

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2018**

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

# RC COMMUNICATOR

Vol. 17 No. 3 Monthly Newsletter for patrons of RC Technologies March 2018

## CPNI Requirements

### Important reminder for all customers

RC Technologies respects your privacy and observes the privacy rules established by the FCC. One of these rules requires notifying you of the potential use of your CPNI.



Customer Proprietary Network Information (CPNI) relates to your services or services you already have including service type, how we provide these services, call detail and billing data. Unless you notify us that you do not consent to its use, RC Technologies may use your CPNI to notify you of additional products and services available for which you are not currently being billed. We will never sell your account information or provide details of your calls to other parties unless required by law enforcement.

Whether you consent to the above use of your CPNI or not, your CPNI will always be treated confidentially. No action is necessary to receive additional product and service information because you already have services with RC Technologies. If you do not consent to RC Technologies using your CPNI, you may not be able to learn about new technologies, offerings or possible savings plans. Denial of consent will not affect services we are currently providing you.

Customers that would like to have additional contacts listed on their account should contact RC and fill out the CPNI form. Please take a moment to check your account and consider having your spouse, parent or friend added to your account in case something were to happen. Your directory listing does not need to reflect this change, and by doing so, someone will have access to all important account information when needed.

As a reminder, please be sure to remember your account password and also bring photo identification with you each time you visit our offices.



CoffeeCHAT

### Join RC for a Coffee Chat in Wilmot!

Come to The Cafe and let us know how we can better serve your communication needs.

No sales pitches, just coffee, rolls and conversation.  
March 7, 2018 at 9:00 am.



Join RC Technologies at  
**St. Patrick's Day Parade in Corona, SD**  
Saturday, March 17th!

**RC Technologies**

PO Box 197

New Effington, SD 57255

(P) 605.637.5211

(F) 605.637.5302

# Yes, You Can Afford Phone Service

## Lifeline and Link-Up programs available for low income citizens

RC Technologies is authorized to provide federal telephone assistance programs. The 3 programs are "Lifeline", "Tribal Lifeline" and "Tribal Link-Up." The programs were developed in response to concerns about the affordability of telephone service for low income citizens.

**LIFELINE:** The Lifeline program provides a monthly credit of \$9.25 on the basic service portion of the participant's telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also receive blocking long distance calls on their telephone line at no charge.

**TRIBAL LIFELINE:** The Tribal Lifeline program provides up to an additional \$25.00 in federal support to qualifying residents of Tribal Lands and applies on the main home telephone line listed in the name of the eligible telephone company subscriber.

**TRIBAL LINK-UP:** Tribal Link-Up support is available to qualifying consumers residing on Tribal Lands and covers 100% of the charges (up to \$100) that the carrier customarily assesses for installing/connecting subscribers to the network.

If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs or if your household income no longer meets the requirements set forth in the Federal Poverty Guidelines, you are obligated by law to notify RC Technologies of your ineligibility. The FCC prohibits consumers from receiving more than one Lifeline subsidized wireless telephone or discounted home telephone.

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):

### LIFELINE

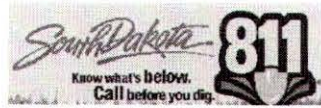
Federal Public Housing Assistance (FPHA) or Section 8  
 Veterans Pension  
 Medicaid  
 Supplemental Security Income (SSI)  
 Supplemental Nutrition Assistance Program (SNAP)  
 formerly Food Stamps

### TRIBAL LIFELINE & LINK-UP

Bureau of Indian Affairs General Assistance (BIA)  
 Federal Public Housing Assistance (FPHA) or Section 8  
 Food Distribution Program on Indian Reservations (FDPIR)  
 Head Start (income eligible)  
 Medicaid  
 Supplemental Security Income (SSI)  
 Veterans Pension or Survivors Pension Benefits  
 Tribal Temporary Assistance for Needy Families TTANF  
 Supplemental Nutrition Assistance Program (SNAP)  
 formerly Food Stamps

## TELEPHONE ADDITIONS

Schrader, Allen & Steph	605-652-4537
Kirk, Edward & Misty Dawn	605-932-3676
Herman, Mitchell & Andrea	605-738-2151
Reyelts, Alex	605-938-4561



## Stop - Think - Connect

### Protect yourself with these tips:

- Keep security software current: Having the latest security software, web browser and operating system is the best defense against viruses, malware and other online threats.
- When in doubt, throw it out: Links in email, tweets, posts and online advertising are often how cybercriminals try to steal your personal information. Even if you know the source, if something looks suspicious, delete it.
- Protect all devices that connect to the internet: Along with computers, smartphones, gaming systems, and other web enabled devices also need protection from viruses and malware.
- Plug & scan: USBs and other external devices can be infected by viruses and malware. Use your security software to scan them.





# RC TECHNOLOGIES

Telephone / Digital Cable TV / High Speed Internet

Home Automation / Networking



June 6, 2018

Rob and Sally Sample

Under the Federal Communications Commission's rules, existing Lifeline customers are required to annually recertify their continued eligibility for Lifeline service. Please complete the enclosed form and return it to our office by July 24 ,2018.

Failure to return the Lifeline/Linkup Assistance Application Form or failure to provide all of the information requested on the form will result in de-enrollment from the Lifeline program pursuant to 47 C.F.R. 54.405(e)(4) and loss of the monthly Lifeline credit that appears on your billing statement.

If you any questions on what form needs to be filled out, please contact our office at 637-5211.

Sincerely,

Wanda Heesch  
Billing Manager

Enclosed

CUSTOMER NOTICE  
CUSTOMERS ON INDIAN RESERVATIONS OR TRIBAL LANDS

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

**Tribal Lifeline** assistance lowers the cost of basic, monthly local telephone service or internet service. Eligible consumers receive \$23.60 per month in discounts.

**Tribal Link Up** reduces the cost of initiating new telephone or Internet service by providing a waiving \$25.00 connection fee. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$100.

**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 (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Tribally Administered Temporary Assistance for Needy Families (TTANF)
- Veterans Pension or Survivors Pension
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations

In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines.

RC Technologies voice and Internet 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 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.

To apply for this low-income assistance, please contact the RC Technologies at 637-5211.

# Printer's Affidavit of Publication

STATE OF SOUTH DAKOTA  
COUNTY OF GRANT

} ss.

Ashlie Schweitzer

of said County and State, being first duly sworn, on oath says that the Grant County Review is a legal weekly newspaper of general circulation, printed and published in Milbank, in said County of Grant and State of South Dakota, by Grant County Review, Inc., and has been such newspaper during the times hereinafter mentioned; that said newspaper is a legal newspaper; and that it has a bona fide circulation of more than two hundred copies weekly, and has been published within said County of Grant in the English language and has been admitted to the United States mail under second class mailing privilege, for at least one year next prior to the publication of the Notice herein mentioned, and has been printed wholly in an office maintained at the said place of publication, that I, the undersigned, Bookkeeper of said newspaper, in charge of the accounts receivable department thereof, have personal knowledge of all the facts stated in this affidavit; that the advertisement headed Notice of Availability, RC Technologies

\_\_\_\_\_ a printed copy of which, taken from the paper in which the same was published, is attached to this sheet and is made a part of this Affidavit, was published in said newspaper at least once each week for one successive weeks, on the day of each week on which the said newspaper was regularly published, to-wit:

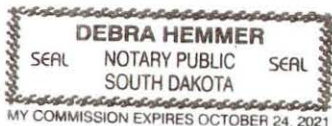
<u>January 10</u>	<u>20</u>	<u>18</u>	<u>20</u>
<u>20</u>	<u>20</u>	<u>20</u>	<u>20</u>
<u>20</u>	<u>20</u>	<u>20</u>	<u>20</u>

That \$ 80.50, being the full amount of the fee charged for the publication of said Notice, inures to the benefit of the publisher of the Grant County Review; that no agreement or understanding for the division thereof has been made with any person, and that no part has been agreed to be paid to any person whomsoever.

Ashlie Schweitzer

Subscribed and sworn to before me this 17th day of Jan 2018

Debra Hemmer  
Notary Public, Grant County, South Dakota



Publication Fee \$ 80.50  
Notarial Fee \$ \_\_\_\_\_

## NOTICE OF AVAILABILITY

RC Technologies, New Effington, South Dakota, offers local exchange telecommunications service to all consumers in its service area, including the exchange areas of New Effington, Claire City, Peever, Summit, Veblen, and Wilmot, South Dakota, and North Veblen, North New Effington in North Dakota at the following rates:

Business Line . . . . \$26.00 per month  
Residential Line . . \$18.00 per month

This service provides subscribing customers with:

- Dual tone multi-frequency signaling (touch tone) service
  - Voice grade access to the public switched network
  - Single party, flat rated local exchange service free of per minute charges
  - Access to 911 emergency services where available pursuant to state and local government statute
  - Access to operator services
  - Access to interexchange (long distance) services
  - Access to directory assistance
  - Other services, including toll blocking, are also available.
- Certain low income subscribers may be eligible for Lifeline and Link-Up telephone assistance programs which provide discounts for these basic services.

This notice is posted in accordance with South Dakota Public Utilities Commission order TC97-XXX, the North Dakota Public Service Commission Case Docket No. PU-428-97-527, and pursuant to 47 United States Code Section 214(e) and 47 Code of Federal Regulations Section 4-201.

If you have any questions regarding the Company's services, please call 605-637-5211 or visit the office in New Effington, SD.

Call us 1-605-637-5211 or send us a message



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Telephone Assistance

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[Directory](#)

[Telephone Assistance](#)

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### Can't afford telephone service? The Lifeline program can help.

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

Can save you at least \$9.25 on your monthly phone bill for primary local telephone service.

Lifeline program is limited to one Lifeline benefit per household.

#### Who is eligible?

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)

The Veterans Pension or Survivor's Pension Benefit

Supplemental Security Income (SSI)

How to obtain the telephone services

If you or a member of your household qualify for one of the above programs through your county Social Services Office, you will need to contact RC Technologies for an application.

#### What if my benefits stop?

If you no longer participate in any of the qualifying assistance programs and you do not meet the income guidelines, you are required to notify RC that you are no longer eligible for Lifeline assistance.

If you live within the telephone exchanges of RC Technologies and would like more information on Lifeline, contact the RC office. For questions on eligibility, call your county social services office.

Note: People who live on tribal lands may be eligible for separate Tribal Lifeline and Tribal Link-Up Programs.

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.

RC Technologies voice service 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 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.



## Federal Poverty Guidelines

If your household's income is at 135% or less than of the federal poverty guidelines, you may be eligible for a Lifeline Program discount.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$16,389	\$20,493	\$18,846
2	\$22,221	\$27,783	\$25,555.50
3	\$28,053	\$35,073	\$32,265
4	\$33,885	\$42,363	\$38,974.50
5	\$39,717	\$49,653	\$45,684
6	\$45,549	\$56,943	\$52,393.50
7	\$51,381	\$64,233	\$59,103
8	\$57,213	\$71,523	\$65,812.50
For each additional person, add	\$5,832	\$7,290	\$6,709.50

Note:

- ▣ Source: Federal Register, Vol. 83, No. 12, January 18, 2018, pp. 2642-2644
- ▣ The federal poverty guidelines are typically updated at the end of January.

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



# General Rules, Regulations, & Information

## PAYMENT OF BILLS

All telephone, internet and video service bills will be billed to the subscriber on a monthly basis. Statements shall be mailed to the subscriber the first of each month. Local service charges are billed one month in advance. The statement is due by the 10th of each month. Customers that have not made full payment will receive a reminder call on the 13th. If no payment by the 20th, customer will receive a final call. If payment is not received by the last day of that month, penalty fees will be added to the past due account. If payment is still not received by the 5th of the following month, (1) service will be disconnected for non payment and will not be reconnected until the current amount due, plus additional charges have been paid in full. (2) RC Technologies may charge an additional deposit fee in its discretion.

If a customer pays a portion of their bill sufficient to cover all local service charges, but not long distance charges, the company may, at its discretion, or at the customer's request, put a toll restriction on the customer's line until all long distance charges and any additional local service charges are paid in full. Toll service will be restored once, and only if, all past due amounts are received.

RC offers many convenient ways to pay your monthly bill. Have your payments automatically deducted from your bank account, credit card, or register on-line at [www.tnics.com](http://www.tnics.com) for electronic billing. Choose from either monthly or recurring payment options. When mailing payments to the RC office, be sure to enclose the payment stub along with your payment.

## NEW OR RECONNECTED SUBSCRIBER PROMPT PAYMENT POLICY

RC Technologies reviews the service payment history for all subscribers. Such payment history serves as the basis for establishing a credit rating for each subscriber. New subscribers who do not have a credit rating, or who have a credit rating which does not meet minimal standards established from time to time by RC Technologies, must make their payments within 10 days after billing for the first 6 months of service. Subscribers who have been disconnected for non-payment must make their payments within 10 days for the first 6 months after reconnection. Assuming payments are made in a timely fashion during the first 6 months of service, such subscribers are subject to the Payment of Bills procedure described above and payments must then be made in accordance with that schedule.

RC Technologies may in its discretion disconnect service for new subscribers or subscribers who have been reconnected after being disconnected for non-payment, who do not observe this required Prompt Payment Policy.

## NEW OR RECONNECTED SUBSCRIBER DEPOSIT POLICY

A \$100.00 telephone deposit and \$150.00 video deposit will be required at the time of application for each

new subscriber with no credit rating or a credit rating which does not meet the minimum standards established from time-to-time by RC Technologies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Technologies if the subscriber fails to comply with these policies.

## LIFELINE PROGRAM

### Lifeline Terms and Conditions

RC Technologies (the "Company") offers Lifeline program-supported service to qualified low-income residential consumers for one telephone or internet line per eligible household. The Lifeline program provides discounts to eligible low-income consumers to help them establish and maintain telephone or internet service. Lifeline assistance lowers the cost of basic, monthly local telephone or internet service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge and Access Recovery Charge are 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.

### Lifeline Program Eligibility Information

#### Program Based Eligibility

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

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

Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

#### Income Based Eligibility

In addition, consumers are eligible for Lifeline if their household income is at or below 135% of the federal poverty guidelines.

*Continued Next Page*

# General Rules, Regulations, & Information (Cont'd)

2017 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$16,281	\$20,331	\$18,711
2	\$21,924	\$27,392	\$25,205
3	\$27,567	\$34,452	\$31,698
4	\$33,210	\$41,513	\$38,192
5	\$38,853	\$48,573	\$44,685
6	\$44,496	\$55,634	\$51,179
7	\$50,139	\$62,694	\$57,672
8	\$55,782	\$69,755	\$64,166
For each additional person, add	\$5,643	\$7,061	\$6,494

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or pay-check stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

#### **Tribal Eligibility**

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service or Tribal Link Up 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.

#### **Numbers of Minutes-of-Use Provided as Part of Lifeline Program Service**

The Company's Voice Lifeline service includes unlimited local minutes-of-use within the toll-free calling area. The Company's Voice Lifeline Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which inter-exchange carrier the consumer subscribes to for toll

service. As part of the Lifeline service, Toll blocking is available to eligible consumers at no cost.

#### **Rates**

Subscribers may receive the Lifeline credit on any type or grade of local service, including voice, internet or bundled services that are normally offered by the Company. Advertised rates do not include any applicable taxes or surcharges.

#### **Recertification of Lifeline Eligibility**

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.

#### **Additional Lifeline Program Information**

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 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.

#### **APPLICATIONS FOR NEW SERVICE - MOVES OR DISCONTINUANCE OF SERVICE**

It is preferred that you stop in person at our Business Office to arrange for the installation of service. If this is not convenient, please telephone us and we will be glad to furnish you with an application for service prepared for your signature.

If you wish telephone service discontinued or instruments moved from one location or address to another location or address, our Business Office should be notified by telephone or letter ten days in advance.

After the telephone has been placed at a location designated by the customer, the customer agrees not to move, alter or molest the instrument or any telephone equipment on the premises leased from the company to the customer.

#### **SUSPENSION OF SERVICE**

When you are away from your residence for an extended period, you may arrange to have your telephone service temporarily suspended at a reduced rate, retaining your telephone number.

#### **BUSINESS CLASSIFICATION**

Telephone numbers used in business advertising will classify that number as a business telephone regardless of the location. The use of the service rather than location will determine the classification.

#### **RESIDENCE ADDITIONAL LISTINGS**

## CUSTOMER NOTICE CUSTOMERS ON INDIAN RESERVATIONS OR TRIBAL LANDS

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

**Tribal Lifeline** assistance lowers the cost of basic, monthly local telephone service or internet service. Eligible consumers receive \$23.60 per month in discounts.

**Tribal Link Up** reduces the cost of initiating new telephone or Internet service by providing a waiving \$25.00 connection fee. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$100.

**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 (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Tribally Administered Temporary Assistance for Needy Families (TTANF)
- Veterans Pension or Survivors Pension
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations

In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines.

RC Technologies voice and Internet 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 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.

To apply for this low-income assistance, please contact the RC Technologies at 637-5211.

## LIFELINE CUSTOMER NOTICE

**Lifeline** and **Toll Blocking** support is available from RC Technologies. These programs provide discounts to eligible low-income consumers to help them lower the cost of internet or basic monthly telephone service.

**Lifeline** assistance lowers the cost of basic, monthly local telephone service or internet service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to telephone 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 (Section 8)
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