

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2009**

Company: Santel Communications

Address: PO Box 67

308 S Dumont Ave

Woonsocket SD 57385

Telephone number: 605-796-4411

Company contact: Pam Kopfmann

Study Area Code: 1676

Lifeline/Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.\* (See attached advertisement(s).)
  
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached letter.)
  
- Company's Lifeline/Link Up information in directory.
  
- Company's Lifeline/Link Up information available on Company website. ([www.santel.net](http://www.santel.net) or <http://santel.net/faq/lifeline.html>)
  
- Company's information posted on USAC website.
  
- Other (describe): Brochures distributed in area clinics, county nurse  
office, community centers, nursing homes and schools  
information included on new service apps

\*Required



**Lifeline, Link Up, and Toll Limitation Service Support** provide discounts to eligible low-income consumers to help them establish and maintain telephone service. **Note:** Telecommunications carriers cannot charge a Lifeline customer federal USF fees on the local service portion of their telephone bill.

### ***What type of discount is available?***

**Lifeline** assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$8.25 per month in discounts.

**Link Up** reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

**Toll Limitation Service (TLS)** support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

### ***Are there any restrictions?***

Lifeline can only be used for the main telephone line in a household. Lifeline customers may purchase all services offered to non-Lifeline customers. The name on your phone bill must match the name of the participant who is eligible for the program.

### ***How do I know whether I am eligible?***

Eligibility for Lifeline, Link Up, and TLS support varies by state. In states that do not provide state support, such as South Dakota, the federal guidelines are used. An individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines which are on the reverse side.



## 2009 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

A consumer may qualify if they participate in any of the programs listed on the previous page, or have a household income that is at or below 135% of the federal poverty guidelines:

<b>Persons in Family Unit</b>	<b>48 Contiguous States and D.C.</b>
1	\$14,621
2	\$19,670
3	\$24,719
4	\$29,768
5	\$34,817
6	\$39,866
7	\$44,915
8	\$49,964
For each additional person, add	\$5,049

### ***How do I apply to receive Lifeline, Link Up, and TLS support discounts?***

To apply for Lifeline, Link Up, and TLS discounts, or if you have any questions, please contact our billing office by dialing 777 from your home phone or 1-888-978-7777 from outside of our service area.

### ***Notice of DTV Transition***

The nationwide switch to digital television broadcasting will be complete on June 12, 2009, but local TV stations may switch sooner. After the switch, analog-only TV's that receive signal through an antenna will need a converter box to continue receiving over-the-air TV. Contact your local station to find out when they will turn off their analog signal and switch to digital-only broadcasting. Analog-only TV's should work as before with VCRs, DVD players, game consoles and other such products.

Santel cable subscribers should not notice any effect from the change; however any TV's not connected to Santel cable may need to have a converter box or be replaced. Information about the DTV transition is available from your local TV stations, [www.DTV.gov](http://www.DTV.gov), or 1-888-CALL-FCC (TTY 1-888-TELL-FCC) and info about coupons for converter boxes can be obtained from [www.dtv2009.gov](http://www.dtv2009.gov) or 1-888-DTV-2099 (TTY 1-877-530-2634).



SANTEL COMMUNICATIONS

# THE PRIVATE LINE

February 2009

Volume 15, Issue 2



## Save Money with Lifeline-Link-Up Assistance

A part of the Federal Communications Commission's (FCC) mission is to ensure that telecommunications services are available to "all the people of the United States at reasonable charges".

The Low Income support mechanism instituted by the FCC helps eligible low-income consumers establish and maintain telephone service by discounting services provided by local telephone companies.

In response to concerns about the affordability of telephone service for low-income citizens, Santel Communications is authorized to offer Lifeline and Link-up to our customers. Lifeline and Link-up are federal telephone assistance programs. To be eligible for either of these programs, the applicant must participate in at least one of the following public assistance programs:

- **Free National School Lunch Program**
- **Food Stamps**
- **Federal Public Housing Assistance Section B**
- **Low-Income Home Energy Assistance (LIHEAP)**

- **Medicaid**
- **Supplemental Security Income (SSI).**
- **Temporary Assistance to Needy Families (TANF)**

Subscribers may also be eligible if the total household income is at or below 135% of the Federal Poverty Guidelines.

Lifeline provides eligible subscribers with a credit of \$8.25 each month on the basic service portion of their telephone bill. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

Link-Up provides eligible subscribers with reduced installation charges for their basic home telephone service. The reduction is 50% of the applicable charges or \$30, whichever is less. It does not cover the cost of wiring inside the home and is limited to one time per home address per subscriber.

If you meet the eligibility requirements, you can obtain an application from our main office in Woonsocket. When you no longer participate in any of the qualifying public assistance programs, you are no longer eligible for Lifeline or Link-Up. You are obligated by law to notify Santel Communications and advise us of your ineligibility. If you have any questions about Lifeline or Link-Up, please contact us at 777 or 1-888-978-7777 for more information.

## A Corded Landline Phone is Security in Winter Weather

We often remind you that a landline phone is necessary in the case of a power outage. But there are two different types of landline phones - cordless and corded. And in the case of a power outage, the corded phone is the one you can rely on.

Cordless phones are powered by electricity. But a corded phone will continue to work with a power outage. And the corded phone on Santel service will continue to be active for several hours.

If you have Voice Mail or if you call someone with Voice Mail, the messages will be recorded, kept and can be replayed as long as the corded phone is in operation. And it will be kept until you erase it.

All active members of Santel Communications Coop-

erative have a landline phone connection. It's up to you to have a corded phone connected to a jack.

If your phone service suffers an outage and you want to report the trouble from a cell phone, be sure to dial 796-4411 from the cell phone. If you dial the Santel trouble number 611, you will reach Customer Service for your cell phone provider, not Santel.

Also remember to protect your computer equipment from lightning and power surges by using a quality surge protector on your modem, monitor, printer, etc.





SANTEL COMMUNICATIONS

# THE PRIVATE LINE

November 2008

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## UNLIMITED LONG DISTANCE

Take control of your long distance calls again and make them from anywhere in your house. Using your landline phone assures you of:

- Perfect reception from anywhere in your house

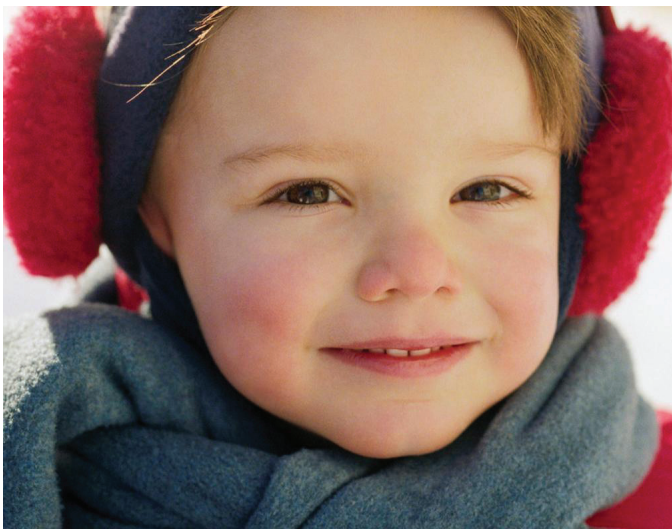
You will no longer need to call only when standing by the south window, only from the main floor, or from outside on a clear day.

- No dropped calls
- No recharging your phone
- No need for local call plans to area exchanges
- Piece of mind in an emergency
- No counting minutes or worrying about how large your next bill could be

## VOICE MAIL

- An answering machine within your phone
- No equipment.
- No cords
- No hassle

Messages are left on every phone in your home. Access your messages from any extension, work, vacation, or even your cell phone.



## Farmers Union Offers Scholarship

The South Dakota Farmers Union Foundation announces the availability of scholarships to applicants whose parents are members of South Dakota Farmers Union.

Those eligible are high school seniors who will be freshmen at a post-secondary institution of higher learning and those currently in their freshman year of school at the post-secondary level. Applicants need not attend or plan to attend an in-state post-secondary school in order to apply.

There will be three scholarships in the amount of \$500 each awarded to eligible students for the year 2009.

You may request an application from Santel or fill out an online application at [www.sdfufoundation.org](http://www.sdfufoundation.org). A PDF copy is also available to print from their website.

## The deadline to apply is December 1, 2008.

## Do you qualify for Lifeline?

Lifeline assistance provides discounts for monthly basic service and is available on one telephone service per household.

You are eligible if you participate in any of the following:

- Medicaid
- Food Stamps
- Supplemental Security Income
- Federal Public Housing Assistance
- Low Income Home Energy Assistance Program
- Temporary Assistance for Needy Families
- National School "Free Lunch" Program

Applications to apply for the Lifeline Discount are available at the Santel Office, or just call 777 to have one mailed to you.

Link-Up assistance is also available and helps households pay the activation charge for new telephone service.

**2009 Estimated Income  
Requirements for a  
Household at or Below  
135% of the Federal Poverty**

**Guidelines**

Persons in Family Unit	Family Income
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4	\$29,768
5	\$34,817
6	\$39,866
7	\$44,915
8	\$49,964

For each additional person, add \$5,049. Consumers may qualify for Lifeline, Link Up and TLS if they participate in any of the programs listed on the previous page, or have a household income that is at or below 135% of the federal poverty guidelines.

To learn more, visit:

[www.usac.org](http://www.usac.org)  
[www.lifelinesupport.org](http://www.lifelinesupport.org)



PO Box 67, Woonsocket, SD 57385

**Lifeline  
and  
Link Up**

**Call: 777,  
1-888-978-7777,  
or email:  
info@santel.net**



## **Lifeline, Link Up, and Toll Limitation services to provide discounts to eligible low-income consumers to help them establish and maintain telephone service.**

### **What type of discounts are available?**

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To apply for Lifeline, Link Up, and TLS discounts, or if you have any questions, please contact our billing office by dialing 777 from your home phone or 1-888-978-7777 from outside of our service area.

#### **Note:**

**Telecommunications carriers do not charge a Lifeline customer Federal Universal Service Charge (FUSC) fees on the local service portion of their telephone bill.**

### **Are there any restrictions?**

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Lifeline customers may purchase all services offered to non-Lifeline customers.

The name on your phone bill must match the name of the participant who is eligible for the program.

