

Exhibit 1-6

Question 6: Please describe how the applicant will remain functional in emergency situations, namely, what is “its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.” 47 CFR § 54.202(a)(2)?

Interstate hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2).¹ Interstate’s voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). Interstate will have access to redundant uplink providers, as well as generators, portable generators, and backup battery, that will be able to operate remotes in the event of a prolonged power outage. Interstate can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Interstate to manage traffic spikes throughout its network, as emergency situations require. Interstate will also be capable of managing traffic spikes since it will have access to adequate backhaul bandwidth to handle spikes that may arise in emergency situations.

Specifically, pursuant to Minnesota Administrative Rule 7810.3900, “Emergency Operations,” Interstate has established reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators or from fire, storm, or acts of God including provisions for emergency power that meet or exceed the rule requirement to provide a minimum of four hours of battery service in each central office, and mobile power units that can be delivered on short notice and which can be readily connected in offices without installed emergency power facilities.

Interstate has informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power in the event of emergency in order to prevent or mitigate interruption or impairment of telecommunications service. Interstate also complies with the FCC’s backup power requirements that became effective in 2015.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of maintaining traffic spikes resulting from emergency situations.”

EXHIBIT 1-7

Question 7:

Interstate Telecommunications (“Interstate” or “Company”) certifies that it will offer voice telephony at “rates that are equal or lower to the Federal Communication Commission’s (“FCC”) reasonable comparability benchmarks for fixed wireline services offered in urban areas” pursuant to 47 CFR 54.804(b)(2)(iii). In its November 30, 2020 Public Notice, attached as herein as Exhibit 1-7, the FCC sets the 2021 urban average monthly rate for voice services at \$33.73 and states that ETCs must certify that the pricing of its basic residential voice services is no more than two standard deviations above the urban average - \$54.75.¹ Company confirms that its monthly rate for voice service will be reasonably comparable to the urban rate and fall below the two standard deviations above the urban average monthly rate for voice services.

¹ Wireline Competition Bureau and Office of Economics and Analytics Announce Results of 2021 Urban Rate Survey for Fixed Voice and Broadband Services, Porting of Survey Data and Explanatory Notes, and Required Minimum Usage Allowance for Eligible Telecommunications Carriers, WC Docket No. 10-90, Public Notice, 35 FCC Rcd 13667 (Nov. 30, 2020) (November 30, 2020 Public Notice).



PUBLIC NOTICE

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WIRELINE COMPETITION BUREAU AND OFFICE OF ECONOMICS AND ANALYTICS ANNOUNCE RESULTS OF 2021 URBAN RATE SURVEY FOR FIXED VOICE AND BROADBAND SERVICES, POSTING OF SURVEY DATA AND EXPLANATORY NOTES, AND REQUIRED MINIMUM USAGE ALLOWANCE FOR ELIGIBLE TELECOMMUNICATIONS CARRIERS

WC Docket No. 10-90

Today, the Wireline Competition Bureau (Bureau) and the Office of Economics and Analytics (Office) announce the 2021 reasonable comparability benchmarks for fixed voice and broadband services for eligible telecommunications carriers (ETCs) that are subject to broadband public interest obligations. These ETCs include incumbent local exchange rate-of-return carriers, incumbent price-cap carriers that are receiving Connect America Fund (CAF) Phase II support, Rural Broadband Experiment providers, CAF Phase II Auction (Auction 903) winners, and Rural Digital Opportunity Fund Auction winners.¹ In addition, we announce the posting of the fixed voice and broadband services data collected in the most recent urban rate survey, and explanatory notes regarding the data, on the Commission's website at <http://www.fcc.gov/encyclopedia/urban-rate-survey-data>. The Bureau and Office also announce the required minimum usage allowance for ETCs subject to public interest obligations for fixed broadband.

Voice Rates. Based on the survey results, the 2021 urban average monthly rate is \$33.73.² Therefore, the reasonable comparability benchmark for voice services, two standard deviations above the urban average, is \$54.75.³ Under the Commission's rules, each ETC, including competitive ETCs providing fixed voice services,⁴ must certify in the FCC Form 481 filed no later than July 1, 2021, that the pricing of its basic residential voice services is no more than \$54.75.⁵

¹ See *Connect America Fund et al.*, WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663 (2011) (*USF/ICC Transformation Order*), *aff'd sub nom*, *In re: FCC 11-161*, 753 F.3d 1015 (10th Cir. 2014); *Rural Digital Opportunity Fund*, WC Docket No. 19-126, *Connect America Fund*, WC Docket No. 10-90, Report and Order, 35 FCC Rcd 686, 707, para. 42 (2020).

² The *USF/ICC Transformation Order* defined the average urban rate to include local end-user rates plus state regulated fees (specifically, state subscriber line charges (SLCs), state universal service, and mandatory extended area service charges). *USF/ICC Transformation Order*, 26 FCC Rcd at 17751, para. 238. The reasonable comparability benchmark for voice services applies to mainland providers and those in Alaska.

³ *Id.* at 17694, para. 84.

⁴ The Bureau has adopted a benchmark only for fixed voice services because "the differences in rate plans and other attributes of fixed and mobile services would make it inordinately difficult to create a unified benchmark" that applied to both fixed and mobile services. See *Connect America Fund*, WC Docket No. 10-90, Order, 28 FCC Rcd 4242, para. 6 (WCB 2014).

⁵ 47 CFR § 54.313(a)(10); see also *USF/ICC Transformation Order*, 26 FCC Rcd at 18046-47, para. 1026. In the *USF/ICC Transformation Order*, the Commission required that as a condition of receiving high-cost support, ETCs

(continued....)

Broadband Rates. Recipients of high-cost and/or Connect America Fund support that are subject to broadband performance obligations are required to offer broadband service at rates that are at or below the relevant reasonable comparability benchmark.⁶ Carriers subject to the Alaska Plan are required to meet Alaska-specific benchmarks⁷ and to certify that they are meeting the relevant reasonable comparability benchmark for their broadband service offering in the FCC Form 481 filed no later than July 1, 2021.⁸

Under the approach adopted by the Bureau in 2014, the reasonable comparability broadband benchmark varies, depending upon the supported service's download and upload bandwidths and usage allowance.⁹ Alaska-specific benchmarks were developed in the same manner using data from Alaska carriers serving Alaska urban areas.

The following table provides the 2021 benchmark for a number of different broadband service offerings, though providers will need to determine the benchmark for services with characteristics not shown in the table:¹⁰

must offer voice service in supported areas at rates that are reasonably comparable to rates for similar services in urban areas. *USF/Transformation Order*, 26 FCC Rcd at 17693, para. 81.

⁶ *USF/Transformation Order*, 26 FCC Rcd at 17695, para. 86.

⁷ *Connect America Fund et al.*, WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking, 31 FCC Rcd 10139, 10149, para 28 (2016).

⁸ 47 CFR § 54.313(a)(12). The Commission has directed the Bureau to develop an Alaska-specific reasonable comparability benchmark. See *Connect America Fund; Universal Service Reform–Mobility Fund; Connect America Fund–Alaska Plan*, WC Docket Nos. 10-90, 16-271, WT Docket No. 10-208, Report and Order and Further Notice of Proposed Rulemaking, 31 FCC Rcd 10139, 10149, para. 28 (2016); *Connect America Fund*, WC Docket No. 10-90, Order, 31 FCC Rcd 12086, 12092, para. 21 (2016).

⁹ *Connect America Fund*, WC Docket No. 10-90, Report and Order, 29 FCC Rcd 13485 (WCB 2014).

¹⁰ We emphasize that carriers subject to broadband public interest obligations may offer their customers services other than those meeting the defined benchmark and minimum usage allowance. As long as the carrier offers at least one broadband service plan that meets the relevant metrics, it is free to offer other plans and packages to meet the varying needs of consumers. We note that usage allowance requirements do not apply to those areas that rely exclusively on satellite backhaul. See *USF/ICC Transformation Order*, 26 FCC Rcd at 17699-700, para. 101; see also 47 CFR § 54.313(g).

Download Bandwidth (Mbps)	Upload Bandwidth (Mbps)	Capacity Allowance (GB)	2021 U.S.	2021 AK
4	1	350	\$70.69	\$107.50
4	1	Unlimited	\$75.72	\$113.17
10	1	350	\$79.51	\$119.67
10	1	Unlimited	\$85.11	\$125.90
25	3	350	\$80.97	\$127.66
25	3	Unlimited	\$86.72	\$134.04
25	5	350	\$89.13	\$138.94
25	5	Unlimited	\$94.89	\$145.33
50	5	Unlimited	\$102.04	\$148.34
100	10	Unlimited	\$106.20	\$152.93
250	25	Unlimited	\$125.78	\$174.67
500	50	Unlimited	\$131.51	\$182.24
1000	100	Unlimited	\$140.80	\$191.20

To facilitate benchmark calculations, the Office will post an Excel file with a tool in which providers can enter the relevant variables to determine the benchmark for specific service characteristics at <http://www.fcc.gov/encyclopedia/urban-rate-survey-data>.

Minimum Usage Allowance. Under the *USF/ICC Transformation Order* and subsequent orders, ETCs subject to broadband public interest obligations must provide broadband with usage allowances reasonably comparable to those available through comparable offerings in urban areas.¹¹ The Commission delegated to the Bureau the task of setting a specific minimum usage allowance and specified that minimum should be adjusted over time.¹² For the reasons explained below, the Bureau adopts a minimum monthly usage allowance of 350 GB for 2021.

In the 2016 *Rate-of-Return Reform Order*, the Commission specified that the required minimum usage allowance for rate-of-return carriers receiving model-based support would be 150 GB per month, or a usage allowance reflecting the average usage of a majority of fixed broadband customers, using Measuring Broadband America (MBA) data or a similar data source, whichever is higher.¹³ The usage allowance adopted by the Commission for the baseline performance tier is: 150 GB per month, or a usage allowance that reflects the average usage of a majority of fixed broadband customers, using MBA data or a similar data source, whichever is higher.¹⁴ However, the baseline usage allowance for carriers receiving support from the Rural Digital Opportunity Fund is 250 GB or the average usage calculated by the Bureau.¹⁵

¹¹ See *USF/ICC Transformation Order*, 26 FCC Rcd at 17699, para. 99. See 47 CFR §§ 54.308(a), 54.309(a).

¹² *USF/ICC Transformation Order*, 26 FCC Rcd at 17699, para. 99.

¹³ *Connect America Fund et al.*, Report and Order, Order and Order on Reconsideration, and Further Notice of Proposed Rulemaking, 31 FCC Rcd 3087, 3099, para. 27 (2016). See 47 CFR § 54.308(a)(1).

¹⁴ *Connect America et al.*, Report and Order and Further Notice of Proposed Rulemaking, 31 FCC Rcd 5949, 5959-60, para. 25 (2016). See 47 CFR § 54.309(a)(2)(ii).

¹⁵ Rural Digital Opportunity Fund, WC Docket No. 19-126, Connect America Fund, WC Docket No. 10-90, Report and Order, 35 FCC Rcd 686, 702-03, para. 31 (2020).

Using 2018 MBA usage data, the Bureau specified a minimum monthly usage allowance of 215 GB for 2019. However, MBA data may not fully represent the current average usage among a majority of fixed broadband customers. MBA data shows the same increasing trend in usage as other national average sources but have consistently shown lower numbers. This is likely because the MBA was designed to measure performance, not usage, and may not contain a representative sample of broadband customers, such as cord-cutters, i.e., those that receive all video programming via the Internet rather than cable or satellite subscription services, customers in rural areas, or customers served by small providers.

The 2019 MBA usage data shows an average monthly usage of approximately 250 GB. However, 2020 MBA data has shown a substantial increase in usage, with an average of 335 GB in the third quarter of 2020. Therefore, we look to “a similar data source.” Specifically, OpenVault, which aggregates data for the broadband and financial industries, stated in its Broadband Insights Report for the second quarter of 2020 that average broadband consumption has increased to 380 GB.¹⁶ Further, OpenVault reported that cord-cutters use almost twice as much usage as those who subscribe to traditional pay-television services,¹⁷ and the number of cord-cutters is steadily increasing.¹⁸ With current reported average usage reports of 335 and 380 GB and the likelihood of continued increases, 350 GB is a reasonable minimum monthly usage allowance for 2021.

For further information, please contact Suzanne Yelen, Telecommunications Access Policy Division, Wireline Competition Bureau, at (202) 418-7400 or (202) 418-0484 (TTY), or at suzanne.yelen@fcc.gov.

– FCC –

¹⁶ Ovbi: Upstream Broadband Usage, Faster Speeds Spike Higher in Q2 2020, <https://openvault.com/ovbi-upstream-broadband-usage-faster-speeds-spike-higher-in-q2-2020/>.

¹⁷ See, e.g., Joan Engebretson, Broadband Data Usage Report: Internet-only Homes Use Almost Twice as Much Data as Bundled Homes, Telecompetitor (May 22, 2019), <https://www.telecompetitor.com/broadband-data-usage-report-internet-only-homes-use-almost-twice-as-much-data-as-bundled-homes/>.

¹⁸ See, e.g., Aaron Pressman, Cord cutting is speeding up as the coronavirus pandemic squeezes consumers, Fortune (May 5, 2020), <https://fortune.com/2020/05/05/cord-cutting-coronavirus-cable-satellite-tv-comcast-verizon-charter-altice-att-dish/>.

Exhibit 1-9

Question 9:

Interstate currently has 10 voice Lifeline customers and 1 broadband Lifeline customer in its Minnesota ILEC area. While Interstate advertises and promotes Lifeline within its Lincoln County CLEC area, Interstate currently does not have any Lifeline customers in its Lincoln County CLEC area since Interstate only recently began offering services in this area. Interstate plans to use communications, advertisements and website communications similar to those that it currently uses to promote Lifeline services in both its ILEC and CLEC service areas, where it is designated as an ETC. Interstate commits to e-file documentation evidencing its offering of Lifeline service in the required census blocks as required by 47 CFR § 54.405(b). See Exhibits 1-9(a) through 1-9(e) herein for additional information evidencing Interstate's current offering of Lifeline service.

As it does currently, Interstate will provide Lifeline service only to customers whose eligibility is confirmed via the National Verifier. Customers wishing to apply for federal Lifeline benefits will be instructed to apply to the National Verifier either by submitting an application online or via U.S. Mail. Company intends to direct consumers wishing to apply for federal Lifeline benefits to Universal Service Administrative Company's ("USAC") website (<https://www.lifelinesupport.org/nationalverifier/>) where they may apply to the National Verifier either by submitting an application online or via U.S. Mail. A copy of USAC's Lifeline Program Application Form is attached herein as Exhibit 1-9(c).

EXHIBIT 1-9(a)

Lifeline Pages on Interstate's Website

> Internet

> **Phone**

> Television

> Business Solutions

> Other TV Options

Lifeline and Link-Up

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get at least \$9.25 toward their bill. You can only use Lifeline for either phone or internet, but not both.

Only one Lifeline credit is available per household. Lifeline is designed to ensure service remains affordable to all residents.

Ask ITC for a Lifeline application. You will need the following information to apply: First and last name, address, date of birth, last four digits of your social security number (or tribal ID number). You should also show at least one of these items: Photo ID, prior year's tax return, social security card, or other document to prove your identity.

You will need to prove that you are eligible for a Lifeline benefit. The person on the official document can be you, your dependent, or a member of your household. You can show a pay stub or tax return to prove your income is at or below 135% of the federal poverty guidelines. You also can show a card or award letter to prove participation in at least one of these programs:

- Medicaid.
- Supplemental Nutrition Assistance Program (SNAP).
- Federal Public Housing Assistance (FPHA).
- Veterans Pension or Survivors Pension.
- Supplemental Security Income (SSI).
- Other Programs for Tribal Lands

ITC will process your application and may ask you to fill out additional forms. If approved, you will receive your Lifeline discount toward your bill. If you want to apply your discount to an existing service, contact your company.

If you believe you are eligible for Lifeline, stop by the ITC office and fill out an application form or call our office at 1.800.417.8667 for assistance.

[Lifeline Assistance Program/Tribal Lifeline & Link-Up Form](#)

> Internet

> **Phone**

> Television

> Business Solutions

> Other TV Options

Phone

Nobody knows phone service quite like ITC. We've been providing phone service to South Dakota and Minnesota for almost 60 years. We've learned a few lessons from our customers along the way — about providing the best quality service with a personal touch and helping customers get the services they need at an affordable price.

In addition to providing the highest quality digital phone, unlimited local calling, and long distance service, ITC offers a wide range of affordable calling features from Caller ID and Voice Mail, to features that screen telemarketers or allow you to forward your home phone calls to your wireless phone.

Telephone/Broadband Assistance Programs:

Get government assistance on your ITC bill.

If you're a qualified consumer, there are government assistance programs in place that will give you a discount on activation fees, installation, and monthly telephone/broadband billing.

For South Dakota: [Click Here](#)

For Minnesota: [Click Here](#)

- Are you behind on your bill? [Click Here](#)


Print Application or Worksheet:

[Lifeline Application](#)

[Household Worksheet](#)

Eligibility approval and requests for documentation will come via email or mail from Universal Service Administration Company (USAC), Lifeline Support, or National Verifier. Once qualified you will need to contact us with approval information for the discount to be added to your bill.

Find Services

Where do you live? 

Calling Features

Long Distance

Extend Your Calling Area

Phone Support

[Services & Products](#)[Can I Get It?](#)[FAQ](#)[Blog](#)[About](#)[Contact](#)[Support](#)[Sign up Here >](#)

Services & Products

Click to expand for more information on the services that are offered on ITC's fiber network.

[Click Here for Full Customer Guide](#)

– **Phone Service**

No rural home is complete without the peace of mind, that comes with a home phone.

- Perfect for homes with children and older adults.
- No need to worry about charged batteries or signal strength.
- Location ID 911 (in an emergency, just dial and rescue officials will be on their way).
- Keep your same number!
- **Package Options:**
 - Basic Phone Service – \$22.50/month
 - Digital Phone Service – \$45.50/month (Residential Only)
Dial Tone, Voice Mail, Caller ID Name and Number, Call Waiting,
Call Forwarding, Unlimited Long Distance

ITC International Long Distance Rates

Telephone/Broadband Assistance Programs:

If you're a qualified consumer, there are government assistance programs in place that will give you a discount on installation, and monthly telephone/broadband billing.

For Minnesota: [Click Here](#)

- Are you behind on your bill? [Click Here](#)

Print Application or Worksheet:

[Lifeline Application](#)

Household Worksheet

Eligibility approval and requests for documentation will come via email or mail from Universal Service Admin (USAC), Lifeline Support, or National Verifier. Once qualified you will need to contact us with approval information to be added to your bill.

+ **Fast Fiber-Optic Internet**

+ **Blast Wi-Fi**

FIND OUT IF YOU CAN GET SERVICE >

What our customers have to say:



ITC Internet is so awesome; I can't begin to tell you! This has made such a wonderful difference in our world out here.

Julie Thooft

312 Fourth Street West – PO Box 920 – Clear Lake,
SD 57226

PHONE: 1-888-201-2929

FAX: 605-874-2014



EXHIBIT 1-9(b)

**Links to Minnesota Public
Utilities Commission's
Pages on Lifeline Through
Interstate's Website**



Select Language ▼

Telephone Discounts

The state **Telephone Assistance Plan (TAP)** and federal **Lifeline** programs are monthly telephone service discounts on **one landline or wireless telephone per household**.

Several **landline (or home phone) providers** (<https://www.edockets.state.mn.us/eAssessment-public/company/phoneServiceProvider.action>) and **wireless (or cellphone) providers** ([/puc/telecommunications/utility/index.jsp](#)) offer telephone service discounts to income qualifying households.

Lifeline Consumer Information

([/puc/assets/USAC_LL_Materials_June_2020_tcm14-434479.pdf](#))

Lifeline Discount Application

(https://www.lifelinesupport.org/wp-content/uploads/lifeline/documents/LL_Application_NVstates.pdf).

Lifeline Household Worksheet

([/puc/assets/Lifeline%20Household%20Worksheet_tcm14-409966.pdf](#))

Telephone Assistance Plan (TAP) Discount Application

([/puc/assets/2021%20TAP%20Application_tcm14-467828.pdf](#))

Telephone Discount Brochure (https://mn.gov/puc-stat/documents/pdf_files/2019TelephoneBrochure.pdf).

How much is the discount?

Landline providers offer a \$7.00 discount for the Minnesota's Telephone Assistance Program (TAP). Landline, wireless, and broadband providers may receive a discount of \$7.25 to \$9.25 for the federal Lifeline program. The Lifeline credit applies to one telephone number listed in the applicant's name. Additional benefits are available to person living on Tribal lands or reservations.

Am I eligible?

Telephone service must be in your name. You must show proof that you, or a member of your household, meet the income guidelines or participate in one or more of the qualifying programs. To qualify based on your household income, you must attach one of the income-qualifying documents to your application. To qualify based on one of the programs, you must attach copies of proof of program participation.

How Do I Apply?

Option 1: You can begin the application process for the Lifeline discount by visiting the [Lifeline Page \(https://nationalverifier.servicenowservices.com/lifeline\)](https://nationalverifier.servicenowservices.com/lifeline) from any computer or mobile device and complete the electronic application. If you qualify, you will then contact your participating service provider to become enrolled.

Option 2: You may also apply by mailing the [Lifeline application \(https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.lifelinesupport.org%2Fwp-content%2Fuploads%2Flifeline%2Fdocuments%2FLI_Application_NVstates.pdf&data=02%7C01%7Cwebmaster.puc%40state.mn.us%7C9f4572cd93e34c99dd3c08d7cb853](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.lifelinesupport.org%2Fwp-content%2Fuploads%2Flifeline%2Fdocuments%2FLI_Application_NVstates.pdf&data=02%7C01%7Cwebmaster.puc%40state.mn.us%7C9f4572cd93e34c99dd3c08d7cb853) Household Worksheet (https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.usac.org%2Fwp-content%2Fuploads%2Flifeline%2Fdocuments%2Fforms%2FLI_Worksheet_NVstates-1.pdf&data=02%7C01%7Cwebmaster.puc%40state.mn.us%7C9f4572cd93e34c99dd3c08d7cb853cd6%7Ceb14b04624c445198f26b89c2159828c%7C0%7C0%7C63720164) documents to the USAC at this address:

Lifeline Support Center
PO Box 7081
London, KY 40742

Option 3: You may also apply by visiting a service provide. You can find participating service providers that qualify for Lifeline using the "[Companies Near Me \(https://data.usac.org/publicreports/CompaniesNearMe/Download/Report\)](https://data.usac.org/publicreports/CompaniesNearMe/Download/Report)" tool on the USAC website.

- If applying for the TAP discount only, mail the [TAP application \(/puc/assets/2021%20TAP%20Application_tcm14-467828.pdf\)](#) to your service provider.
- [See a Presentation on How to Apply. \(/puc/assets/Applying%20for%20TAP-LL%20Webinar_tcm14-438272.pdf\)](#)

2021 Federal Poverty Guidelines

Household Size

1
2
3
4
5
6
7
8

135%

\$17,388

\$23,517

\$29,646

\$35,775

\$41,904

\$48,033

\$54,162

\$60,291

For each additional person, add \$6,129.

[See more information about the Federal Poverty Guidelines. \(https://www.lifelinesupport.org/do-i-qualify/federal-poverty-guidelines/\)](https://www.lifelinesupport.org/do-i-qualify/federal-poverty-guidelines/)

Proof of Income

If you do not participate in any of the qualifying programs, you may qualify if your income is at or below 135% of the Federal Poverty Income Guidelines. Attaching one of the following documents to your application:

- Child support award/Divorce decree
- Current pay stubs or other official documentation of income for the last three months
- Last year's State, Federal or Tribal tax return
- Retirement/Pension benefits statement
- Social Security benefits statement
- Unemployment/Workers compensation statement
- Current annual income statement from employer
- Veterans Administration benefits statement

Qualifying Programs

Programs eligible for telephone discount participation:

- Federal Public Housing Assistance
- Medicaid/Medical Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension benefit

Additional qualifying programs for persons living on a reservation:

- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservation (FDPIR)
- Tribally Administered Temporary Assistance for Needy Families
- Tribally Administered Head Start (only those meeting income-qualifying standards)

Submit **acceptable eligibility documentation** (<https://www.lifelinesupport.org/do-i-qualify/how-to-prove-participation/>) with your telephone discount application.

Annual Recertification

You need to re-certify your Lifeline eligibility once per year.

You may receive a request from your Lifeline provider to re-certify your continued eligibility via letter, phone call, or text message. If so, you must reply within 60 days of the date of the notice.

If you do not complete your re-certification within the 60 days, you will be removed from the Lifeline program. If you are removed from the program, you will need to submit a new application to your Lifeline provider to begin receiving the discount again.

Wireless Providers

Wireless providers offer special Lifeline discount plans to qualifying customers. Some plan options offer free phones. Not all wireless companies offer Lifeline discount benefits. The approved companies and their contact information are listed below.

Providers	Customer Service
Access Wireless (https://www.accesswireless.com)	1-866-594-3644
American Assistance (https://www.americanassistance.com/)	1-877-266-7212
Assist Wireless (http://www.assistwireless.com/)	1-855-392-7747
Assurance Wireless (https://www.assurancewireless.com/)	1-888-321-5880
enTouch Wireless (http://www.entouchwireless.com/)	1-866-488-8719
Life Wireless (https://www.lifewireless.com/)	1-888-543-3620
North American Local (http://www.northamericanlocal.com/)	1-877-200-1367
Q Link Wireless (http://qlinkwireless.com/)	1-855-754-6543
SafeLink Wireless (https://www.safelinkwireless.com/)	1-800-723-3546
StandUp Wireless (http://standupwireless.com/)	1-800-544-4441
Tag Mobile (http://www.tagmobile.com/)	1-866-959-4918
Tempo Telecom (https://mytempo.com/)	1-877-822-8501
TerraCom Wireless (https://www.terracomonline.com/)	1-888-716-8880
T-Mobile Wireless (https://www.t-mobile.com/offers/lifeline-program)	1-800-937-8997
TruConnect (https://www.truconnect.com/)	1-800-430-0443

When I become ineligible?

You must notify the telephone company that you no longer participate in any of the qualifying public assistance programs or no longer meet the income guidelines.

Questions?

If you have questions about telephone discount programs or the application process, contact your local telephone company or the Commission's Consumer Affairs Office. The Consumer Affairs Office can be reached in the Metropolitan area at 651-296-0406, toll free at 1-800-657-3782, or by email at consumer.puc@state.mn.us (<mailto:consumer.puc@state.mn.us>).

EXHIBIT 1-9(c)

USAC'S Lifeline Program Application Form and Recertification Form

Lifeline Program Application Form



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 validate that you or someone in your household qualify using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves 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, provide a copy of a document such as an approval letter or benefit letter with the name of the person in your household who qualifies, name of the program, and issue date within the past 12 months or future expiration date.
2. If you qualify through your income, provide a copy of the prior year's state, federal, or Tribal tax return or a current income statement from an employer or paycheck stub for 3 consecutive months (or other accepted documents).

Visit lifelinesupport.org to see all acceptable document guidelines.

Apply

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

Mail the form to this address:

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

Lifeline Program Application Form



Universal Service
Administrative Co.

2a. Your Information

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

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

--	--	--	--

First

--	--

Middle (optional) Suffix (optional)

--

Last

What is your phone number (if you have one)?

--	--	--	--

What is your date of birth?

--	--	--	--

Month Day Year

What is your email address (if you have one)?

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?

--

What is the best way to reach you?

email
 phone*
 text message*
 mail

*If I selected the phone or text option, I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service.

If I selected the text message option, message and data rates may apply.

Text STOP to end messages.

Lifeline Program Application Form



Universal Service
Administrative Co.

2b. Your Information (continued)

*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the FCC for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.

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

--	--	--	--

Street Number and Name

--	--

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.)

--	--	--	--

Street Number and Name

--	--

Apt., Unit, etc. City

--	--

State Zip Code

Lifeline Program Application Form



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)	Is your income the same or less than the amount listed for your state and household size? <small>(only check yes or no next to your household size)</small>				
	All 48 States, DC, and Territories <small>(not Alaska and Hawaii)</small>	Alaska	Hawaii		
<input type="checkbox"/> 1	\$17,388	\$21,722	\$20,007	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$23,517	\$29,390	\$27,054	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$29,646	\$37,058	\$34,101	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$35,775	\$44,726	\$41,148	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$41,904	\$52,394	\$48,195	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$48,033	\$60,062	\$55,242	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$54,162	\$67,730	\$62,289	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$60,291	\$75,398	\$69,336	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$6,129	Add \$7,668	Add \$7,047	<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2021 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Lifeline Program Application Form



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 all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

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.

Signature	Today's Date
<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>



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 FCC'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-PERM, 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.

Lifeline Program Annual Recertification Form



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 validate that you or someone in your household qualify using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves your annual income. The Lifeline Administrator will contact you with instructions if documents are required.

Apply

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

Mail the form to this address:

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

Lifeline Program Annual Recertification Form



Universal Service
Administrative Co.

2a. Your Information

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

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

--	--	--	--

First

--	--

Middle (optional) Suffix (optional)

--

Last

What is your phone number (if you have one)? **What is your date of birth?**

--	--	--	--	--	--	--	--	--	--

Month Day Year

What is your email address (if you have one)?

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?

--

What is the best way to reach you?

email
 phone*
 text message*
 mail

*If I selected the phone or text option, I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service.

If I selected the text message option, message and data rates may apply.

Text STOP to end messages.

Lifeline Program Annual Recertification Form



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)	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, and Territories (not Alaska and Hawaii)	Alaska	Hawaii		
<input type="checkbox"/> 1	\$17,388	\$21,722	\$20,007	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$23,517	\$29,390	\$27,054	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$29,646	\$37,058	\$34,101	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$35,775	\$44,726	\$41,148	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$41,904	\$52,394	\$48,195	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$48,033	\$60,062	\$55,242	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$54,162	\$67,730	\$62,289	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$60,291	\$75,398	\$69,336	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$6,129	Add \$7,668	Add \$7,047	<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2021 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Lifeline Program Annual Recertification Form



4. Agreement

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

You must initial next to each statement.

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).

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

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).

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.

I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

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

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.

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.

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

Signature	Today's Date
<input type="text"/>	<input type="text"/>

Lifeline Program Annual Recertification Form



Universal Service
Administrative Co.

5. Agent Information

*Answer only if a sales
person submits this form.*

What is the agent's full legal name? The name you use on official documents, like your Social Security Card or State ID. Not a nickname.																								
<input type="text"/>																								
First																								
<input type="text"/>															<input type="text"/>									
Middle (optional)															Suffix (optional)									
<input type="text"/>																								
Last																								
What is the agent's ID number?												What is the agent's date of birth?												
<input type="text"/>												<input type="text"/>		<input type="text"/>		<input type="text"/>								
												Month		Day		Year								

Lifeline Program Annual Recertification Form



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 FCC'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-PERM, 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 in this form. We will use the information that you provide to determine your eligibility for Lifeline services. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your form may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order. In certain cases, the information in your form may be disclosed to the Department of Justice, court, or other adjudicative body when (a) the Commission; (b) any employee of the Commission; or (c) the United States government, is a party to a proceeding before the body or has an interest in the proceeding.

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.

EXHIBIT 1-9(d)

USAC'S Lifeline Program Household Worksheet

Lifeline Program

Household Worksheet



About Lifeline

Lifeline is a benefit that lowers the monthly cost of phone or internet service (not both). You are only allowed to get one Lifeline benefit per household, not per person.

What this worksheet is for

Use this worksheet if someone else at your address gets Lifeline. The answers to these questions will help you find out if there is more than one household at your address.

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).

Examples of one household:

- A married couple who live together are one household. They must share one Lifeline benefit.
- A parent/guardian and child who live together are one household. They must share one Lifeline benefit.
- An adult who lives with friends or family who financially support him/her are one household. They must share one Lifeline benefit.

Examples of more than one household:

- 4 roommates who live together but do not share money are 4 households. They can have one Lifeline benefit each, 4 total.
- 30 seniors who live in an assisted-living home are 30 households. They can have one Lifeline benefit each, 30 total.

Household expenses

A household shares expenses. Household expenses include, but are not limited to, food, healthcare expenses, and the cost of renting or paying a mortgage on your place of residence and utilities.

Income

Households share income. Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Lifeline Program Household Worksheet



Your Information

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

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

First

Middle (optional)

Suffix (optional)

Last

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

Street Number and Name

Apt., Unit, etc. City

State Zip Code

Lifeline Program Household Worksheet



Can you apply?

Follow this decision tree to confirm if you qualify for the Lifeline Program.

1. Do you live with another adult?

Adults are people who are 18 years old or older, or who are emancipated minors. This can include a spouse, domestic partner, parent, adult son or daughter, adult in your family, adult roommate, etc.

Yes

If yes, answer question 2

No

2. Do they get Lifeline?

Yes

If yes, answer question 3

No

3. Do you share money (income and expenses) with them?

This can be the cost of bills, food, etc., and income. If you are married, you should check yes for this question.

Yes

No

You can apply for Lifeline. You live in a household that does not get Lifeline yet. Please *initial* line **B** on page 4, *and sign* and date the worksheet.

Check this box

You do not qualify for Lifeline because someone in your household already gets the benefit. You are only allowed to get one Lifeline discount per household, not per person.

Check this box

You can apply for Lifeline. You live at an address with more than one household and your household does not get Lifeline yet. Please *initial* lines **A** and **B** on page 4, *and sign* and date the worksheet.

Check this box

Lifeline Program Household Worksheet



Agreement

Please initial the agreement below and sign and date this worksheet. Submit this worksheet to your service provider with your Lifeline Program Application Form.

Initial

A I live at an address with more than one household.

Initial

B I understand that the one-per-household limit is a Federal Communications Commission (FCC) rule and I will lose my Lifeline benefit if I break this rule.

Signature

Today's Date

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.

Notice

NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. If more than one person at the same address is applying for Lifeline service, all applicants must submit a Household Worksheet. 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, 0.25 hours. Our estimate includes the time to read and complete the form 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-PERM, 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 in this form. We will use the information that you provide to determine your eligibility for Lifeline services. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your form may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order. In certain cases, the information in your form may be disclosed to the Department of Justice, court, or other adjudicative body when (a) the Commission; (b) any employee of the Commission; or (c) the United States government, is a party to a proceeding before the body or has an interest in the proceeding.

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.

Lifeline Program Household Worksheet



About Lifeline

Lifeline is a benefit that lowers the monthly cost of phone or internet service (not both). You are only allowed to get one Lifeline benefit per household, not per person.

What this worksheet is for

Use this worksheet if someone else at your address gets Lifeline. The answers to these questions will help you find out if there is more than one household at your address.

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).

Examples of one household:

- A married couple who live together are one household. They must share one Lifeline benefit.
- A parent/guardian and child who live together are one household. They must share one Lifeline benefit.
- An adult who lives with friends or family who financially support him/her are one household. They must share one Lifeline benefit.

Examples of more than one household:

- 4 roommates who live together but do not share money are 4 households. They can have one Lifeline benefit each, 4 total.
- 30 seniors who live in an assisted-living home are 30 households. They can have one Lifeline benefit each, 30 total.

Household expenses

A household shares expenses. Household expenses include, but are not limited to, food, healthcare expenses, and the cost of renting or paying a mortgage on your place of residence and utilities.

Income

Households share income. Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Lifeline Program Household Worksheet



Your Information

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

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

First

Middle (optional)

Suffix (optional)

Last

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

Street Number and Name

Apt., Unit, etc.

City

State

Zip Code

Lifeline Program Household Worksheet



Can you apply?

Follow this decision tree to confirm if you qualify for the Lifeline Program.

1. Do you live with another adult?

Adults are people who are 18 years old or older, or who are emancipated minors. This can include a spouse, domestic partner, parent, adult son or daughter, adult in your family, adult roommate, etc.

Yes

If yes, answer question 2

No

2. Do they get Lifeline?

Yes

If yes, answer question 3

No

3. Do you share money (income and expenses) with them?

This can be the cost of bills, food, etc., and income. If you are married, you should check yes for this question.

Yes

No

You can apply for Lifeline. You live in a household that does not get Lifeline yet. Please *initial* line **B** on page 4, *and sign* and date the worksheet.

Check this box

You do not qualify for Lifeline because someone in your household already gets the benefit. You are only allowed to get one Lifeline discount per household, not per person.

Check this box

You can apply for Lifeline. You live at an address with more than one household and your household does not get Lifeline yet. Please *initial* lines **A** and **B** on page 4, *and sign* and date the worksheet.

Check this box

Lifeline Program Household Worksheet



Agreement

Please initial the agreement below and sign and date this worksheet. Submit this worksheet to your service provider with your Lifeline Program Application Form.

Initial

A I live at an address with more than one household.

Initial

B I understand that the one-per-household limit is a Federal Communications Commission (FCC) rule and I will lose my Lifeline benefit if I break this rule.

Signature

Today's Date

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.

Notice

NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. If more than one person at the same address is applying for Lifeline service, all applicants must submit a Household Worksheet. 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, 0.25 hours. Our estimate includes the time to read and complete the form 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-PERM, 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 in this form. We will use the information that you provide to determine your eligibility for Lifeline services. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your form may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order. In certain cases, the information in your form may be disclosed to the Department of Justice, court, or other adjudicative body when (a) the Commission; (b) any employee of the Commission; or (c) the United States government, is a party to a proceeding before the body or has an interest in the proceeding.

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.

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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.

EXHIBIT 1-9(e)

Interstate's Lifeline Advertisements

E-Statement = E-asy!

"Save up to \$25 on your next ITC bill."



As the world adjusts to the "new normal," your Coop also continues to look for ways to keep the customers and employees safe. One of those ways is looking at how you pay your bill. If you currently mail your bill or drop it off at one of our offices, we would like to encourage you to sign up for Auto-Pay and to go paperless with E-Statement. Sign up for both services now, and we will give you a bill credit for \$25. The best part about signing up for both services is you never have to leave home to pay your bill. If you only sign up for one of these services, we'll still give you a \$10 bill credit.

When you sign up for Auto-Pay (Auto-Deduct), your bill amount is deducted from your account every month. If you pay using your checking account, your bill will be deducted on the 10th of the month. If you pay with a credit or debit card, you can choose the date (from the 1st to the 17th of the month).

Sign up for E-Statement and go paperless, and you will be notified via email that your bill is ready each month. You can log in to see the information, save it, or print it if you want a paper record. Your monthly newsletter, the Bell Ringer, will also be delivered via email.

To sign up for Auto-Pay or go paperless with E-Statement, go to www.itcebill.com/estatement/login. If you have questions or need assistance, call 1.800.417.8667. Don't wait; offer ends June 30!

Directory Cover Contest



It's time to start taking photos for the Directory Cover Contest. The winning photo will be on the front

cover of the ITC Phone Book for 2021.

The subject for this year's contest is up to you. The photo must be suitable for a directory cover. No people or pets. We are looking for something unique and different from the past cover winners.

You are eligible to enter if you are an amateur photographer and a member of the Coop. The Directory Cover Contest runs from June 1 - September 4. You can submit up to six photos. Pictures must be at least a 300 resolution or the largest option on your camera or phone. They must also be recent and taken in our service territory. Check to be sure there are no dates on the photo. Be sure to include your name, address, and a brief description of where and when you took the picture.

The winning photo will be featured on the cover of the 2021 Directory. The first-place winner will receive a \$50 bill credit, and the second-place winner will receive a \$25 bill credit.

The best way to submit your photos is to email them to photo@itctel.com. You can also mail them to one of our offices. Be sure to include your name and contact information with the photos.

If you have questions, please contact Kathy at 1.800.417.8667. A complete copy of the Directory Contest rules can be found at www.itc-web.com under "About ITC."

Lifeline Funding Available



Lifeline is a federal program that lowers the monthly cost of phone and Internet. Eligible customers will get up to \$9.25 toward their bill. You can use Lifeline either for phone or Internet, but not both. Only one Lifeline credit is available per household. Lifeline is the FCC's program to help make communications services more affordable for eligible customers.

Contact ITC for a Lifeline application or go to ITC's website at <https://www.itc-web.com/services-and-products/phone/lifeline-and-link/>. You can also go directly to the Lifeline National Verifier at <https://nationalverifier.servicenowservices.com/lifeline>. The following information will be needed to apply: First and last name, address, date of birth, and last four digits of your social security number (or tribal ID number). You may also need to provide one of these items: photo ID, prior year's tax return, social security card, or another document to prove your identity.

To be eligible for the Lifeline benefit, either you or someone in your household must participate in one of the programs below. The other option is to prove your income is at or below 135% of the federal poverty guidelines.

- Medicaid.
- Supplemental Nutrition Assistance Program (SNAP).
- Federal Public Housing Assistance (FPHA).
- Veterans Pension or Survivors Pension.
- Supplemental Security Income (SSI).
- Other Programs for Tribal Lands.

If your application is approved, you will need to contact ITC to receive the discount on your existing service.

If you believe you are eligible for Lifeline, call our office at 1.800.417.8667 for assistance.



Interstate Telecommunications Cooperative, Inc.
312 4th Street West, PO Box 920, Clear Lake, SD 57226

Interstate Telecommunications Cooperative, Inc. (ITC) is designated as the “Eligible Telecommunications Carrier” for its service area for universal services purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

ITC provides the supports services – voice telephony service and broadband Internet access service – throughout its designated service area. These supported services include:

- ... Voice grade access to the public switched network;
- ... Minutes of use for local service provided at no additional charge;
- ... Access to emergency services provided at no additional charge;
- ... Access to emergency services provided by local government to other public safety organizations, such as 911 and enhanced 911, to the extent the local government in XYZ’s service area has implemented 911 to enhanced 911 systems; and
- ... Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Voice telephony service is provided at rates which start at \$22.50 per month for residential customers and \$22.50 per month for business line customers. Broadband Internet access service is provided at rates which start at \$54.95 per month for residential customers and \$54.95 per month for business customers. ITC would be pleased to provide you with specific rates for voice and broadband for your area upon request.

ITC also offers qualified customers Lifeline service. Lifeline is a non-transferable, federal benefit that makes monthly voice or broadband service more affordable. The program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. The Lifeline voice service also includes toll blocking to qualifying customer without charge. The current discount provided under the Company’s Lifeline service is \$7.25 for voice service or \$9.25 for broadband Internet service for each month that the customer qualifies.

A household is eligible for the Lifeline discount if the customer’s annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer’s household participates in one of more of the following programs:

- ... Medicaid
- ... Supplemental Nutrition Assistance Program (SNAP)
- ... Supplemental Security Income; Federal Public Housing Assistance (Section 8)
- ... Veterans and Survivors Pension Benefit
- ... Other Programs for Tribal Lands.

Questions regarding any of the above service should be directed to ITC at 1.800.417.8667.

GENERAL INFORMATION

USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

The Federal Communications Commission has received information that interstate telephone service is being used for collection of claimed debts in ways that are or may be in violation of applicable tariffs of the telephone companies and criminal statutes. Practices alleged include calling at odd hours of the day or night; repeated calls; calls to friends, neighbors, relatives, employers, and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment; and calls misrepresenting the terms and conditions of existing or proposed contracts. Although many of these calls are placed on a local basis, there is increasing indication that such improper practices also involve use of interstate toll and Wide Area Telephone Service (WATS).

Tariffs of the telephone companies forbid use of the telephone...for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another, or for calls that...interfere unreasonably with the use of the service by one or more other customers, or calls for...unlawful purpose. Upon violation of any of these conditions the telephone company can, by written notice, discontinue service forthwith. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his/her telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223.

The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that the public may be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.

LIFELINE AND LINK-UP

Interstate Telecommunications Cooperative, Inc. (ITC) is designated as the "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

ITC provides the supported services – voice telephony service and broadband Internet access service – throughout its designated service area. These supported services include:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in XYZ's service area has implemented 911 or enhanced 911 systems; and
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Voice telephony service is provided at rates which start at \$22.50 per month for residential customers and \$22.50 per month for business line customers. Broadband Internet access service is provided at rates which start at \$54.95 per month for residential customers and \$54.95 per month for business customers. ITC would be pleased to provide you with specific rates for voice and broadband for your area upon request.

ITC also offers qualified customers Lifeline service. Lifeline is a non-transferable, federal benefit that makes monthly voice or broadband service more affordable. The program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either broadband service (home or wireless) or voice service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge. The current discount provided under the Company's Lifeline service is \$7.25 for voice service or \$9.25 for Broadband Internet service each month that the customer qualifies.

A household is eligible for the Lifeline discount if the customer's annual household income is at or below 135% of the federal poverty guidelines. You may also qualify for the Lifeline program if a customer, a dependent, or the customer's household participates in one or more of the following programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income; Federal Public Housing Assistance (Section 8)
- Veterans and Survivors Pension Benefit.
- Other Programs for Tribal Lands.

Questions regarding any of the above services should be directed to ITC at 1-800-417-8667.

Exhibit 1-10

Question 10:

Interstate will offer standalone voice telephony service through its wholly-owned facilities. Interstate's Calix E7 last mile platform equipment allows IP delivery of voice, gigabit broadband Internet access between its Central Offices and customer premise. Both SIP and VoIP voice services will be offered to customers, with TDM services also available as needed. Equipment termination for voice services will be made via either Interstate's traditional IP voice switch at the Hendricks and Lake Benton Central Offices or its hosted VoIP platform as needed. Voice switching, gigabit broadband backhaul, customer care, network operations and administration will be shared with Interstate's current operations. Interstate already has data connection to the Internet and voice interconnection to the LATA tandem for the exchange of traffic.