT at 701-748-2211 or go to: <https://www.lifelinesupport.org/>.

NON-DISCRIMINATION STATEMENT: West River Telecommunications Cooperative is an equal opportunity provider and employer. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. In any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint (<https://www.usda.gov/ocac/how-to-file-a-program-discrimination-complaint>) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 696-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.



THE FRONTMEN

FORMERLY OF **LONESTAR** | FORMERLY OF **RESTLESS HEART** | FORMERLY OF **LITTLE TEXAS**

- FRI. MAR. 20** Sky Dancer Casino - Belcourt, ND ♦
- SAT. MAR. 21** WRIC - Dickinson, ND ■
- FRI. MAR. 27** Jamestown Civic Center - Jamestown, ND ★
- SAT. MAR. 28** Prairie Knights Casino - Fort Yates, ND ■
- SAT. APR. 11** The Corn Palace - Mitchell, SD +

featuring **ROGUE ROYAL** with special guests

- ♦ The Boys Of Summer
- Laila Noelle
- ★ Drift North
- + Layton Lee

TICKETS & VIP TABLES ON SALE NOW!
ndcountryfest.com/yourtowntour

Little Pasture on the Prairie

By: Eliza Blue

I've been thinking a lot about motherhood this week. It will still be a few more months before we start seeing the motherhood rituals of the prairie on display: Robins piecing together their intricate nests of twigs and mud. Fawns hide in the grass while their mothers graze nearby. Cottontail dens teeming with tiny newborns, their eyes still sealed shut. And of course, the cows, sheep, and horses fanned across the greening grass, their babies running and bucking and playing nearby.

My thoughts on motherhood are simultaneously too big and too small to fit in one column, which is rather like motherhood itself. Motherhood is full of an overwhelming amount of minute tasks, such as finding your kids' matching socks (or ANY socks) and clipping their toenails, and then gigantic responsibilities like shaping a human being (with his or her own unique thoughts, needs, and proclivities) into a healthy, productive member of the bigger human family. It's easy to get bogged down trying to attend to the former, but too much time considering the latter can lead to complete paralysis.

Our animal neighbors are no strangers to the intensity of parenting either. For example, lambs and calves nurse A LOT, and they often headbutt their moms when they do it. Both my kids went through a stage where they reminded me of baby wolverines while nursing. Tempted to feel sorry for myself, I would think of one of my favorite little ewes in the meadow, her half-grown twins running full speed across the grass towards her, and nearly lifting her off the ground as they dove into get their hundredth drink of the day. The ewe, for her part, kept calmly chewing, unflappable in the aftermath of the onslaught.

Much like in humans, there is considerable variability in livestock in parenting skills and styles. First-time sheep and cow mothers can often be seen nervously following their offspring around the pasture, calling to them in anxious tones. An experienced mother, on the other hand, will let her baby wander farther, but when she calls, you better believe that baby comes running. Some mothers keep tabs on the babies, lifting their heads often as they graze; others seem to forget their babies even exist until they hear the young ones calling out from across the pasture. Then the flighty, absent-minded mothers begin running around in a panic, shouting: "Where are you? What's wrong? AHHHHHH!!!"

These observations allow me to grant myself a little more grace when it comes to parenting foibles. I truly believe most of us are doing the best we can most of the time—at parenting and at life in general. Sometimes our best looks like a sloppy mess, but we keep trying.

The reason I am thinking of motherhood this week, though, is because every night as I've lain down to read bedtime stories, or give bedtime snuggles, I've been thinking about how much

I love my kids, how desperately I longed for them before they were born, and how thankful I am that I got to become a mother.

This week, lying in the dark, feeling their soft breath slow as they slide towards sleep, I've also been thinking about what a mess we are in right now and how daunting it is to navigate. But as I hold my babies, who aren't babies anymore, I've also been thinking of you—all of you, and everyone you know, and everyone they know. No one, no matter where or how or to whom they were born, is any less deserving of the kind of love a mother feels as she cradles her child in the quiet of a long night.

So, I am sending this out to all who read these words with the hope that the next time you lie down to rest, you feel that love. You are as cherished by creation

as the most longed-for child. You are sacred. You are beloved. We all are.

Dakota Gardner: Crocus — The Plant Of The Year

By: Kelsey Deckert,
Horticulture agent
NDSU Extension —
Burleigh and Morton
counties

The Lunar New Year starts on Feb. 17, and this coming year is the year of the fire horse. The horse represents energy, independence and adventure. The element of fire represents passion and intensity. Sounds like 2026 could be a fast-paced journey!

For the past few years, I have started my New Year's Dakota Gardener column off with National Garden Bureau's Plant of the Year. This year, one of the Plants of the Year is the

crocus. The crocus symbolizes fresh beginnings, joy, hope and rebirth in many cultures. For many, crocuses are the first sign of spring, bringing joy for the change of seasons! Don't confuse it with the prairie crocus, which is commonly found in pastures and hilltops in early spring.

Crocus is a genus of the iris family and is hardy in zones 3-8. They are one of the first flowering plants in the spring, and they even push through snow. There are many varieties of crocus that can be added to the garden if you enjoy varying hues of purple and yellow. You can even find different varieties of white crocuses.

Growing crocuses is quite simple. Choose a site that receives several hours of direct sunlight. Plant crocus bulbs in the fall, about six to eight weeks before the first frost. This will give the plants enough time to establish roots before winter sets in. You will want to plant them

3-4 inches deep with the point tip facing upward. Make sure space each bulb 3-4 inches apart. Water thoroughly once plant and after that, they don't require much care unless an extended drought occurs.

Crocuses generally are resistant to pests, but occasionally, a rodent may dig the bulb. Consider planting in undisturbed area, as the crocus will self-seed and gradually spread to create beautiful clusters of color every year.

Being a horse owner myself, I must say that I believe the crocus is an excellent choice for Plant of the Year! Just like horses, crocuses offer natural beauty, and they are resilient and dependable.

For more information about crocuses, contact your local NDSU Extension agent. Find the Extension office for your county at www.ndsu.edu/agriculture/extension/extension-county-offices.



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Letter – Lifeline Availability



April 13, 2026

Dear WRT Member,

Lifeline, Tribal Lifeline/Link Up, & Toll Blocking support is available. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone or broadband internet service.

What type of discount is available?

Lifeline assistance lowers the cost of basic, monthly local telephone or broadband internet 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.

Tribal Lifeline provides up to an additional \$25 in federal support to qualifying residents of Tribal land and applies on the main home telephone line or broadband internet service listed in the name of the eligible WRT subscriber. (The Tribal Lifeline discount cannot exceed \$34.25)

Tribal Link Up is available to qualifying consumers residing on Tribal lands and covers 100% of the charges (up to \$100) of installing/connecting subscribers to WRT's network.

Toll Blocking support allows eligible consumers who wish to avoid incurring large, long-distance fees to choose toll blocking or toll control at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

How do I know whether I am eligible?

An individual is eligible if he or she participates in one or more of the following programs:

- Federal Public Housing (FPHA)
- Medicaid
- Supplement Nutrition Assistance Programs (SNAP, formerly known as Food Stamps)
- Supplemental Security Income (SSI)
- Tribally Administered Temporary Assistance for Needy Families (TTANF)
- Bureau of Indian Affairs General Assistance
- Tribal Head Start (income eligible)
- Food Distribution Program on Indian Reservations (FDPIR)
- Veterans Pension or Survivors Benefit Program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines:

(Continued on back)

**2026 Estimated Income Requirements for a Household at or Below
135% of the Federal Poverty Guidelines**

Persons in Family Unit	48 Contiguous States and D.C. and Territories
1	\$21,546
2	\$29,214
3	\$36,882
4	\$44,550
5	\$52,218
6	\$59,886
7	\$67,554
8	\$75,222
For each additional person, add	Add \$7,668

Note: The Federal Poverty Guidelines are adjusted annually, and the above chart reflects guidelines for [2026](#)

WRT's voice and broadband internet service is a 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, wireless, or broadband internet 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 and 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. WRT is required to access the FCC's National Lifeline Accountability Database to verify if a customer is currently receiving Lifeline, as well as provide information to the database regarding new Lifeline subscribers.

How do I apply to receive Lifeline, Link Up, and Toll Blocking discounts?

To apply for low-income assistance, please contact WRT at 701-748-2211 or 605-845-3100, visit your local WRT office, or go to the website lifelinesupport.org and apply online. Thank you for choosing WRT, your local voice & broadband internet service provider and member-owner cooperative!

Sincerely,



WRT CEO Troy Schilling

Directory

06
07

Photo: Holly Heath Hazen



**WRT**

ND: 701.748.2211
SD: 605.845.3100



West River Telecom
PO Box 467
Hazen, ND 58545

FIBER OPTIC BROADBAND INTERNET SPEEDS

100% WI-FI COVERAGE *(up to 10 GIG with or without phone)*

VOICE & PHONE SYSTEMS *(with unlimited long distance)*

SECURITY CAMERAS

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ND: 701.748.2211

SD: 605.845.3100



Lifeline



Overcoming the digital divide & opening doors to opportunity

WRT knows how vital access to reliable communications is to everyday life. We believe it is important to help connect those who can't afford service. WRT participates in Federal Communications Commission's Lifeline, Toll Limitation, Tribal Lifeline and Tribal Link Up assistance programs.

LIFELINE: Assistance program for qualifying low-income subscribers who are not already receiving a Lifeline discount from another provider. Lifeline provides a monthly service discount on eligible telephone or eligible broadband service by applying for and receiving the Lifeline discount.

ELIGIBILITY: To be eligible for Lifeline, an applicant or subscriber, one of their dependents, or their household must participate in one or more of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI); Federal Public Housing Assistance; or Veterans & Survivors Pension Benefit. Individuals whose household income is at or below 135% of the Federal Poverty Guidelines are also eligible for Lifeline assistance.

TRIBAL LIFELINE & TRIBAL LINK UP: Additional support is available to those qualifying individuals living on Tribal Lands. Tribal Lifeline/Link Up provides additional service discounts, and in addition to the previously cited programs, for those individuals residing on Tribal Lands, participation in the Bureau of Indian Affairs (BIA) general assistance program, Tribal Head Start, Food Distribution Program on Indian Reservations or Tribal TANF. Only eligible consumers may enroll in the Lifeline program.

VERIFICATION: 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. Lifeline is limited to one benefit per household, consisting of eligible telephone or broadband service. 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.

FOR MORE INFORMATION: Call Lifeline Support at 800-234-9473, go to www.lifelinesupport.org or contact your local WRT office. WRT is an equal opportunity provider.

NEED ASSISTANCE?

For customers with disabilities effecting use of WRT's services, please contact WRT's Customer Service Manager at 701-748-2211 or email: myWRT@wrtc.com.

Additional assistance available in ND at www.relaynorthdakota.com and in SD at www.relaysd.com.

WRT is an equal opportunity provider and employer.

South Dakota Public Utilities Commission
500 East Capitol
Pierre, SD 57501
605-773-3201

North Dakota Public Service Commission
600 East Boulevard Avenue, Dept. 408
Bismarck, ND 58505-0485
701-328-2400

WRT Website Information



(<https://get.teamviewer.com/wrtremote>)

Teamviewer

WRT Support

Need help finding an answer to your question? Looking for WRT policy information? Want to test your internet speed? We have all the resources you need! And, if we don't, contact us for additional help!

Assistance Programs

LIFELINE

TRIBAL LANDS LIFELINE AND EXPANDED LINK UP

Lifeline

Lifeline provides a monthly credit of \$9.25/month for internet services and \$5.25/mo for voice-only service. The Lifeline credit is applied to the main home phone number and will be applied to local voice &/or internet service. The Lifeline plan does not include long-distance calls. Lifeline subscribers may opt to block long-distance calls on their line at no cost.

Who is Eligible?

Applicants are eligible if they participate in at least one of the following public assistance programs as follows or have a household income that is at or below 135% of the Federal Poverty Guidelines (documentation required):

- ✓ Federal Public Housing Assistance (FPHA) or Section 8
- ✓ Medicaid
- ✓ Veterans and Survivors Pension Benefit
- ✓ Supplemental Security Income (SSI)
- ✓ Supplemental Nutrition Assistance Program (SNAP / formerly known as Food Stamps)

You may also be eligible if your household income is equal to or less than 135% of the Federal Poverty Guidelines.

FEDERAL MANDATE: Lifeline recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for the Lifeline program will result in termination of the Lifeline recipient's monthly Lifeline discount and de-enrollment from the Lifeline Program.

If you are applying based on income, please remember to include mandatory documentation as listed on the applications. For questions or assistance please call WRT at 748-2211.

Persons in Family or Household	48 Contiguous States and D.C.
1	\$20,331
2	\$27,594
3	\$34,857
4	\$42,120
5	\$49,383

Persons in Family or Household	48 Contiguous States and D.C.
6	\$56,646
7	\$63,909
8	\$71,172
For each additional person, add: \$7,263	

Apply
(https://getinternet.gov/apply?id=nv_home&ln=RW5nbGlzaA%3D%3D)

FAQs

Check out our FAQs for helpful answers and resources.

[BILLING](#)

[INTERNET](#)

[TECH SUPPORT](#)

[POLICIES + FORMS](#)

[Contact Us \(/contact/\)](/contact/)

Who do I contact if I have more questions on my bill?



What do the taxes and charges on my phone bill mean?



Why does my first bill amount seem larger than normal?



What are my options for paying my bill?



When is my payment due?



When are WRT bills sent out?



Sign Up for Reliable Voice Service

Call WRT at 701-748-2211 or submit an application.

Sign Up
(/contact/)

Get A Voice
(/contact/)



Keeping our communities connected.

— yesterday, today, and tomorrow

Primary Pages

Internet (<https://westriv.com/internet/>)

About Us (</about/>)

Security (<https://westriv.com/security/>)

Careers (</about/#careers>)

Voice (<https://westriv.com/voice/>)

Support (</support/>)

Contact Us (</contact/>)

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Sitemap (<https://westriv.com/sitemap/>)

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USAC Website



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.

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 57601

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

Showing 2 of 2 companies

Download List: 

Company Name	Phone	Type of Service
West River Telecommunications Cooperative	800-748-7220	Home Service
C.R.S.T. Telephone Authority	605-964-2600	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.

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

Membership Brochure

DIAL 811 BEFORE YOU DIG - IT'S THE LAW!

Do you plan to do any digging - plant a tree, install a fence, excavation? You must call 811 at least 48 hours before you dig to get all underground facilities located. The service is FREE and it's the LAW! Simply Dial 811 or TOLL-FREE 1-800-795-0555. Access online at www.ndonecall.com (ND) or www.onecall.sd.gov (SD).

BILLING NAME & ADDRESS DISCLOSURE

The FCC requires WRT, under certain circumstances, to release the Billing Name and Address (BNA) of telephone customers to telecommunications service providers. The main reason for releasing BNA information is to ensure proper billing for collect, third number billed or calling card calls. WRT is required to provide the information to the telecommunications service provider that handled the call, if it is requested by the carrier.

BNA can also be released to telecommunications service providers for other reasons, such as verification for presubscription, servicing your account, to prevent fraud or when you move from one location to another.

If you have an unlisted or non-published telephone number, you have a choice. If you do not want your BNA released by WRT, we need affirmative notification from you within 30 days. If you provide us with such notification, your ability to make calling card calls or to receive collect calls or third number billed calls could be denied. Should you have questions regarding this matter, please call WRT at 701-748-2211.

SET UP OR CHANGE LONG DISTANCE SERVICE

1. Contact WRT or the long distance provider/company of your choice to sign up for service.
2. Authorize your long distance company to contact WRT to set up or change your long distance service.
3. If a PIC FREEZE is in place, contact WRT to remove the PIC FREEZE and authorize the change to your long distance service. You may also request a new PIC FREEZE form from WRT at this time. (PIC FREEZE blocks service from being changed)

QUESTIONS? call WRT @ 701-748-2211
email: myWRT@wrte.com
mail: WRT, PO Box 467, Hazen, ND 58545
Offices in Hazen, Beulah & Mobridge

CUSTOMER PROPRIETARY NETWORK INFORMATION

The FCC has adopted rules to protect your privacy with regard to telecommunications information that is personal to you. This information is called "Customer Proprietary Network Information" or "CPNI" and includes the type of services you subscribe to, the equipment and facilities used, and the numbers, dates, times and duration of the calls you place. From time to time WRT may make new features and services available that may enhance the services to which you are already subscribed. Allowing us to use your CPNI gives WRT the ability to give you more personalized service and offer you the products and services that best fit your needs.

If you allow us to use your CPNI, it will ONLY be used by WRT. We DO NOT sell or in any way provide this information to any other company, other than the 911 records we are required by law to provide if you are a phone customer.

Under federal law, you have the right, and we have the duty, to protect the confidentiality of this information. Therefore, your account will be treated confidentially, regardless of whether you consent or not to allow us to continue to provide you with educational mailings.

If you agree to let WRT use your CPNI, no further action is necessary. If you want to restrict use of your CPNI, you must contact WRT within 30 days of receipt of this notice. You may miss the opportunity to learn of new services, new packaging that could reduce your monthly bill, and other information that keeps you informed of the happenings at WRT. Your decision on the use of CPNI by WRT will remain valid until you change it, which can be done at any time by contacting WRT.

MEMBER NOTIFICATIONS



Policies & Bylaws

ASSISTANCE PROGRAMS

PRIVACY

Services & Info



FEDERAL ASSISTANCE PROGRAMS

AFFORDABLE CONNECTIVITY PROGRAM (ACP): Assistance program run by the FCC to help low-income households pay for internet service. If your household is eligible, you could receive up to \$30/month discount on your internet service or up to \$75/month discount if your household is on qualifying tribal lands. You are likely eligible if your household's income is below 200% of the Federal Poverty Line, or if you or someone you live with currently receives a government benefit like SNAP, Medicaid, SSI, WIC, Pell Grant, or Free & Reduced-Price Lunch. Only one monthly service discount is allowed per household. Discount can be combined with Lifeline.

LIFELINE: Assistance program for qualifying low-income subscribers who are not already receiving a Lifeline discount from another provider. Lifeline provides a monthly service discount eligible broadband service. By applying for and receiving the Lifeline discount. To be eligible for Lifeline, an applicant or subscriber, one of their dependents, or their household must participate in one or more of the following programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps); Supplemental Security Income (SSI); Federal Public Housing Assistance; or Veterans & Survivors Pension Benefit. Individuals whose household income is at or below 135% of the Federal Poverty Guidelines are also eligible for Lifeline assistance. *Toll blocking at no charge also available.*

TRIBAL LIFELINE & TRIBAL LINK UP: Additional support is available to those qualifying individuals living on Tribal Lands. Tribal Lifeline/Link Up provides additional service discounts, and in addition to the previously cited programs, for those individuals residing on Tribal Lands, participation in the Bureau of Indian Affairs (BIA) general assistance program, Tribal Head Start, Food Distribution Program on Indian Reservations or Tribal TANF qualifies them for this support. Only eligible consumers may enroll in the Lifeline program.

VERIFICATION: 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. Lifeline is limited to one benefit per household, consisting of eligible broadband service. 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.

FOR MORE INFORMATION: Call Lifeline Support at 1-800-234-9473, go to www.checklifeline.org/lifeline or contact your local WRT office.

WRT is an equal opportunity provider.

WRT BYLAWS | ARTICLE I / MEMBERSHIP

SECTION 1.1. MEMBERSHIP.

Any adult person, organization, government, political subdivision or governmental agency, or other legal entity shall become a member of this Cooperative and membership shall be automatic on the date of receipt of retail voice or broadband service. In receiving such services from the cooperative, each member, by such action, agrees to comply with and be bound by the Articles of Incorporation and Bylaws of the Cooperative and any rules, policies and regulations adopted by the Board of Directors. No member may hold more than one membership in the Cooperative, and no membership shall be transferable except as provided in these bylaws. The status of all membership shall be as reflected upon the books of the Cooperative, and no membership certificates will be issued.

SECTION 1.2. DEFINITION AND CLASSIFICATIONS.

(a) A condition of membership is Voice or broadband service from the Cooperative at a premise within its established service area. In addition, the Board may determine certain types and amounts of patronage that give rise to the privileges and obligations of membership. (b) Exchange and interexchange carriers who participate with the Cooperative in the provision of telecommunications services are neither members nor patrons except as such carriers may receive voice or broadband services. *A complete printing of the WRT Bylaws available in the WRT telephone directory or online at www.westriv.com*

BATTERY BACK-UP

When WRT installs your new fiber optics, we also install a battery backup unit (at no additional charge) – as the new fiber needs power to operate. If your electricity would happen to go out, the back-up unit will power the equipment and provide voice service for approximately 8 hours. WRT does offer additional battery packs to extend the length of voice service and also provide internet service. We call it the "WRT 2 Buck Back-Up" and it's available \$2 per month.

Please keep in mind these basic emergency tips:

- Keep at least one basic CORDED phone on hand to use in case of power outages. (Cordless use additional power)
- If you have a generator, make sure the battery backup unit is plugged into an outlet that is served by the generator.
- Periodically check the indicator light on your battery backup unit to see if it is getting low or out of charge. Batteries should be stored above 41° F and below 104° F. General battery life is 2-4 years, pending usage & storage conditions and have a limited 3-year manufacturer's warranty.

If you have any questions or would like to extend your battery backup time, please call WRT at 701-748-2211.

NON-DISCRIMINATION STATEMENT

West River Telecommunications Cooperative is an equal opportunity provider and employer. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint \(https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint\)](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender. *WRT is an equal opportunity provider & employer.*

NATIONAL DO-NOT-CALL REGISTRY

The National Do-Not-Call Registry has been established to offer you a choice about receiving telemarketing calls. Registering will stop most telemarketing calls but it will not stop calls from certain non-profit and political organizations and calls from organizations with which you have established a business relationship. Consumers can register their telephone numbers (including wireless), 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.

REGISTER ON THE DO-NOT-CALL REGISTRY, go online to www.donotcall.gov, call 1-888-382-1222, for TTY call 1-866-290-4236.