

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2019**

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 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.

Company's information posted on USAC website.

Other (describe):

*Required

Newspaper

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

Single Party Residence Service	\$18.00/month
Single Party Business Service	\$26.00/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
- Broadband Services
- Bundled Services

Lifeline Telephone Assistance Programs are available for qualifying residential subscribers. These programs provide a monthly service discount on telephone, broadband or bundled 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)
- Veteran's Pension or Survivors Pension

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.

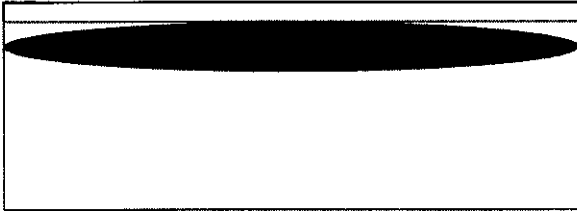
RC Technologies' Voice, Broadband and Bundled service is a Lifeline-supported service. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs 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 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 basic services described above are offered to all consumers in RC's service area. If you have any questions regarding telecommunications services, please call RC's office at 637-5211.



RC TECHNOLOGIES

Telephone / Digital Cable TV / High Speed Internet

Home Automation / Networking



June 24, 2019

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 August 23, 2019.

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

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)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension

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 RC Technologies at 605-637-5211.

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.

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

2018 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.	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

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck 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 abuse 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