



2012-2013 Annual Report

**Universal Telephone Assistance
Corporation (UTAC)**

September 2013

Universal Telephone Assistance Corporation
PO Box 1176, Springfield, IL 62705
www.linkupillinois.org

2012-2013 Annual Report

Universal Telephone Assistance Corporation (UTAC)

Table of Contents

Directors for the 2012-2013 UTAC Board.....	3
Slate of Directors for the 2013-2014 UTAC Board	4
Minutes of the 2012 Annual Meeting of Members of the Universal Telephone Assistance Corporation	5
Letter from the President	6
2012-2013 Publicity Efforts	7
Charts and Graphs	8
Number of Program Participants	8
Lifeline Wireline Program Participants.....	9
Link-Up Wireline Program Participants	10
UTAC Installation Charges Waived 2012	11
UTAC Installation Charges Waived 2013	12
Dollars Contributed and Spent.....	13
Number of UTAC Contributors	14
UTAC Contributions by Month and Phone Companies 2012	15
UTAC Contributions by Month and Phone Companies 2013	16
Auditor’s Report	17

Directors for the 2012-2013 UTAC Board

President

Allen Cherry, Low Income Utility Advocacy Project

Vice President

Susan Satter, Illinois Attorney General's Office

Secretary

Joji Aguilar, AT&T Illinois

Directors

David Cawthon, Moultrie Independent Telephone Co.

Lorenzo Cruz, CenturyLink

Wanda Hopkins, South Austin Coalition Community Council

Scott Kitchen, Consolidated Communications

Bryan McDaniel, Citizens Utility Board

Kim Zugmaier/Karen Boswell, Frontier Communications

Slate of Directors for the 2013-2014 UTAC Board

Directors

Joji Aguilar, AT&T Illinois

Karen Boswell, Frontier Communications

David Cawthon, Moultrie Independent Telephone Co.

Allen Cherry, Low Income Utility Advocacy Project

Wanda Hopkins, South Austin Coalition Community Council

Scott Kitchen, Consolidated Communications

Bryan McDaniel, Citizens Utility Board

Lorenzo Cruz, CenturyLink

Susan Satter, Illinois Attorney General's Office

Minutes of the 2012 Annual Meeting of Members of the Universal Telephone Assistance Corporation

The meeting was called to order by Joji Aguilar, UTAC Board Member, at 12:45 PM on Thursday, September 13, in East Peoria. A quorum was declared based on the 33 telecommunications companies registered for ITA's Fall Vendors' Showcase.

The 2011-2012 Annual Report was distributed to members and they were asked if there were any changes to the minutes of the 2010 annual meeting. Hearing none, a motion to accept the minutes was made and seconded. The motion was approved.

There were no questions about the Annual Report and a motion was made to accept the 2011-2012 annual report. The motion was seconded and approved.

The slate of directors (attached to these minutes) to serve for the next year was presented. No nominations were made from the floor and a motion to accept the slate of directors was made and seconded. The motion was approved.

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

Respectfully submitted,
Joji Aguilar
UTAC Board



Letter from the President

September 2013

Dear UTAC Members:

UTAC has always been dedicated to helping ensure everyone can afford a telephone to keep in touch with caregivers, family, and employers. Since UTAC's founding, technology and the ways in which people communicate have been constantly changing.

UTAC's programs have adapted to changes in the past while taking care to continue supporting more traditional methods of communication. Last year, the FCC solicited bids for Broadband Pilot programs and the UTAC board took steps to put interested LECs in touch with appropriate organizations to help facilitate the proposal process. This year, the FCC announced the proposal submitted by a group of Illinois LECs was selected to participate in the pilot program.

Affordable broadband is becoming increasingly essential to access jobs, education, and other economic opportunities. The FCC intends to use the broadband pilot program to gather information on how to structure a national Lifeline broadband program. I'm pleased Illinois can play a role in structuring this important future program and want to thank the LECs for their hard work putting together the proposal.

At the same time, UTAC chose to continue in 2012 the State program that helps to offset the cost of phone installation despite the end of the Federal program. The board felt it was important to continue this service that helps make landline phones more affordable.

Over the past year, you may have seen coverage of possible abuse in the universal telephone assistance programs for the low-income. Federal and state governments, as well as UTAC, have worked to eliminate abuse, and will continue to be vigilant in order to ensure the integrity and the necessary public support for these much-needed programs.

Administering flexible programs that can change to meet changing needs, while also continuing to meet the original goals of the program, and maintaining program integrity are our top priorities. The UTAC board will continue to work with LECs and consumers to navigate future changes to Lifeline and to serve the existing needs of its consumers.

Thank you for your support!

Sincerely,

Allen Cherry

Allen Cherry
President

2012-2013 Publicity Efforts

The following summarizes UTAC's efforts to publicize the low-income universal service assistance program in Illinois during calendar year 2012 and the first half of 2013.

- Bill inserts about the low-income universal service programs have been and will be mailed to existing phone customers by all local phone companies in both 2012 and 2013.
- Phone companies place information about these programs in their phone directories each year.
- UTAC maintains a website at www.linkupillinois.org and a Facebook page at www.facebook.com/linkupillinois
- In the third quarter of 2012, UTAC distributed a press release for Lifeline Awareness week, the governor's office issued a proclamation and the ICC placed a banner on their website.
- Links to UTAC's website and/ or telephone assistance program information are on the DuPage County Community Resource Information System (CRIS) website and the Illinois Commerce Commission's website.
- In the first quarter of 2013, UTAC coordinated a mailing through DHS to the Child Care Assistance Program participants to target the overlap populations between the group and the UTAC eligible populations.
- In the second quarter of 2013, a video explaining the UTAC program were distributed to community agencies and placed on the UTAC website. The video will also be used as part of UTAC's other outreach.

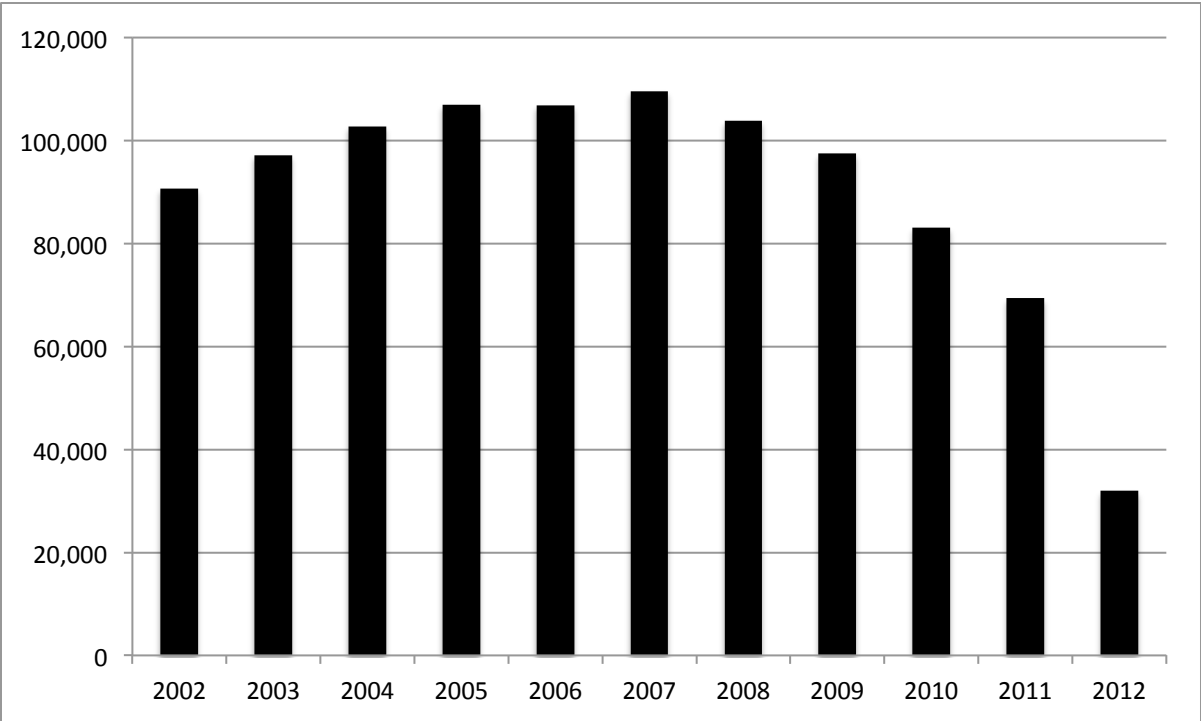
Charts and Graphs

Number of Program Participants

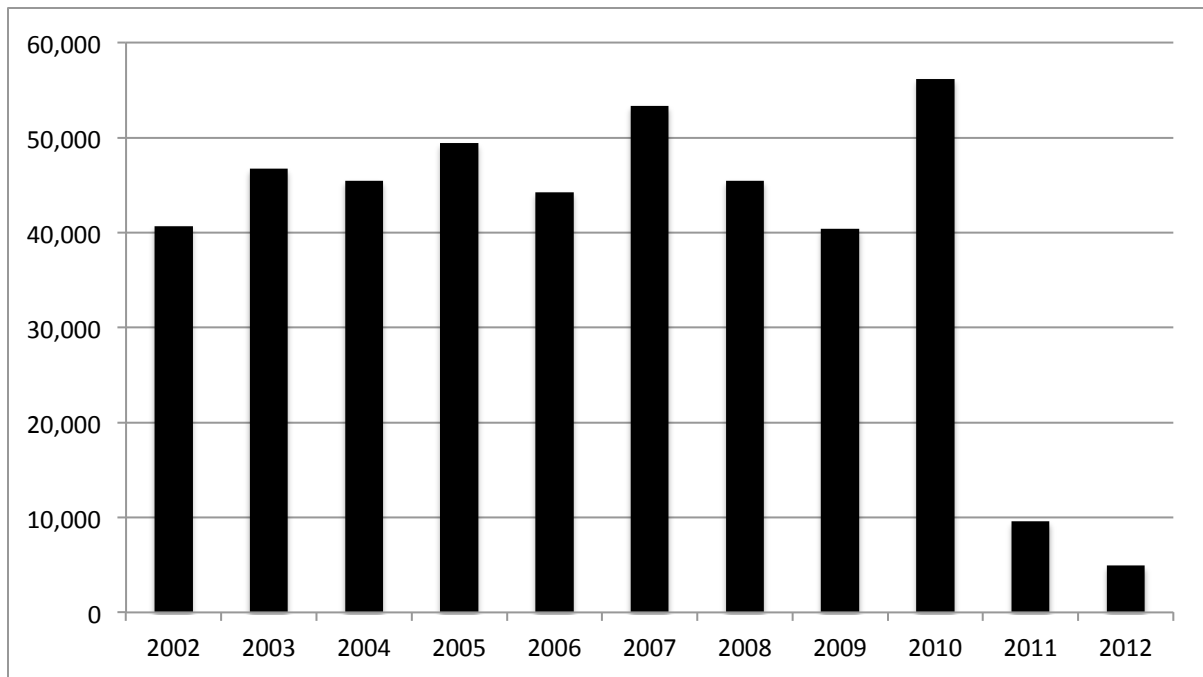
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Contributors	80,100	79,000	75,250	69,165	57,521	51,792	45,920	36,150	45,597	27,240	20,968
Link- Up Users	40,700	46,700	45,450	49,400	44,237	53,340	45,463	40,374	56,189	9,622	4,956
Lifeline Users	90,700	97,200	102,800	106,960	106,875	109,617	103,839	97,540	83,144	69,384	32,000

The chart shows the total number of wireline customers participating or contributing to UTSAP's programs. The majority of Lifeline participants, however, use wireless service and do not receive a discount through UTSAP's programs. As a result, the above graph represents only the portion of Lifeline participants that subscribe to wireline Lifeline service. In 2012, total Illinois Lifeline subscribers numbered about 475,000 with 94% taking part in the wireless program.

Lifeline Wireline Program Participants



Link-Up Wireline Program Participants

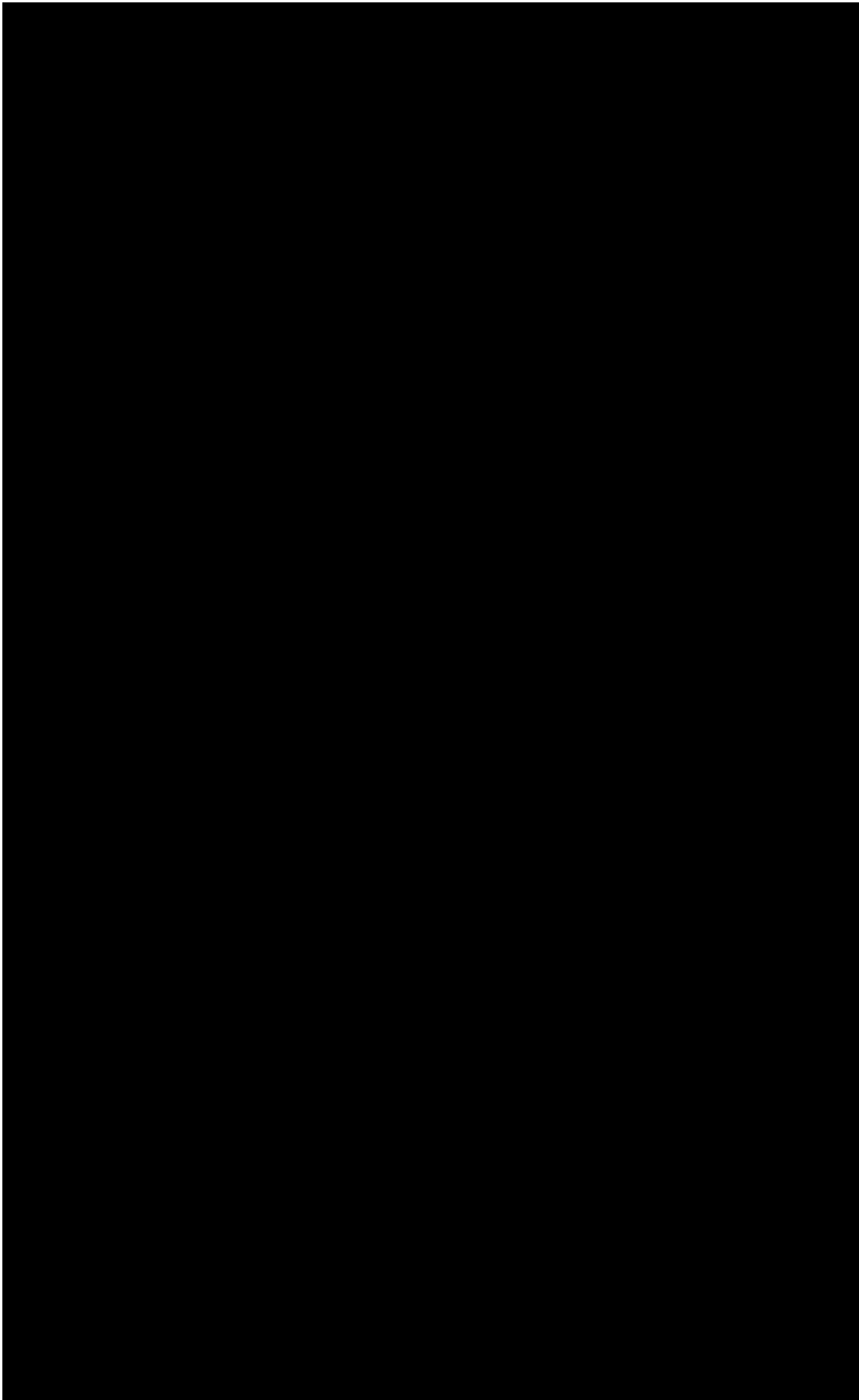


UTAC Installation Charges Waived 2012

UTAC-UTSAP INSTALLATION CHARGES WAIVED 2012

COMPANY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
ATT of ILLINOIS	2,505.00	2,495.00	2,450.00	2,275.00	2,030.00	1,400.00	1,425.00	1,490.00	3,330.00	3,375.00	2,750.00	2,175.00	27,740.00
ADAMS	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
ALHAMBRA GRANTFORK 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
BERGEN	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
CAMBRIDGE	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
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	20.00	20.00	10.00	10.00	5.00	20.00	0.00	0.00	15.00	30.00	15.00	0.00	145.00
GENESE	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
GLASFORD TEL CO	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
GRAFTON	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
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
FRONTIERVZ	50.00	70.00	80.00	125.00	125.00	170.00	140.00	125.00	0.00	0.00	0.00	0.00	885.00
FRONTIERVZ	10.00	0.00	5.00	0.00	0.00	0.00	15.00	10.00	0.00	0.00	0.00	0.00	40.00
HAMILTON	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
HARRISONVILLE	0.00	0.00	5.00	0.00	0.00	5.00	0.00	0.00	5.00	0.00	0.00	10.00	25.00
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	50.00	30.00	25.00	20.00	25.00	15.00	15.00	10.00	15.00	120.00	30.00	15.00	370.00
ILLINOIS TEL CORP	0.00	0.00	50.00	0.00	0.00	45.00	0.00	0.00	60.00	0.00	0.00	345.00	500.00
IQTELECOM	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
LA HARPE	0.00	0.00	0.00	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
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
MARSELLES	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	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
MID CENTURY	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
MIDWESTERN TEL (MTI)	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
MILLENNIUM 2000 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
MOULTRIE	0.00	0.00	0.00	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
NEW WINDSOR TEL CO	175.00	65.00	90.00	110.00	85.00	115.00	0.00	0.00	945.00	0.00	0.00	2,268.00	3,853.00
NEXUS COMM, INC.	0.00	0.00	5.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5.00
ODIN	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
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
SHARON	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.	195.00	145.00	120.00	145.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	605.00
WABASH	0.00	0.00	25.00	0.00	0.00	30.00	0.00	0.00	49.50	0.00	0.00	8.00	112.50
TOTAL	3,005.00	2,825.00	2,890.00	2,685.00	2,270.00	1,910.00	1,585.00	1,635.00	4,419.50	3,525.00	2,835.00	4,821.00	34,315.50

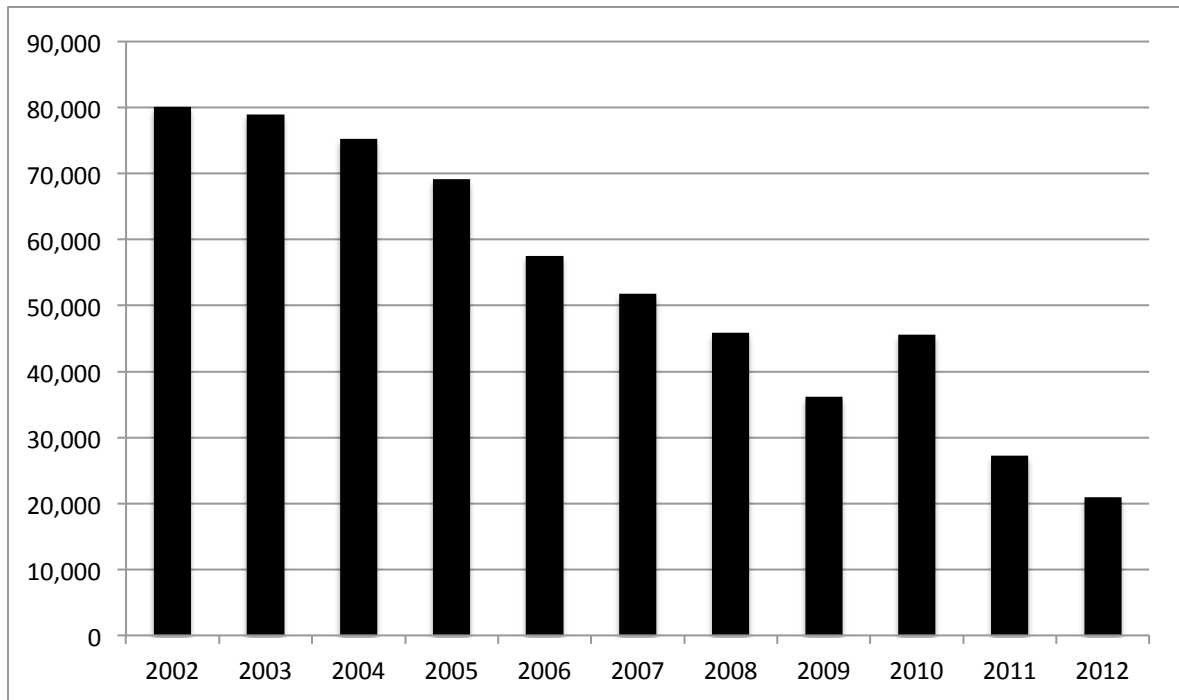
UTAC Installation Charges Waived 2013



Dollars Contributed and Spent

	2004	2005	2006	2007	2008	2009	2010	2011	2012
Contributions	834,937	777,627	693,598	609,246	550,952	465,218	387,811	309,667	251,164
Monthly Assistance	NA	NA	NA	NA	NA	NA	NA	NA	NA
Install Waivers	456,574	492,021	441,642	564,382	541,866	480,315	672,525	58,454	34,315

Number of UTAC Contributors

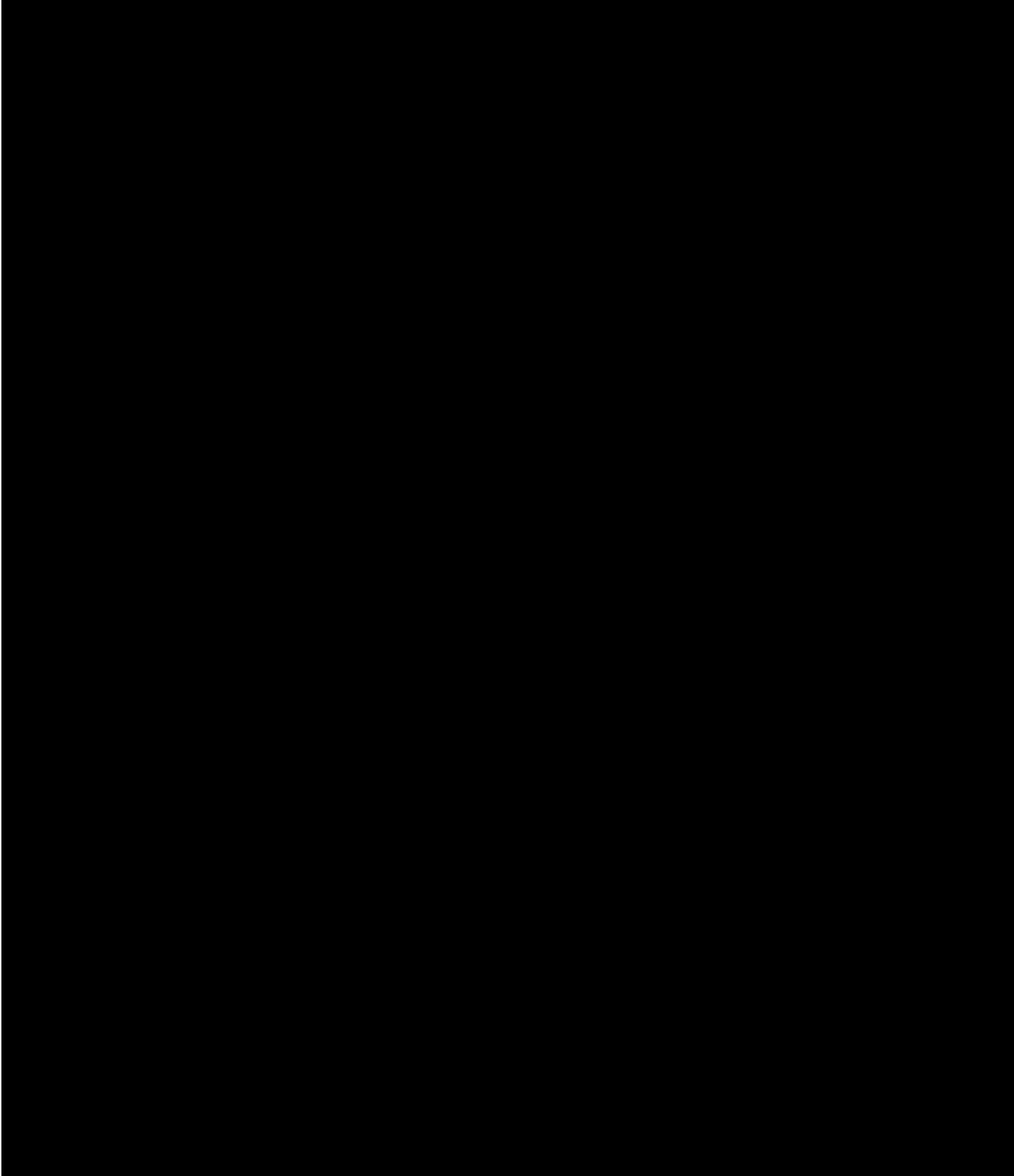


UTAC Contributions by Month and Phone Companies 2012

UTAC
REPORT LIST - CONTRIBUTIONS
2012

COMPANY NAME	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
ADAMS	0.00	0.00	172.00	0.00	0.00	171.00	0.00	0.00	169.50	0.00	0.00	174.50
ALHAMBRA	0.00	0.00	124.00	0.00	0.00	120.50	0.00	0.00	119.50	0.00	0.00	122.50
ATT of ILLINOIS	20,101.50	19,685.00	19,309.00	18,928.50	18,613.50	18,225.00	17,871.00	17,568.00	17,224.50	16,462.00	16,750.00	16,172.00
ATT COMM of ILLINOIS	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00	18.00
ATT(BROADBAND)	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00
BERGEN TEL CO.	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00
C-R	0.00	0.00	17.50	0.00	0.00	16.00	0.00	0.00	16.00	0.00	0.00	18.00
CAMBRIDGE	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00
CAMBRIDGE TELCOM SERV	0.00	0.00	6.00	0.00	0.00	6.00	0.00	0.00	6.00	0.00	0.00	5.00
CASS	0.00	0.00	128.00	0.00	0.00	123.00	0.00	0.00	123.50	0.00	0.00	124.50
CITIZENS TEL CO OF IL	0.00	0.00	420.00	0.00	0.00	403.50	0.00	0.00	399.50	0.00	0.00	384.00
CROSSVILLE	0.00	0.00	42.00	0.00	0.00	42.00	0.00	0.00	40.00	0.00	0.00	38.00
DIVERSE COMMUNICATIONS	0.00	0.00	9.00	0.00	0.00	9.00	0.00	0.00	9.00	0.00	0.00	9.00
EGYPTIAN	55.00	55.00	55.00	55.00	54.00	54.00	54.00	54.00	54.00	56.00	56.00	56.00
EL PASO	0.00	0.00	281.00	0.00	0.00	280.00	0.00	0.00	301.25	0.00	0.00	322.00
FRO-IL	0.00	0.00	25.50	0.00	0.00	25.50	0.00	0.00	25.50	0.00	0.00	25.50
FRO-LAKESIDE	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00
FRO-MIDLAND	0.00	0.00	31.50	0.00	0.00	29.50	0.00	0.00	29.50	0.00	0.00	25.50
FRO-MT. PULASKI	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FRO-ORION	0.00	0.00	15.00	0.00	0.00	15.00	0.00	0.00	15.00	0.00	0.00	15.00
FRO-PRAIRIE	0.00	0.00	7.50	0.00	0.00	6.50	0.00	0.00	6.00	0.00	0.00	6.00
FRO-SCHUYLER	0.00	0.00	21.00	0.00	0.00	21.00	0.00	0.00	17.50	0.00	0.00	16.50
GALLATIN RIVER COMM LLC	99.50	99.50	81.24	85.00	82.40	80.33	80.00	80.14	80.14	77.64	77.25	77.14
GENESE	0.00	0.00	146.50	0.00	0.00	142.50	0.00	0.00	138.50	0.00	0.00	131.00
GLASFORD TEL CO	0.00	0.00	19.00	0.00	0.00	15.00	0.00	0.00	15.00	0.00	0.00	15.00
GRAFTON TECHNOLOGIES INC	36.03	36.03	36.03	36.03	36.03	36.03	36.03	36.03	36.03	36.03	36.03	36.03
GRIDLEY	0.00	0.00	97.00	0.00	0.00	97.00	0.00	0.00	0.00	0.00	0.00	194.00
HAMILTON	28.50	28.50	28.50	27.00	27.50	26.50	26.50	26.50	19.90	19.90	24.50	24.50
FRONTIERVERIZON-NORTH	809.50	813.50	794.00	784.00	771.00	764.00	750.00	739.50	732.00	724.50	707.50	696.50
FRONTIERVERIZON-SOUTH	45.00	48.50	46.50	46.50	46.50	46.50	43.50	43.50	43.50	41.50	41.50	41.50
HAMILTON	0.00	0.00	175.00	0.00	0.00	171.00	0.00	0.00	165.00	0.00	0.00	168.00
HARRISONVILLE	0.00	0.00	618.00	0.00	0.00	600.00	0.00	0.00	591.00	0.00	0.00	579.00
HENRY COUNTY	0.00	0.00	15.00	0.00	0.00	15.00	0.00	0.00	15.00	0.00	0.00	15.00
HOME	0.00	0.00	75.00	0.00	0.00	75.00	0.00	0.00	75.00	0.00	0.00	300.00
ICTC	457.00	454.00	449.00	448.00	448.00	423.50	419.50	417.50	401.00	396.00	416.00	411.00
KINSMAN MUTUAL	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	12.00
MCLEODUSAPATEC BUS SERV	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	12.00
McNABB TEL CO	0.00	0.00	33.00	0.00	0.00	33.00	0.00	0.00	33.00	0.00	0.00	132.00
LA HARPE	0.00	0.00	56.50	0.00	0.00	51.50	0.00	0.00	49.50	0.00	0.00	55.50
LEAF RIVER	0.00	0.00	15.00	0.00	0.00	13.50	0.00	0.00	13.50	0.00	0.00	13.50
MADISON	0.00	0.00	87.00	0.00	0.00	87.00	0.00	0.00	87.00	0.00	0.00	87.00
MARSEILLES	21.50	21.50	21.50	21.50	21.50	19.76	20.50	20.50	20.50	20.50	20.50	20.50
MCDONOUGH	0.00	0.00	222.00	0.00	0.00	221.00	0.00	0.00	217.00	0.00	0.00	212.57
McMetro	11.00	11.00	9.50	9.50	4.00	4.50	4.00	5.00	4.50	4.00	4.50	56.50
METAMORA	29.25	30.25	30.54	30.50	30.50	30.50	30.50	30.50	24.55	24.55	25.00	24.69
MID CENTURY	0.00	0.00	226.25	0.00	0.00	205.25	0.00	0.00	207.25	0.00	0.00	204.25
MONTROSE	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	6.00
MOULTRIE	0.00	0.00	65.00	0.00	0.00	64.50	0.00	0.00	64.50	0.00	0.00	296.50
NEW WINDSOR	0.00	0.00	65.00	0.00	0.00	62.00	0.00	0.00	61.00	0.00	0.00	60.00
ODIN	0.00	0.00	59.50	0.00	0.00	57.00	0.00	0.00	57.00	0.00	0.00	248.00
ONEIDA	0.00	0.00	39.00	0.00	0.00	39.00	0.00	0.00	39.00	0.00	0.00	156.00
ONEIDA NETWORK SERV	0.00	0.00	3.00	24.00	0.00	3.00	0.00	0.00	3.00	0.00	0.00	3.00
RCN TELCOM	0.00	0.00	0.00	0.00	0.00	0.00	30.00	0.00	0.00	0.00	0.00	13.56
REYNOLDS	0.00	0.00	18.00	0.00	0.00	18.00	0.00	0.00	18.00	0.00	0.00	43.95
SAGE TELCOM INC.	0.00	0.00	417.39	0.00	0.00	396.16	0.00	0.00	324.89	0.00	0.00	72.00
SHARON TEL CO.	0.00	0.00	6.00	0.00	0.00	6.00	0.00	0.00	6.00	0.00	0.00	323.91
SHAWNEE	0.00	0.00	109.50	0.00	0.00	107.50	0.00	0.00	112.50	0.00	0.00	24.00
TDS METROCOM LLC	0.00	0.00	11.07	0.00	0.00	10.30	0.00	0.00	10.47	0.00	0.00	113.00
TONICA	0.00	0.00	9.00	0.00	0.00	9.00	0.00	0.00	9.00	0.00	0.00	40.84
VIOLA	0.00	0.00	58.50	0.00	0.00	57.50	0.00	0.00	55.50	0.00	0.00	36.00
WABASH	0.00	0.00	154.00	0.00	0.00	150.63	0.00	0.00	148.50	0.00	0.00	227.00
WOODHULL TELEPHONE CO	0.00	0.00	21.00	0.00	0.00	21.00	0.00	0.00	21.00	0.00	0.00	601.63
YATES	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	84.00
TOTAL	21,729.78	21,329.78	25,045.52	20,544.53	20,187.93	23,760.46	19,418.53	19,064.17	22,920.93	17,905.62	18,211.79	21,445.65
												251,164.69

UTAC Contributions by Month and Phone Companies 2013



Auditor's Report