

CERTIFICATION OF SANTEL COMMUNICATIONS

Reporting Period January 1 – December 31, 2012

Sec. 54.313(a)(5) Service Quality Standards and Consumer Protection Rules Compliance

Pursuant to § 54.313(a)(5) for High-cost Recipients, Santel Communications Cooperative, Inc. hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Santel follows Customer Proprietary Network Information (CPNI) rules and also files the annual CPNI certification with the FCC pursuant to the FCC's current CPNI rules and regulations. Attached are annual notices to customers on matters related to customer privacy. Santel has also implemented an Identity Theft Prevention Program in accordance with the federal Red Flags Rule.

I verify that the foregoing is true and correct. Executed on this October 4, 2013.



Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.

ment of 900 -Call Rights

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honest Disclosure and Dispute

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Statement of Non-Discrimination



Midstate Communications and Santel Communications Cooperative, Inc. are the recipients of Federal financial assistance from the U.S. Department of Agriculture (USDA). The 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 part of an individual's income is derived from any public assistance program. (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 persons responsible for coordinating these organizations' nondiscrimination compliance efforts are Mark Benton, Midstate Communications General Manager, and Ryan Thompson, Santel Communications Cooperative's General Manager. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call toll free (866) 632-9992 (voice) or (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

Your Rights, Billing Name and Address

The FCC requires our company, under certain circumstances, to release the Billing Name and Address (BNA) of our telephone customers to other telecommunications providers. The main reason for releasing BNA information is to ensure proper billing for certain types of calls. For instance, calls such as collect, third-number billed, or calling card calls may be carried by a long distance carrier who is not your chosen carrier. Under those circumstances, the carrier does not know who to bill the call to, and therefore, must request the BNA from our company in order to bill the call. We must provide the information to the requesting carrier.

BNA can also be released to telecommunications providers for other reasons, such as verification for presubscription, servicing your account, to prevent fraud, or when you move from one location to another. If you have an unlisted or non-published telephone number, you have a choice. If you do not want your BNA released by our company for third-party billed calls, collect calls and calling card calls, we need affirmative notifications from you within 30 days. If you provide us with such notification, your ability to make calling card calls or to receive collect calls or third-number billed calls may be denied. Should you have any questions regarding this matter, please call our business office at 777.



**DON'T FORGET TO CALL:
"SOUTH DAKOTA ONE CALL"
811
48 HOURS BEFORE YOU DIG!**



SANTEL COMMUNICATIONS

THE PRIVATE LINE

We've Perfected Connected.

September 2012

Volume 18, Issue 5

Santel Continues Community Support with Bormann Manor Renovation

Avera Bormann Manor, Parkston is involved in a campaign to renovate and add to their 25-year old facility. Residents of the manor and citizens of Parkston are excited to see the addition. (quotes)

Four area men co-chair the drive and Dave Neugebauer stated, "With my years of experience, I have always found that it is far more efficient and effective to upgrade the facilities, rather than wait for major failures. Major failures cannot happen in a nursing home."

In following Mr. Neugebauer's thought, the Manor renovation will include more privacy and more modern facilities.

- A family support/hospice room where patients, residents and families can be together during the resident's/patient's final days.
- Three private rooms as well as a resident room that will accommodate those with multiple specialty needs
- All resident rooms and bathrooms will be remodeled and showers will be added to accommodate future expectations

Santel has always been proud to be a part of community projects, especially ones that fulfill such an important need in the community. The \$5,000 donation was added to the fundraising campaign.

Prairie View Care Center in Woonsocket recently held an open house to showcase the addition to their facility. Santel granted an economic development loan to support the project.



Gale Walker, President and CEO of the Avera St. Benedict group in Parkston, accepts Santel's donation from Ryan Thompson, General Manager of Santel Communications.

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Know what's below.
Call before you dig

Santel Communications respects your privacy and observes the privacy rules established by the Federal Communications Commission, the South Dakota Public Utilities Commission and the telecom oversight agencies.

Santel Communications will never sell your account information or provide details of your telephone calls to other parties, unless required by law enforcement.

From time to time, we would like to notify you of additional products available from us outside the existing business relationship we have with you. However, if you prefer to be excluded from these promotional efforts, please complete and sign this card on the reverse side and return it. We will screen you from all targeted marketing programs.

Your Santel Communications service is not impacted by this notification.

Please do not hesitate to call our office at 777 with any questions.

Thank you for being a Santel Communications customer.



I have read this notice and the explanation on the reverse side. I prefer to OPT OUT of Santel Communications' marketing of products and services outside of my existing scope of service.

I understand that by opting out, I will NO longer receive direct notification of special offers, services, and campaigns offered by Santel Communications.

Name: _____ Telephone Number: _____

Billing Address: _____

Signature: _____ Date: _____

fr-004

Note: Long distance toll rates are the same for both lifeline and nonlifeline customers.

Lifeline Application

SANTEL COMMUNICATIONS COOPERATIVE LIFELINE APPLICATION

(Please print)

Name: _____
(Last) (First) (Middle Initial) (Date of Birth)

Service Address: _____
(Street) (City) (State) (Zip)

Billing Address: _____
(If different from service address) (Street) (City) (State) (Zip)

Last 4 digits Social Security Number: _____ Santel Telephone Number: (____) ____ - _____

Alternate Phone where you can be reached or receive messages: (____) ____ - _____

Number of individuals in applicant household: ____ Is this address a permanent address? Y ____ No ____

Are you currently receiving Lifeline assistance through any other telephone provider? Yes ____ No ____

Please answer the following questions (check appropriate lines):

- 1. I am applying for: ____ Lifeline monthly telephone service discount (\$9.25/month telephone discount)
____ Toll Limitation Service (free toll blocking or toll control)

2. My household, myself, or one or more of my dependents, currently participates in one or more of the following programs: (Check all that apply)

- ____ Medicaid (eg Title XIX/Medical, State Supplemental Assistance)
- ____ Supplemental Nutrition Assistance Program (SNAP) – formerly Food Stamps
- ____ Supplemental Security Income (SSI)
- ____ Federal Public Housing Assistance (Section 8)
- ____ Low-Income Home Energy Assistance Program (LIHEAP)
- ____ Temporary Assistance for Needy Families (TANF)
- ____ Headstart (meeting income qualifying standards)
- ____ National School Lunch Free Lunch Program
- ____ OR My household income is at or below 135% of the Federal Poverty Guidelines

If you do not participate in one or more of the programs listed above, you may qualify for Lifeline if your household income does not exceed 135% of the Federal Poverty Guidelines (see table below). You must provide proof of your household income to verify your eligibility.

2013 Federal Poverty Guidelines – 135%

Household Size	SD Annual	SD Monthly
1	\$15,512	\$1,292.67
2	\$20,939	\$1,744.92
3	\$26,366	\$2,197.17
4	\$31,793	\$2,649.42
5	\$37,220	\$3,101.67
6	\$42,647	\$3,553.92
7	\$48,074	\$4,006.17
8	\$53,501	\$4,458.42
For each additional person, add	\$ 5,427	\$ 452.25

Note: Long distance toll rates are the same for both lifeline and nonlifeline customers.

Important Information:

You will be required to provide documentation showing eligibility.

Lifeline is a federal government assistance benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment, or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. A household may include related and unrelated persons. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.

I certify, under penalty of perjury, that:

(1) I meet the income-based or program-based eligibility criteria for receiving Lifeline, provided in 47 C.F.R. § 54.409. I have provided documentation of eligibility.

(2) I will notify the carrier within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit;

(3) If I move to a new address, I will provide that new address to the telephone company within 30 days;

(4) If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;

(5) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

(6) The individual named on the documentation provided demonstrating program-based eligibility, if not me, is part of my household.

(7) I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits pursuant to 47 C.F.R. § 54.405(e)(4);

(8) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and

(9) The information contained in this application and certification form is true and correct to the best of my knowledge.

Signature

Date

Description of Functionality.

Santel Communications operates 10 central offices all of which have a standby generator in the event the location loses commercial power. Each office also has a battery system that can sustain up to 8 hours of no power commercially or via a generator. Santel's networks have redundant paths and no single facility damage will take our network offline. We have spare capacity on our networks and can handle moderate traffic fluctuations.