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**2010-2011**  
**Annual Report**

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*Universal Telephone Assistance  
Corporation  
(UTAC)*

**September 2011**

Universal Telephone Assistance Corporation  
PO Box 1176, Springfield, IL 62705  
[www.LinkUpIllinois.org](http://www.LinkUpIllinois.org)

# 2010-2011 Annual Report

Universal Telephone  
Assistance Corporation  
(UTAC)

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**Slate of Directors for the  
2010-2011 UTAC Board**

**President**

Allen Cherry, Legal Assistance Foundation

**Vice President**

Susan L. Satter, Illinois Attorney General Public Utilities Bureau

**Secretary**

Allen Cherry, Legal Assistance Foundation

**Treasurer**

Joji Aguilar, AT&T Illinois

**Directors**

Joji Aguilar, AT&T Illinois

David Cawthon, Moultrie Independent Telephone Company

Alan Cherry, Legal Assistance Foundation

Johnnie Henderson, CAFFUP/Wanda Hopkins, CAFFUP

Scott Kitchen, Consolidated Communications

Bryan McDaniel, Citizens Utility Board

David Rudd, CenturyLink/Lorenzo Cruz, CenturyLink

Susan Satter, Attorney General's Office

Kim Zugmaier, Frontier Communications

**MINUTES OF THE 2010 ANNUAL MEETING OF MEMBERS FOR THE UNIVERSAL TELEPHONE ASSISTANCE CORPORATION**

The meeting was called to order by Doug Dougherty, President of the Illinois Telecommunications Association (ITA), at 12:45 PM on Thursday, September 9, 2010 in East Peoria, Illinois. A quorum was declared based on the 31 telecommunications companies registered for the ITA's fall vendor's showcase and in attendance.

The 2009-2010 Annual Report was distributed to the members and Doug asked if there were any changes to the minutes of the 2009 annual meeting which appeared in the report. Hearing none, a motion to accept the minutes, as presented, was made by Deno Perdiou of AT&T and seconded by Aaron Palmer of Leaf River Telephone Company. The motion was approved.

Doug gave a brief synopsis of the Annual Report and asked if there were any questions about it. Hearing none, a motion to accept the 2009-2010 Annual Report, as presented, was made by Glenn Rauh of MTCO Communications and seconded by Deno Perdiou of AT&T. The motion to accept the Annual Report was approved.

Doug then presented the slate of Directors to serve for the next year. He asked if there were any nominations from the floor. Hearing none, he asked for motion to accept the slate of directors as presented. Glenn Rauh of MTCO Communications made the motion and it was seconded by George Wirt of Woodhull Telephone Company. The motion was approved by the members of the Corporation.

Doug asked if there was any other business to come before the members. Hearing none, Doug declared the meeting adjourned.

Respectfully submitted,

Doug Dougherty  
President  
Illinois Telecommunications Association



September 2011

Dear UTAC Members:

Illinois has consistently ranked among the largest contributor states to the federal Universal Service program. In an effort to remedy this situation, UTAC began working with Governor Quinn's office to revive the Enhanced Enrollment Working Group in order to streamline the enrollment process and increase the number of Illinois participant in the programs.

By working with the appropriate State agencies, UTAC could reach more eligible individuals and families than it is currently able to reach. Today, many caseworkers are unaware of the program or its requirements, and cannot recommend it as an option for lowering an individual's or family's costs. One goal of the Enhanced Enrollment Group is to simply raise awareness among those working directly with eligible households. A long term goal is to streamline the enrollment process, making it possible for eligible individuals to enroll in the UTAC programs at the same time they enroll in another program. Both goals, if achieved, promise significant increases in awareness and participation.

The report also shows a continuing decline in contributions. Annual contributions supporting the programs have gone from an all time high of nearly \$1 million in 2000 to a low of 387,811 in 2010. Because funding beyond what the federal government pledges is dependent on voluntary donations, increasing these numbers is important to our goal of increasing participation in the programs.

The UTAC board is committed to the effective and efficient management of the low-income universal service programs, and we will continue to work toward growing the program's participation level and addressing the decline in contributions.

Thank you for your support!

Sincerely,  
*Allen Cherry*  
President

## 2010-2011 Publicity Efforts

The following summarizes UTAC's efforts to publicize the low-income universal assistance program in Illinois during calendar year 2010 and the first half of 2011.

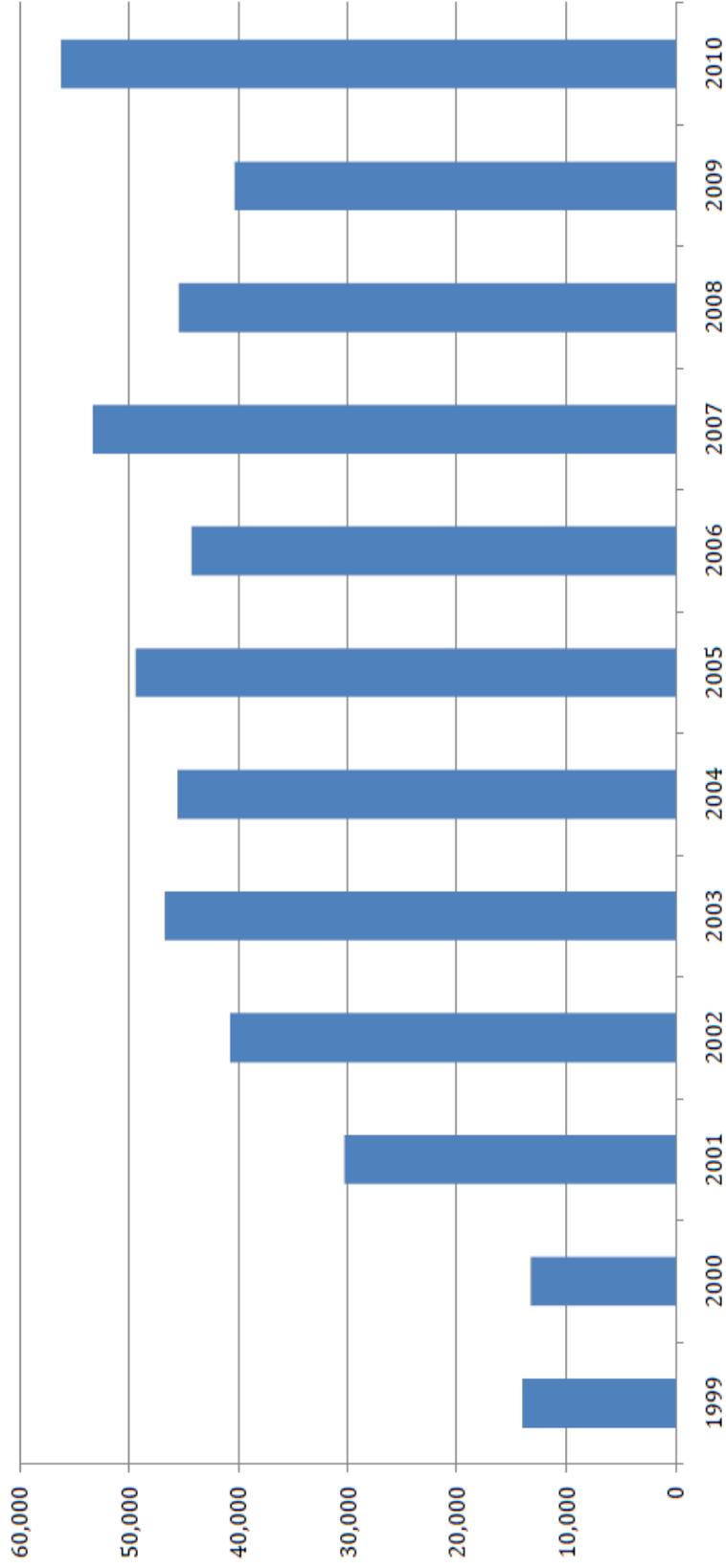
- In late spring 2010, UTAC worked with a new group of potentially eligible individuals by coordinating efforts with the Big Brother Big Sister program in Springfield. The goal was to increase awareness of and participation in the Link-up and Lifeline programs while improving the connection and communication link between Big Brothers and Big Sisters and their little brothers and/or sisters and families. UTAC provided brochures about the program to caseworkers for Big Brother Big Sister in Springfield and these caseworkers then shared the information with their families.
- In September of 2010, UTAC worked with Governor Quinn's office and ICC Chairman Flores to publicize Lifeline Awareness Week through a capitol building press conference and press release issued to media statewide.
- In the fourth quarter of 2010, the annual bill insert was distributed to existing phone customers throughout the state to publicize the programs and to request voluntary donations in support of them. The bill insert will again be distributed for insertion by the phone companies in the fourth quarter of 2011.
- For the first quarter of 2011, UTAC worked with the Family Support Network, a statewide group of advocates for people with developmental disabilities to publicize the programs to this potentially eligible population. A summary of the program and eligibility requirements was distributed to this network of advocates through their organization's email network.
- UTAC is currently working to publicize the programs through development of Facebook and Twitter accounts. We will be using these social media outlets to create a following of individuals who work with and support the populations of Lifeline and Link-Up eligible people. This will be an ongoing effort.
- In addition to these quarterly publicity efforts, UTAC maintains a website about the programs and each phone company includes information about the programs in their phone directories.
- In 2010 and 2011 UTAC distributed information about the programs to relevant state, municipal, and federal government entities.

### Number of Program Participants

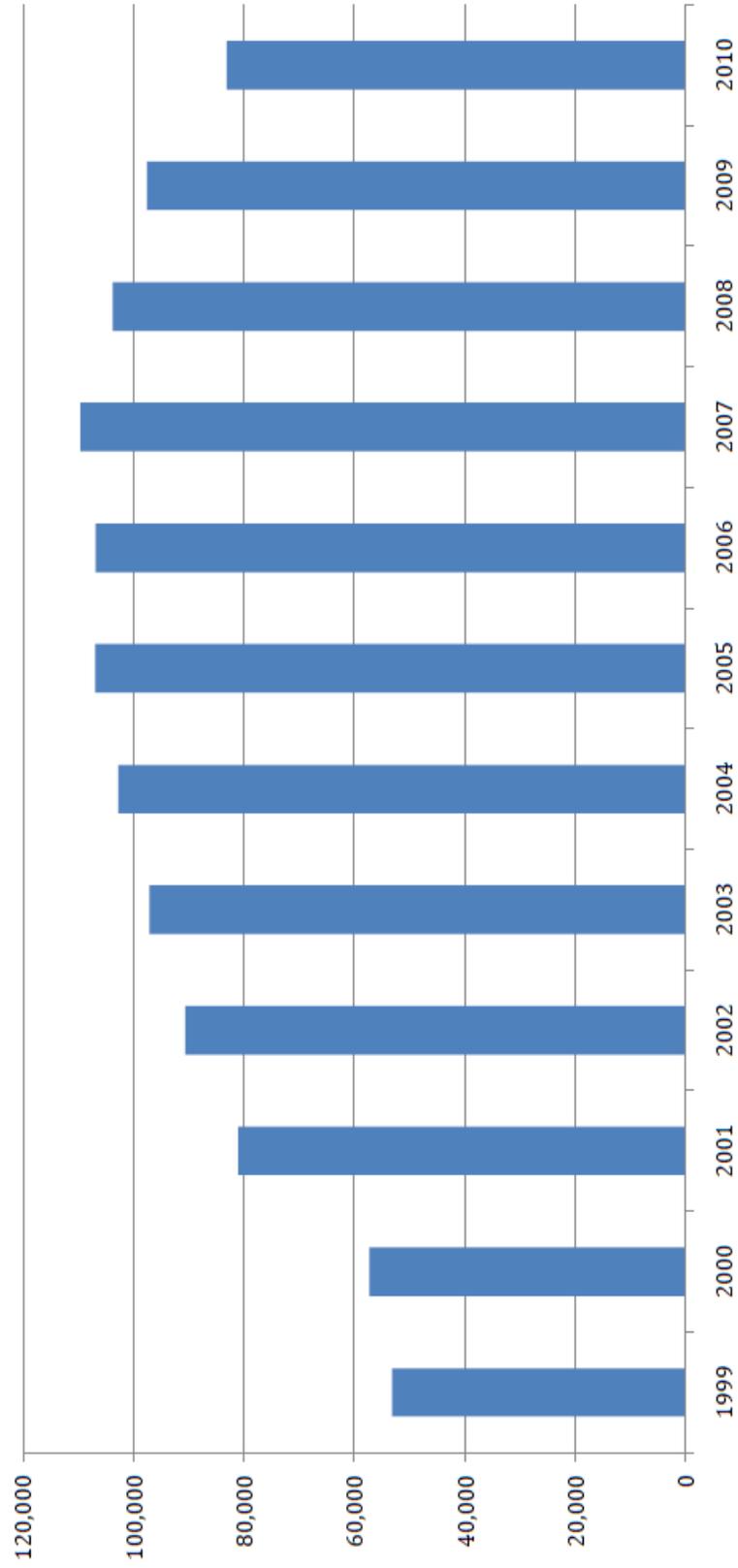
	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Contributors	83,000	86,000	72,600	80,100	79,000	75,250	69,165	57,521	51,792	45,920	36,150	63,953
Link-up Users	14,000	13,240	30,300	40,700	46,700	45,540	49,400	44,237	53,340	45,463	40,374	56,189
Lifeline Users	53,200	57,350	81,100	90,700	97,200	102,800	106,960	106,875	109,617	103,839	97,540	83,144

**Note:** This data is based on reports to UTAC from Illinois LEC's, and does not include data from carriers, including wireless carriers, that are not local exchange carriers in Illinois.

## Link-Up Participants



## Lifeline Participants



UTAC-UTSAP  
INSTALLATION CHARGES WAIVED  
2010

COMPANY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
ATT of ILLINOIS	9,120.00	10,272.00	11,316.00	10,500.00	9,156.00	10,560.00	10,212.00	10,416.00	10,176.00	9,588.00	10,224.00	8,460.00	120,000.00
ADAMS	0.00	0.00	0.00	0.00	0.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00	11.00
ALHAMBRA GRANTFORK TEL CO.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.85	0.00	0.00	0.00	4.85
CAMBRIDGE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	24.00	24.00
CASS TELEPHONE COMPANY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DATA NET SYSTEMS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GALLATIN RIVER COMM. LLC.	60.00	48.00	132.00	108.00	108.00	132.00	132.00	120.00	192.00	84.00	60.00	120.00	1,296.00
GENESEO	0.00	0.00	48.00	0.00	0.00	24.00	0.00	0.00	48.00	0.00	0.00	12.00	132.00
GLASFORD TEL CO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GRAFTON	0.00	12.00	12.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	24.00
GRIDLEY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FRONTIERVIZ	520.00	710.00	600.00	730.00	520.00	560.00	430.00	430.00	450.00	350.00	610.00	570.00	6,480.00
FRONTIERVIZ	10.00	30.00	20.00	30.00	10.00	10.00	50.00	30.00	0.00	10.00	10.00	30.00	240.00
HAMILTON	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
HARRISONVILLE	0.00	0.00	8.73	0.00	0.00	52.38	0.00	0.00	17.45	0.00	0.00	17.45	96.01
HENRY COUNTY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ICTC	272.35	270.95	208.55	103.70	151.70	107.85	124.55	132.65	117.85	151.55	81.85	149.55	1,873.10
IQTELECOM	9,432.00	8,988.00	6,096.00	12,528.00	17,784.00	54,324.00	68,688.00	53,616.00	43,944.00	37,848.00	31,824.00	23,064.00	368,136.00
LA HARPE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.27	7.27
MADISON	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MCDONOUGH	0.00	0.00	19.50	0.00	0.00	0.00	0.00	0.00	13.00	0.00	0.00	13.00	45.50
MID CENTURY	0.00	0.00	48.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	48.00
MIDWESTERN TEL (MTI)	2,412.00	1,920.00	3,456.00	6,672.00	7,608.00	7,836.00	9,108.00	14,688.00	23,760.00	12,732.00	8,604.00	2,472.00	101,268.00
MOULTRIE	0.00	0.00	0.00	0.00	0.00	9.75	0.00	0.00	9.75	0.00	0.00	0.00	19.50
NEW WINDSOR TEL CO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.25	0.00	0.00	10.25	20.50
NEXUS COMM. INC.	1,344.00	876.00	888.00	816.00	780.00	672.00	624.00	624.00	744.00	516.00	468.00	588.00	8,940.00
ODIN	0.00	0.00	11.25	0.00	0.00	12.75	0.00	0.00	0.00	0.00	0.00	0.00	24.00
SAGE TELECOM. INC.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SOS TELECOM. INC.	1,836.00	1,368.00	1,860.00	3,000.00	3,648.00	5,796.00	5,952.00	4,896.00	7,488.00	8,640.00	11,412.00	7,776.00	63,672.00
WABASH	0.00	0.00	7.38	0.00	0.00	14.76	0.00	0.00	48.03	0.00	0.00	51.66	121.83
TOTAL	25,006.35	24,494.95	24,736.41	34,487.70	39,765.70	80,122.49	95,320.55	84,976.65	87,023.18	69,919.55	63,293.85	43,377.18	672,524.56

Dollars Contributed and Spent

(as of December 31, 2010)

	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Contributions	898,868	973,229	955,303	874,015	884,333	834,937	777,627	693,598	609,246	550,952	465,218	387,811
Monthly Assistance	NA	1,032,024	1,274,569	1,476,592	1,394,925	NA						
Install Waivers	332,520	347,715	763,488	866,398	465,130	456,574	492,021	441,642	564,382	541,866	480,315	672,525

## Number of UTAC Contributors

