

**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

**West River Cooperative Telephone Company
Lifeline & Link-Up Advertising/Outreach
2018-2019**

Each month, Lifeline and Link-Up applications were included in the new member packets. All year long, information and applications are made available at our front desk in our central office and on our website (<http://www.sdplains.com/lifeline-and-link-up/>). Link to Lifeline information is available on our Facebook page, under the "About" link (www.facebook.com/WRCTC). All newsletters are provided online at www.wrctc.coop.

June 2018

- Provided Lifeline information and applications during Grand Electric's Annual Meeting.
- Article in newsletter about the Lifeline Program.

August 2018

- Provided information and applications at the Tailgate Party in Bison.
- Provided information and applications at the Tailgate Party in Faith

September 2018

- Provided information and applications at the Tailgate Parties in Buffalo and Newell and Lemmon.

October 2018

- Information and applications were made available at West River Cooperative Telephone's Annual Meeting.
- Information and applications were made available at the Co-op Day for Kids.

November 2018

- Information and applications were made available at the Appreciation Luncheons in Lemmon, Lodgepole and Reva.

January 2019

- Information and applications were made available for interested individuals at the Vale Ag Show in Vale, SD.

March 2019

- Information and applications were made available at the KBJM Farm & Home Show in Lemmon, SD.

April 2019

- Information and applications were made available at the Cammack Open House in Union Center, SD.

May 2019

- News release was sent out to all local newspapers.
- Information and applications for Montana, South Dakota, North Dakota and Tribal Lands were sent to all surrounding clinics, health nurses, and assisted living centers if they needed them.

June 2019

- Lifeline Program information provided in the newsletter.
- Lifeline information and applications available at Grand Electric's Annual Meeting.

Office Closed

West River Cooperative Telephone Company's office will be closed Wednesday, July 4th for Independence Day.



facebook.com/WRCTC

Scholarship Winners

West River Cooperative Telephone Company (WRCTC) and Grand Electric Cooperative teamed together for the 17th year to award \$500 scholarships to graduating seniors from area school districts. Winners have been awarded their certificates at the Academic Awards programs at their respective schools.

Graduating seniors receiving the \$500 scholarships are:
Bison School District – Racquel Dennison, daughter of Nicole Dennison, Buffalo; Lemmon School District – Gayge Schopp, son of Ken Schopp and Stacy Lloyd, Lemmon; Harding County School District – Jacie Teller, daughter of Brian and Lori Teller, Buffalo; Faith School District – Kailyn Groves, daughter of William and Gzelle Groves, Faith and Newell School District – Delaney Leber, daughter of Dave and Lori Leber, Vale. WRCTC and Grand Electric sponsor this scholarship program to help serve as an investment in the economic future of our rural area. It 456-1999 is used to recognize and encourage the academic achievements of students.



Racquel Dennison



Gayge Schopp



Jacie Teller



Kailyn Groves



Delaney Leber

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**Congratulations to these outstanding students.
WRCTC and Grand Electric wish you the best of luck!**

4th Graders Receive South Dakota Books

WRCTC recently provided a copy of the book entitled *My South Dakota Book - Hometown Snapshots* to each 4th grade student to take home. The book simulates a fun, photographic road trip of 33 South Dakota towns and their interesting landmarks.

You can learn some pretty interesting facts from this book. For example, the petrified wood park in Lemmon is not only the largest in the world, but it took over 4,200 pounds of petrified 374-3588 wood to create the 400-plus structures!

The book was published by SDN Communications out of Sioux Falls, SD of which WRCTC is a member. We hope this book will provide the students with the cultural and historical value of the small communities within this wonderful state and all the attractions they have to offer.



2019 Directory Contest

Looking out My back door

Whether it's your gorgeous garden, a wonderful sunset or furry, farmyard friends, we want to see the beauty looking out your back door! Submit your pictures to reggebo@wrctc.coop or mail them to WRCTC, PO Box 39, Bison, SD 57620.

- 1st Place – \$100
- 2nd Place – \$50
- 3rd Place – \$25

Deadline to enter is August 17, 2018.

PHOTO CONTEST RULES: The photo must be an original taken by a WRCTC member. If the photo contains a child (under the age of 18) who is highly recognizable and it is chosen as a winner, a picture permission form must be signed by a parent/guardian prior to receiving the money. Each customer may submit TWO photos. Photos may also be submitted on a computer disc or e-mailed as a jpeg or pdf file. The photos must be in full-color and will not be returned to the customer. Submission of the photo releases all right of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC desires, allowing proper acknowledgement to the photographer. The photographer who captures first place will see his/her photo on the front cover of the 2019 directory and will be awarded a \$100 cash prize; second place will receive \$50 and third place will receive \$25. Employees and Directors are not eligible.

Lifeline: Affordable Telephone Service for Income-Eligible Consumers

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone service purchased from participating providers in the marketplace. Subscribers can also purchase discounted broadband from participating providers. The discounts, which can be applied to stand-alone broadband, 375-3841 bundled voice-broadband packages - either fixed or mobile - and stand-alone voice service - will help ensure that low-income consumers can afford 21st-century broadband and the access it provides to jobs, education and opportunities.

The History of Lifeline

The FCC established the Lifeline program in 1985 to ensure that qualifying low-income consumers could afford phone service and the opportunities and security it provides. Congress supported and strengthened Lifeline in the Telecommunications Act of 1996, requiring that affordable service and advanced communications be available to low-income consumers across the country. In March of 2016, the FCC modernized Lifeline for advanced services by beginning a transition toward support of broadband service.

How Lifeline Works

Lifeline provides a discount on monthly service of \$9.25 per month for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a discount on both services at the same time. Lifeline also supports broadband and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

Lifeline is available to eligible low-income 257-2246 subscribers in every state, territory, commonwealth, and on Tribal lands.

To participate in the program, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in certain assistance programs. You can see if you are eligible 456-2555 with the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at www.lifelinesupport.org.

How Tribal Link Up Works

Link Up provides eligible low-income consumers living on Tribal lands with a one-time discount of up to \$100 on the initial installation or activation of



The Importance of an Authorized User Form

To protect the privacy of information contained in your telephone account, WRCTC is only allowed to discuss account information with the person(s) listed on the account. This includes businesses. We must authenticate you (confirm your identity) 375-3273 before sharing account information. This is done by asking you two questions pertaining to your account that only you, as the account holder, would know.

If the account is listed ONLY in your name or the business' name, you might want to consider adding an authorized user. For instance, if you are a parent or individual who relies on someone else to discuss account changes, payments or any other account data with our company, you will need to have the person's name added to your records as an authorized contact before our customer service representatives are able to assist them.

If you need an 788-2978 authorized user form, the form can be found on our website, www.wrctc.coop, or you may call our office at 777 or 605-244-5213.

(continued on page 4)

New WRCTC Members

Buffalo

Clark, Tyrnan	375-3407
Collins, Andrea	375-3238
Stenerson, Trae	375-3646

Lemmon

Homandberg, Cole	374-4534
Loiseau Construction Inc.	374-7470
Papka, Ryan & Mindy	374-1049
Paris, James	374-4533
Ulmer, Sebastian & Shelley	374-5371
Voshall, Claire	374-8468

Newell

Garcia, Tim	456-7819
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Nisland

Fleming, Mark & Kris	257-6755
Oedekoven, Jason & Maureen	257-1863

SECURE PAY

**Make a payment on your bill over the phone
using a debit/credit card or check.**

Available 24/7!

844-252-5267

**HELP is only a phone
call away (24/7 Support)**

**SDPlains Help Desk
888-464-9513**

Find Your Phone

Ten telephone numbers were hidden in last month's newsletter. Those members who hunted and found their number were: Brent Elmore, Camp Crook; Cody Schuelke, Faith; Christina Block, Lemmon;

Bill Hourigan, Lemmon; Terry Bonnet, Newell; Stephen Keiry, Nisland; Greg Wammen, Reva and Michael Sheeler, Vale. Hidden in this issue are ten new numbers. If you find YOUR number, all you have to do is notify our office. The \$10 will then be deducted off your telephone bill. New connect numbers do not count. **Deadline is June 22, 2018.**

**\$10
bill credit**

Lifeline (continued)

on the initial installation or activation of a wireline or wireless telephone for the primary residence. Tribal Lands Link Up also allows consumers to pay the remaining amount that they owe on a deferred schedule, interest-free. Federal rules prohibit eligible low-income consumers from receiving more than ONE Link Up discount at a primary residence. Eligible consumers may be eligible for Link Up again only after moving to a new primary residence. Link Up support is only offered to carriers who are building out infrastructure on Tribal lands so not all carriers may discount their activation fee. Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation.

How Do I Qualify?

The following is a list of assistance programs that qualify a participant for Lifeline:

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

Tribal Lifeline takes up to an extra \$25 off your monthly bill, for a total Lifeline discount of up to \$34.25 per month. You can get Tribal Lifeline if you live on Tribal lands. Tribal lands include any federally recognized Indian tribe's reservation, Pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions, Hawaiian Home Lands, or Indian Allotments. The following is a list of Tribal assistance programs that also qualify a participant for Lifeline:

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Head Start (if income eligibility criteria are met)

How Do I Sign Up for Lifeline?

If you qualify 375-3539 for any of the above programs, you must complete a Lifeline Assistance Application. You can fill out an application online at www.wrctc.coop/lifeline-and-link-up. If you need assistance, please call 777 or 605-244-5213.

Office Closed

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Scholarship Winners

West River Cooperative Telephone Company (WRCTC) and Grand Electric Cooperative teamed together for the 18th year to award \$500 scholarships to graduating seniors from area school districts. Winners have been awarded their certificates at the Academic Awards programs at their respective schools.

Graduating seniors receiving the \$500 scholarships are:
Bison School District – Shane Collins, son of Tracy & Heidi Collins, Prairie City; Lemmon School District – Dillon Reede, son of Boyce & Melissa Reede, Lemmon; Harding County School District – Coven Kautzman, daughter of Ted & ReAnn Kautzman, Buffalo; Faith School District – Mikenzy Miller, granddaughter of Ed & Karen Miller, Faith (guardians) and Newell School District – Sierra Bonefield, daughter of Mike & Pam Bonefield, Nisland. WRCTC and Grand Electric sponsor this scholarship program to help serve as an investment in the

economic future of our rural 244-5417 area.

It is used to recognize and encourage the academic achievements of students.



Shane Collins



Dillon Reede



Coven Kautzman



Mikenzy Miller



Sierra Bonefield

**Congratulations to these outstanding students.
WRCTC and Grand Electric wish you the best of luck!**

4th Graders Receive South Dakota Books

WRCTC recently provided a copy of the book entitled *My South Dakota Book - Hometown Snapshots* to each 4th grade student to take home. The book simulates a fun, photographic road trip of 33 South Dakota towns and their 456-6033 interesting landmarks.

You can learn some pretty interesting facts from this book. For example, the petrified wood park in Lemmon is not only the largest in the world, but it took over 4,200 pounds of petrified wood to 244-5919 create the 400-plus structures!

The book was published by SDN Communications out of Sioux Falls, SD of which WRCTC is a member. We hope this book will provide the students with the cultural and historical value of the small communities within this wonderful 375-3681 state and all the attractions they have to offer.



FOUR SEASONS = FOUR \$50 WINNERS!



Spring



Summer



Fall



Winter

We are looking for the Four Seasons (Spring, Summer, Fall & Winter) for the 2020 WRCTC Directory. The photos can be of your favorite person, place or thing! They just need to represent one of the four seasons!

Submit your pictures to reggebo@wrctc.coop or mail them to WRCTC, %Rachel Eggebo, PO Box 39, Bison, SD 57620.

Deadline to enter the 2020 Directory Photo Contest is August 16, 2019.

PHOTO CONTEST RULES: The photo must be an original taken by a WRCTC member. If the photo contains a person who is highly recognizable and it is chosen as a winner, a picture permission form must be signed by the individual. If the subject is under 18 years of age, a parent/guardian must sign prior to receiving the money. Each customer may submit THREE photos. Photos may also be submitted on a computer disc or e-mailed as a jpeg or pdf file. The photos must be in full-color and will not be returned to the customer. Submission of the photo releases all right of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC desires, allowing proper acknowledgement to the photographer. The winners will see their photo on the front cover of the 2020 directory and will be awarded \$50. Employees and Directors are not eligible.

Lifeline: Affordable Telephone Service for Income-Eligible Consumers

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on monthly telephone and/or broadband services purchased from participating providers in the marketplace. The discounts, which can be applied to stand-alone broadband, bundled voice-broadband packages - either fixed or mobile - and stand-alone voice service - will help ensure that low-income consumers can afford 21st-century broadband and the access it provides to jobs, education and opportunities.

The History of Lifeline

The FCC established the Lifeline program in 1985 to ensure that qualifying low-income consumers could afford phone service and the opportunities and security it provides. Congress supported and strengthened Lifeline in the Telecommunications Act of 1996, requiring that affordable service and advanced communications be available to low-income consumers across the country. In March of 2016, the FCC modernized Lifeline for advanced services 257-2753 by beginning a transition toward support of broadband service.

How Lifeline Works

Lifeline provides a discount on monthly telephone and/or broadband services of \$9.25 per month for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a discount on both 376-5908 services at the same time. Lifeline also supports broadband and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

Lifeline is available to eligible low-income subscribers in every state, territory, commonwealth, and on 456-2931 Tribal lands.

To participate in the program, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in certain assistance programs. You can see if you are eligible with the Lifeline Eligibility Pre-Screening Tool on the Universal Service Administrative website at <https://www.checklifeline.org/lifeline>.



Securing Your Account

To protect the privacy of information contained in your telephone account, WRCTC is **only allowed to discuss account information with the person(s) listed on the account. This includes businesses.** We must authenticate you (confirm your identity) before sharing account information. This is done by asking you two questions pertaining to your account that only you, as the account holder, would know.

If the account is listed **ONLY** in your name or the business' name, you might want to consider adding an authorized user. For instance, if you are a parent or individual who relies 456-2147 on someone else to discuss account changes, payments or any other account data with our company, you will need to have the person's name added to your records as an authorized contact before our customer service representatives are able to assist them.

If you need to add an authorized user to your account, the form can be found on our website, www.wrctc.coop, or you may call our office at 605-244-5213.

(continued on page 4)

New WRCTC Members

Bison, Meadow, Sorum

Rosenau, H. James (West Place) 788-2604

Buffalo

Sever, Jon 375-3084

Lemmon

Johnson, Carol J. 374-6691

Little Elk, Donald, Jr. 374-3429

Sigman, Gerald 374-8991

SECURE PAY

Make a payment on your bill over the phone
using a debit/credit card or check.

Available 24/7!

844-252-5267

HELP IS ONLY A PHONE CALL AWAY

(24/7 Support)

**SDPlains Help Desk
888-464-9513**

Find Your Phone

Ten telephone numbers were hidden in last month's newsletter. Those members who hunted and found their number were: Brad Besler, Bison; Jim Wishard, Bison; Peggy Clark, Keldron; Dalton Gebhart, Meadow; Jason Ford, Vale and Randy Oliver, Newell. Hidden in this issue are ten new numbers. If you find YOUR number, all you have to do is notify our office. The \$10 will then be deducted off your telephone bill. New connect numbers do not count. **Deadline is June 22, 2019.**

**\$10
bill credit**

Lifeline (continued)

How Do I Qualify?

The following is a list of assistance programs that qualify a participant for Lifeline:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Program

How Tribal Link Up Works?

Tribal Link Up provides eligible low-income consumers living on Tribal lands with a one-time discount of up to \$100 on the initial installation or activation of a wireline or wireless telephone for the primary residence. Tribal Lands Link Up also allows consumers to pay the remaining amount that they owe on a deferred schedule, interest-free. Federal rules prohibit eligible low-income consumers from receiving more than ONE 788-2804 Link Up discount at a primary residence. Eligible consumers may be eligible for Link Up again only after moving to a new primary residence. Link Up support is only offered to carriers who are building out infrastructure on Tribal lands so not all carriers may discount their activation fee. Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation.

Tribal Lifeline takes up to an extra \$25 off your monthly bill, for a total Lifeline discount of up to \$34.25 per month. You can get Tribal Lifeline if you live on Tribal lands. Tribal lands include any federally 374-3483 recognized Indian tribe's reservation, Pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions, Hawaiian Home Lands, or Indian Allotments. The following is a list of Tribal assistance programs that also qualify a participant for Lifeline:

- Bureau of Indian Affairs (BIA) General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Head Start (if income eligibility criteria are met)

How Do I Sign Up for Lifeline?

If you qualify for any of the above programs, you must complete a Lifeline Assistance Application. You can find the application online at www.wrctc.coop. If you need assistance, please call 777 or 605-244-5213.

WEST RIVER COOPERATIVE TELEPHONE COMPANY
801 Coleman Avenue
PO Box 39
Bison, SD 57620
Phone (605) 244-5213

"Date"

"Customer"

"Address"

"City", SD "Zip Code"

Dear "Customer":

Under the Federal Communications Commission's rules, existing Lifeline customers are required to recertify annually that they remain eligible to participate in the program and that no one else in their household receives Lifeline supported phone service from West River Cooperative Telephone Company or any other phone service provider.

Please complete the enclosed Lifeline Program Annual Recertification Form and return it to our office or mail it to our consultant in the envelope provided by "Date". For this recertification process, the completed recertification form is the only document needed – documentation of program participation or income eligibility is not required.

Failure to return the Recertification Form or 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 will lead to an increase in your monthly phone service bill.

Thank you for your prompt attention to this matter. If you have any questions, please do not hesitate to contact our office at (605) 244-5213.

Sincerely,
West River Cooperative Telephone Company

Sara Hauser
Encl.



West River Cooperative Telephone Company
PO Box 39
Bison, SD 57620

Lifeline provides discounts to eligible low-income consumers to help them establish and maintain telephone and internet service. **Note:** One discount is available for either telephone or internet services but not both.

What type of discount is available?

Lifeline assistance lowers the cost of basic, monthly local telephone service or internet service. Eligible consumers can receive \$9.25 per month. Eligible residents of Tribal Lands can receive up to an additional \$25 in Lifeline support.

Link Up for Tribal Lands reduces the cost of initiating new telephone service. Eligible consumers can receive a 100% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$100. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Toll Limitation Service (TLS) support is also available to all eligible Lifeline consumers. TLS allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

Eligibility for Lifeline or Link Up for Tribal Lands has a set of federal eligibility criteria to meet for the federal program. An individual is eligible if he or she or a dependent person in their household participates in one of the following programs or if your household income doesn't exceed 135% of the Federal Poverty Guidelines.

- Medicaid
- SNAP
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veteran's Pension or Survivors Pension

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

Residents of Tribal Lands qualify if they participate in any of the programs listed above, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Tribal Head Start (income eligible)
- Tribal TANF
- Food Distribution Program on Indian Reservations (FDPIR)

How do I apply to receive Lifeline and Link Up?

To apply for Lifeline and Link Up (Tribal Lands only) discounts please contact:

West River Cooperative Telephone Company
PO Box 39
Bison, SD 57620
605-224-5213

Lifeline Program Application Form



Universal Service
Administrative Co.

1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the Lifeline Program Administrator is not able to prove you or someone in your household qualify using this form and electronic databases, you may need to show an official document from one of the government qualifying programs or to prove your annual income. You can submit copies of your official documents with this application or wait until the Lifeline Program Administrator asks you for them. To add them now, include the documents in option 1 or option 2 below:

1. If you qualify through a government program: copies of your state ID card and an official document from the programs you are qualifying through (your SNAP card, Medicaid card, etc.)
2. If you qualify through your income: copies of your state ID card and pay stubs for 3 consecutive months (or other accepted documents).

Visit lifelinesupport.org to see the full list of accepted documents.

Apply

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Bring or mail the form to this address:

**USAC
Lifeline Support Center
P.O. Box 7081
London, KY 40742**

FCC



**Universal Service
Administrative Co.**

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

[illegible]

First

[illegible]

Middle (optional)

--	--	--	--

Suffix (optional)

[illegible]

Last

What is your date of birth?

--	--	--

--	--	--

--	--	--	--

--	--	--	--

Month

Day

Year

[illegible][illegible]

What are the last 4 numbers of your Social Security Number (SSN)?

--	--	--	--

If you do not have a SSN, what is your Tribal Identification Number?

[illegible]

What is the best way to reach you?

☐ email ☐ phone ☐ text message ☐ mail

FCC



**Universal Service
Administrative Co.**

What is your home address? (The address where you will get service. Do not use a P.O. Box)

[illegible]**Street Number and Name**[illegible]

Apt., Unit, etc.

City

--	--

State

--	--	--	--	--

Zip Code

Is this a temporary address? ☐ Yes ☐ No **Check if you live on Tribal Lands*** ☐

What is your mailing address? (Only fill this out if it is not the same as your home address.)

[illegible]

Street Number and Name

[illegible]

Apt., Unit, etc.

City

--	--

State

--	--	--	--	--



**Universal Service
Administrative Co.**

2. Your Information (continued)

☐ Check if you are qualifying through a child or dependent in your household.
If so, answer the following questions:

[illegible]

				I	I			I	I			I	I	I	I
--	--	--	--	---	---	--	--	---	---	--	--	---	---	---	---

--	--	--	--

[illegible]

Year

--	--	--

			I	I	I	I	I					I	I	I	I		
--	--	--	---	---	---	---	---	--	--	--	--	---	---	---	---	--	--

Lifeline Program Application Form



Universal Service
Administrative Co.

3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- ☐ Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
☐ Supplemental Security Income (SSI)
☐ Medicaid
☐ Federal Public Housing Assistance (FPHA)
☐ Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- ☐ Bureau of Indian Affairs (BIA) General Assistance
☐ Tribal Temporary Assistance for Needy Families (Tribal TANF)
☐ Food Distribution Program on Indian Reservations (FDPIR)
☐ Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ If more than 8, add this amount for each extra person:

Is your income the same or less than the amount listed for your state and household size?

(only check yes or no next to your household size)

All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii		
☐ \$16,862	☐ \$21,060	☐ \$19,413	☐ Yes	☐ No
☐ \$22,829	☐ \$28,526	☐ \$26,271	☐ Yes	☐ No
☐ \$28,796	☐ \$35,991	☐ \$33,129	☐ Yes	☐ No
☐ \$34,763	☐ \$43,457	☐ \$39,987	☐ Yes	☐ No
☐ \$40,730	☐ \$50,922	☐ \$46,845	☐ Yes	☐ No
☐ \$46,697	☐ \$58,388	☐ \$53,703	☐ Yes	☐ No
☐ \$52,664	☐ \$65,853	☐ \$60,561	☐ Yes	☐ No
☐ \$58,631	☐ \$73,319	☐ \$67,419	☐ Yes	☐ No
☐ Add \$5,967	☐ Add \$7,466	☐ Add \$6,858	☐ Yes	☐ No

135% of the 2019 Federal Poverty Guidelines

*The Federal Poverty Guidelines are typically updated at the end of January.

Lifeline Program Application Form



Universal Service
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4. Agreement

I agree, under
penalty of perjury,
to the following
statements:

*You must initial next to
each statement.*

Initial

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial

I agree that if I move I will give my service provider my new address within 30 days.

Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial

I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

Initial

All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial

I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial

My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial

I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

Signature

Today's Date

FCC



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Administrative Co.**

Answer only if a sales person submits this form.

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

[illegible]

First

[illegible]

Middle (optional)

Suffix (optional)

[illegible]

Last

What is the agent's date of birth?

[illegible]

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Month

Day

Year

Lifeline Program Application Form



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Notice

PAPERWORK REDUCTION ACT NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. This collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's eligibility for Lifeline services.

We have estimated that each response to this collection of information will take, on average, between 0.25 and 0.75 hours. Our estimate includes the time to read the questions, look through existing records, gather the required data, and actually complete and review the form or response. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERF, Paperwork Reduction Project (3060-0819), Washington, D.C. 20554. We also will accept your comments via the Internet if you send them to PRA@fcc.gov. Please DO NOT SEND COMPLETED DATA COLLECTION FORMS TO THIS ADDRESS.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0819.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the information we request on this form. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your response may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order.

If you do not provide the information we request on this form, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

PRIVACY ACT STATEMENT: The Privacy Act is a law that requires the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) to explain why we are asking individuals for personal information and what we are going to do with this information after we collect it.

Authority: Section 254 of the Communications Act (47 U.S.C. § 254), as amended, 47 U.S.C. §254, authorizes the FCC to operate the Lifeline program. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.).

Purpose: We are collecting this personal information so we can verify that you qualify for the Lifeline program and so we can efficiently provide Lifeline services to you. We access, maintain and use your personal information in the manner described in the Lifeline System of Records Notice (SORN), FCC/WCB-1, which we have published in 82 Fed. Reg. 38686 (Aug. 15, 2017).

Routine Uses: We may share the personal information you enter into this form with other parties for specific purposes, such as: with contractors that help us operate the Lifeline program; with other federal and state government agencies that help us determine your Lifeline eligibility; with the telecommunications companies that provide you Lifeline service; and with law enforcement and other officials investigating potential violations of Lifeline rules.

A complete listing of the ways we may use your information is published in the Lifeline SORN described in the "Purpose" paragraph of this statement.

Disclosure: You are not required to provide the information we are requesting, but if you do not, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.