



THE COMMUNICATOR

Newsletter from Your Friends at RC Technologies

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(605) 637- 5211 | www.tnics.com



RC offices will be closed on Wednesday, January 1st and on Monday, January 20th in observance of MLK Day.

Lifeline & Link-Up Programs

RC Technologies is proud to have helped customers this past year providing discounted monthly telephone and broadband internet service through the FCC's Lifeline / Link Up Programs.

Lifeline

You may be eligible for the Lifeline Program, up to a \$9.25 monthly savings on service if you participate in any one federal assistance programs such as: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance (FPHA), Supplemental Security Income (SSI), or Veterans Pension and Survivors Benefit Programs.

In addition, you may be eligible for the monthly savings if your household income is at or below 135% of the federal poverty guidelines. The current qualifying income levels range from \$15,060 for a single person to \$52,720 for a household/family of eight. The new *U.S. Federal Poverty Guidelines* are updated every year mid-January.

Enhanced Lifeline

The Enhanced Lifeline program provides up to \$25 in addition to the standard benefit, in monthly savings on telephone or broadband internet service to anyone who lives on tribal lands. It expands the eligibility requirements listed under the Lifeline Program to include participation in: Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance for Needy Families, Tribal Head Start, or the Food Distribution Programs on Indian Reservations.

Link Up

Link Up, another federal program, provides financial assistance with connection/installation charges for new customers living on tribal land.

If you meet the eligibility requirement, you can apply one of two ways:

1. Complete your application online at www.lifelinesupport.org for a faster response
2. Mail your paper application to Lifeline Support Center

Applications are available online at lifelinesupport.org at RC Technologies. If you have questions on Lifeline or Link Up, contact our office at 605-637-5211.



Do-Not-Call Registry

The Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a National Do-Not-Call Registry that applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You may register your phone number for free, and it will stay on the national Do-Not-Call Registry. You may remove your name from the list at any time. The National Do-Not-Call Registry will not prevent all unwanted calls.

It does NOT cover the following:

- calls from organizations with which you have established a business relationship
- calls for which you have given prior written consent
- calls which are not commercial or do not include unsolicited ads
- calls by or on behalf of tax-exempt non-profit organizations

Consumers may register their residential telephone number and wireless cellular numbers, on the National Do-Not-Call Registry by telephone at 1-888-382-1222. For the hearing impaired, TTY call 1-888-382-1222. You must call from the phone number you wish to register. You may also register online at www.donotcall.gov. Inclusion of your telephone number on the National Do-Not-Call Registry can take 31 days following your registration.



BACKUP POWER NOTICE

BACKUP POWER FOR VOICE TELEPHONE SERVICE DURING POWER OUTAGES

Your voice telephone service is provided using state-of-the-art fiber optics, which requires a battery backup power to continue to function during a power outage.

To maintain the ability to connect to 911 emergency services and to avoid disruption of home voice service during an outage, we provided you with the option to purchase or decline a battery backup for your **home voice telephone** service at the time of the initial installation.

This same battery may be at a business, although it generally does not provide enough power to run multiple lines or a business phone system.

WHAT YOUR BATTERY BACKUP CAN AND CAN'T DO FOR YOU

The battery backup for your telephone service allows you to continue using your home voice services during a power outage. **A traditional corded phone must be used at this time.** Without a battery backup or alternative backup source such as a generator, customers with fiber-based telephone service may not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your home telephone is by using some form of backup power like batteries purchased through RC.

This battery backup does not provide power to any services other than voice. Digital TV and Internet will not function on the battery backup. Home security systems, medical monitoring devices, and other equipment typically will not run on a residential voice telephone backup battery.

BATTERY REPLACEMENT OPTIONS

The backup battery may need to be replaced every five to seven years or when the battery is no longer functioning. It is not possible for a customer to test the battery. To have an 8-hour backup battery replaced, the cost for the battery with installation is \$120. A 24-hour backup battery option is also available. If you have any questions, contact us at 605-637-5211 or csrs@rctechteam.com.

NEW DIRECTORY LISTINGS

NEW EFFINGTON

Dakota Seven Herbal Apothecary (701) 634-5420

SUMMIT

Tuny's Bar & Grill (605) 398-6220

The Universal Connectivity Fee found on your bill has increased from 35.8 percent to 36.3 percent for the first quarter of 2025.

Statement of Nondiscrimination

RC Technologies is the recipient of federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture. The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance programs. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202)720-2600 (voice and TDD).

The person responsible for coordinating these organizations' nondiscrimination compliance efforts is Scott Bostrom, General Manager. To file a complaint of discrimination write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD).

EXPECTED BACKUP POWER DURATION

Backup batteries are expected to last up to 8 hours on standby power. A backup battery should give you at least 6 hours of talk time. However, other factors may affect the battery, so this is not guaranteed.

If you need additional talk time, you may purchase a 24-hour extended life battery backup with installation for \$275.