



2015-2016 Annual Report

**Universal Telephone Assistance
Corporation (UTAC)**

September 2016

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

2015-2016 Annual Report
Universal Telephone Assistance Corporation (UTAC)

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Directors for the 2015-2016 UTAC Board

President

Allen Cherry, Low Income Utility Advocacy Project

Vice President

Joji Aguilar, AT&T Illinois

Secretary

Susan Satter, Illinois Attorney General's Office

Directors

Karen Boswell, Frontier Communications

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

Slate of Directors for the 2016-2017 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

Lorenzo Cruz, CenturyLink

Wanda Hopkins, South Austin Coalition Community Council

Scott Kitchen, Consolidated Communications

Bryan McDaniel, Citizens Utility Board

Susan Satter, Illinois Attorney General's Office

Minutes of the 2015 Annual Meeting of Members of the Universal Telephone Assistance Corporation

The meeting was called to order by Joji Aguilar, Secretary and Treasurer of the Universal Telephone Assistance Corporation (UTAC), at 1:00 PM on Thursday, September 10, 2015 in East Peoria, Illinois. A quorum was present.

The 2014-2015 Annual report and 2014 meeting minutes were made available to the members and Joji asked if there were any changes to the minutes of the 2014 annual meeting which appeared in the report. Hearing none, a motion to accept the minutes, as presented, was made by Karen Boswell of Frontier Communications and seconded by Dave Cawthon of Moultrie Independent Telephone Co. The motion passed unanimously.

Joji gave a brief synopsis of the Annual Report and asked if there were any questions about it. Hearing none, a motion to accept the 2014-2015 Annual Report, as presented, was made by George Wirt of Woodhull Telephone Company and seconded by Karen Boswell of Frontier Communications. The motion to accept the Annual Report was approved unanimously.

Joji then presented the slate of Directors to serve for the next year. She asked if there were any nominations from the floor. Hearing none, she asked for motion to accept the slate of directors as presented. Karen Boswell of Frontier Communications made the motion and it was seconded by Dave Cawthon of Moultrie Independent Telephone Co. The motion was approved unanimously by the members of the Corporation.

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

Respectfully submitted,

Joji Aguilar
Secretary and Treasurer
Universal Telephone Assistance Corporation



Letter from the President

September 2016

Dear UTAC Members:

This year continued previous years' trends. The number of landline telephone users served by the UTSAP programs has declined, while the popularity of other methods of communication has grown.

The FCC continued moving towards including broadband in the Lifeline program. Beginning December 2016, broadband provided by ETCs will be an included service for Lifeline participants. This step helps to modernize the Lifeline program.

UTAC has also begun modernizing its UTSAP programs. The board is taking steps to plan for a broadband pilot program and I look forward to seeing the results. Recently, programs are being offered by private companies to provide low-cost broadband services to Illinois residents participating in two of the UTAC proxy programs. UTAC has added these programs to our website to help eligible consumers learn about them.

At the same time, our commitment to those in Illinois who rely on the existing program has not wavered. UTAC will continue to work to ensure Illinois residents are not left without a way to communicate with family, employers, or friends.

Our program has truly operated as a lifeline for those in Illinois who could not otherwise afford to reach emergency services or their personal safety net. I am proud of the work we have done together and look forward to continuing that work in the future.

Thank you for your commitment to the UTSAP programs, Lifeline, and the residents of Illinois.
Sincerely,

Allen Cherry

Allen Cherry
President

2015-2016 Publicity Efforts

The following summarizes UTAC's efforts to publicize the low-income universal service assistance program in Illinois during calendar year 2015 and the first half of 2016.

- In the first quarter of 2015, UTAC mailed a memo and English/Spanish flyer about Lifeline to all agencies in Illinois that administer the Low Income Home Energy Assistance Project, which is a UTAC proxy program.
- The Township Officials of Illinois asked UTAC to follow-up on our 2014 outreach with their members who assist residents in their communities determine which assistance programs they may qualify for. In the second quarter of 2015, UTAC staff provided information to the appropriate committee members and drafted a memo to be distributed with the English/Spanish flyer to the members of the Township Officials of Illinois.
- In the third quarter of 2015, UTAC distributed a letter to the editor to newspapers around the state in recognition of Lifeline Awareness Week. The Governor's office issued a proclamation.
- 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 2015 and 2016.
- In the first quarter of 2016, UTAC placed targeted ads on Facebook. The ads were targeted at Illinois residents over 18. Traffic to the website increased significantly as a result of the ads.
- In the second quarter of 2016, UTAC staff provided a draft e-newsletter entry to be distributed with the English/Spanish flyer to the members of the Illinois Library Association.
- 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
- 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.

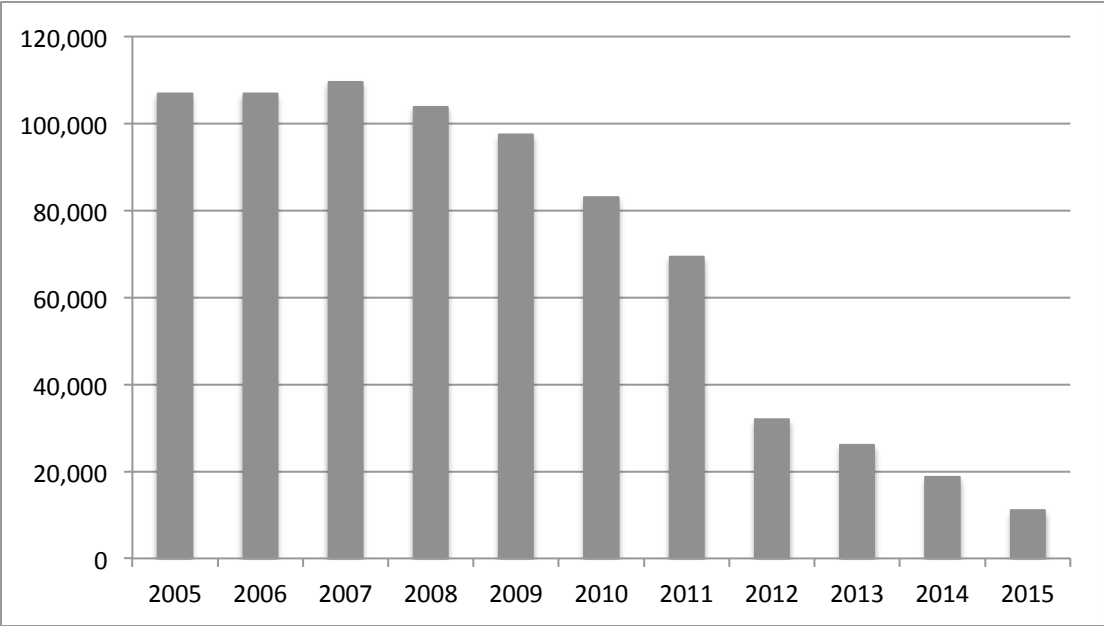
Charts and Graphs

Number of Program Participants

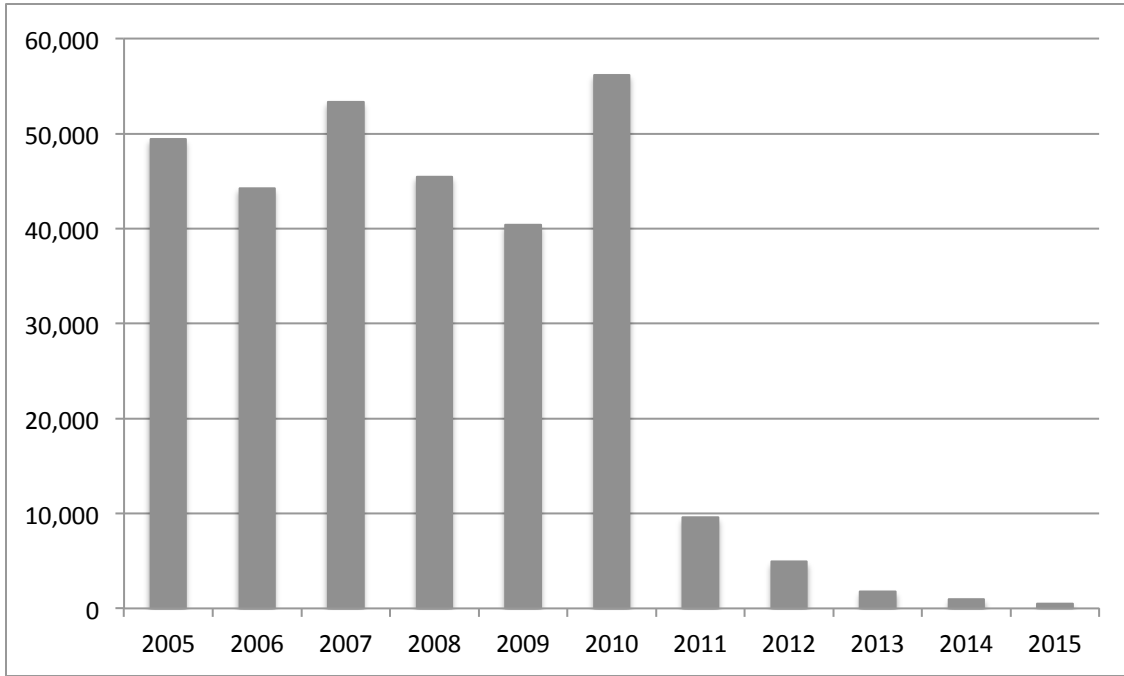
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Contributors	69,165	57,521	51,792	45,920	36,150	45,597	27,240	17,101	13,900	9,077	7,788
Link- Up Users	49,400	44,237	53,340	45,463	40,374	56,189	9,622	4,956	1,807	992	506
Lifeline Users	106,960	106,875	109,617	103,839	97,540	83,144	69,384	32,000	26,127	18,731	11,092

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 2015, total Illinois Lifeline subscribers numbered about 428,539 with 97% taking part in the wireless program.

Lifeline Wireline Program Participants



Link-Up Wireline Program Participants



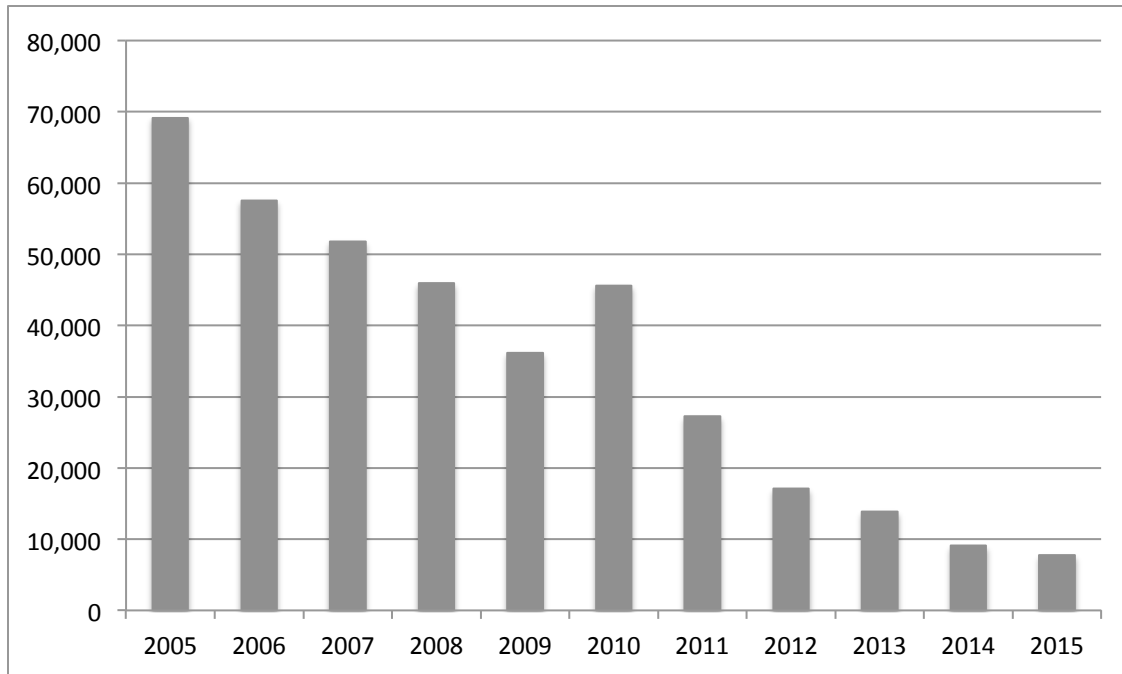
UTAC Installation Charges Waived 2015

UTAC Installation Charges Waived 2016

Dollars Contributed and Spent

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Contributions	\$777,627	\$693,598	\$609,246	\$550,952	\$465,218	\$387,811	\$309,667	\$251,164	\$225,880	\$157,301	\$122,675
Install Waivers	\$492,021	\$441,642	\$564,382	\$541,866	\$480,315	\$672,525	\$58,454	\$34,315	\$33,190	\$21,081	\$17,624

Number of UTAC Contributors



UTAC Contributions by Month and Phone Company 2015

UTAC Contributions by Month and Phone Company 2016

Auditor's Report