

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

Company: Kennebec Telephone Company

Address: PO Box 158  
220 South Main  
Kennebec, SD 57544

Telephone number: 605-869-2220

Company contact: Rod Bowar

Study Area Code: 391668

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. [http://www.kennebectelephone.com/lifeline\\_32.html](http://www.kennebectelephone.com/lifeline_32.html)
- ✓ Company's information posted on USAC website.
- ✓ Other (describe): Provided Lifeline/ Link Up handouts at the following events: Kennebec Business Appreciation Night, Presho Farm & Home Show and various open houses. The handouts are available in the information rack at the Kennebec Telephone office as well. We also advertise it once a year in our monthly newsletter that gets distributed to all our customers (see attached).

\*Required



Lifeline Telephone Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on telephone and broadband services. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program. To Qualify for Lifeline, subscribers must either have a household income that is at or below 135% 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)
- \*Low Income Housing Energy Assistance (LIHEAP)
- \*Supplemental Nutrition Assistance Program (SNAP)
- \*Temporary Aid to Needy Families (TANF)
- \*Supplemental Security Income (SSI)

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
  - \*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.

KTCL's voice 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 or wireless service. A household is defined for the 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.

The services described above are offered to all customers in Kennebec Telephone company's service area. If you have any questions regarding our service, please call our office at 869-2220. You are also welcome to visit our business office at 220 S Main Street in Kennebec.

This notice is posted in accordance with South Dakota Public Utilities commission order IC97-092 and pursuant to 47 United State Section 214 € and 47 Code of Feder Regulations Sections.





# LIFELINE NOTICE KTC, Inc.

Kennebec Telephone Co., Inc. provides basic and enhanced telecommunications services within its service area. Basic services are offered at the following rates:

Single Party Residence Service	\$20.00/month
Single Party Business Service	\$25.00/month

Local residence and business service includes:

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

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

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

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension and Survivors Benefit

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

Kennebec Telephone's voice and broadband services meeting the minimum standard 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. 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. By applying for and receiving the discount, subscribers agree to remain with their service provider for 60 days for voice services and 12 months for broadband services. 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.

The basic services described above are offered to all customers in Kennebec Telephone's service area. If you have any questions regarding telecommunications services, please call office at (605)869-2220. You are also welcome to visit our business office at 220 S Main Street in Kennebec, SD.

This notice is posted in accordance with South Dakota Public Utilities commission order IC97-092 and pursuant to 47 United State Section 214 € and 47 Code of Federal Regulations Sections.



**KENNEBEC TELEPHONE CO., INC.™**





Date

Name  
Address  
City, State, Zip

Re: Lifeline/Link Up Program

Dear:

Enclosed is an application for Lifeline/Link Up Assistance. If you are eligible please complete the form and return to us as soon as possible.

If you are not eligible please sign at the bottom of the form where it states information was provided to you and return it in the enclosed envelope.

If you have any questions please call 869-2220. Thank you.

Regards,

Crystal Brakke  
Marketing Assistant/CSR

Enclosures



# Customer Information



**DO NOT CALL REGISTRY**

To cut down on telemarketing sales calls, you can write to Telephone Preference Service, Direct Marketing Association of America, Box 9014, Farmingdale, NY 11735-9014.

Ask to have your name removed from telemarketing lists. This will reduce, but not eliminate, solicitations. You may also call 1-888-382-1222 or visit [www.donotcall.gov](http://www.donotcall.gov), to have your name placed on the Do-Not-Call List. Or call our office to have our Telemarketing Call Screening feature added

A “**PIC FREEZE**” will help protect you from being changed to another long distance carrier without your authorization. You may request a “**PIC FREEZE**” from Kennebec Telephone Co., Inc. When a “**PIC FREEZE**” has been processed for you, you must have this “**PIC FREEZE**” removed by KTCI when you decide to change long distance carriers. Please notify KTCI and your long distance carrier whenever you are canceling and/or changing from one long distance carrier to another. Failure to do so may result in higher rates, since, in all likelihood, you will not be placed on the particular calling plan that you desire.. If you have questions regarding a “**PIC FREEZE**”, please feel free to call our office at 869-2220.

## NOTICE OF COMPLAINT PROCESS

Persons dissatisfied with telephone company procedures or policies relative to billing, establishment of credits, refusal of service or disconnection of service, may appeal to the Public Utilities Commission, Capitol Building 1st Floor, 500 East Capitol Ave, Pierre, South Dakota, 57501, 1-800-332-1782 (Toll Free). For

interstate consumer issues you may contact the Federal Communications commission, 445 12th Street, SW, Washington, DC 20554, 1-888-225-5322 (Toll Free), 800-855-4000 TTY (Toll Free).


**Kennebec Telephone Company, Inc., is a telecommunications company that provides basic and enhanced services with its service area.**

**Basic Services are offered at the following rates:**

- Single Party Residence Service \$18/month
- Single Party Residence/Ag Service \$18/month
- Single Party Residence/Business Service \$18/month
- Single Party Business Service \$25/month

**Local residence and business services include:**

- Voice grade access to the public telephone network
- Flat-rated local exchange service free of per minute charges
- Access to 911 emergency services
- Access to long distance service with available toll limitation service to qualifying low income consumers.
- Broadband Internet Access Service (BIAS) is available as a bundled service with voice service. Contact KTCI for more information.



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

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

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

A subscriber living on Tribal lands and is eligible for Tribal Linkup and Tribal Lifeline. They may also qualify for Lifeline by participation 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
- \*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.

KTCI’s voice and bundled broadband services are **Lifeline**-supported services. Only eligible consumers may enroll in the **Lifeline** Program. **Lifeline** applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. **Lifeline** recipients are required to recertify their eligibility every year.

The **Lifeline** program is limited to one benefit per household. A household is defined for the purposes of the **Lifeline** program, as an individual or group of individuals who live together at the same address and share income and expenses. By applying for and receiving the discount, subscribers agree to remain with their service provider for 60 days for voice services and 12 months for broadband services. **Lifeline** is a government benefit program, and consumers who willfully, make false statements in order to obtain the benefit can be punished by fine, imprisonment or can be barred from the program.

The services described above are offered to all customers in KTCI’s service area. If you have any questions regarding our service, please call our office at 869-2220. You are also welcome to visit our business office at 220 S Main Street in Kennebec, SD.

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