

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2015**

Company: Santel Communications Cooperative, Inc.

Address: PO Box 67  
Woonsocket, SD 57385

Telephone number: 605-796-4411

Company contact: Pam Kopfmann

Study Area Code: 391676

Lifeline/Tribal 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/ Tribal Link Up.\* (See attached letter.)
  
- Company's Lifeline/Tribal Link Up information in directory.
  
- Company's Lifeline/Tribal Link Up information available on Company website. ([www.companywebsiteaddress.com](http://www.companywebsiteaddress.com))
  
- Company's information posted on USAC website.

Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required



**Welcome to Santel Communications.** As a customer, you are now a cooperative member/owner and you will accrue patronage capital credits which will be paid out to you in the future allowing you to share in the profits of the cooperative.

A few things to know about Santel Communications:

- We were incorporated in 1952 and have been bringing our members the latest telecommunications services since that time.
- We offer local and long distance telephone service as well as voice mail and approximately 30 other calling features which are listed on our website and in the telephone directory.
- We offer high speed broadband access to all customers. Packages include email if you wish.
- We offer business website hosting.
- We offer digital television service to customers living in communities served by Santel TV as well as to rural customers served by Fiber to the Premises. Our TV service includes network and cable channels, digital music channels, Pay Per View, High Definition (HD), Digital Video Recording (DVR) and Whole Home DVR.
- **We are proud to be the only TV provider giving you Local Content channels from area schools so that you can watch local sporting events, music concerts, and more.**
- On our website you can also view/pay your monthly bill, contact us via email, access the portal for voice mail or DVR programming and much more.
- We offer 10 scholarships annually to graduating high school seniors whose parents are active cooperative members of Santel Communications.
- To reach us from your home phone, simply dial 796-4411 for Customer Service or to report a trouble.
- You can find more detailed information about Santel Communications at our website [www.santel.net](http://www.santel.net)

When new Central Connections telephone directories are printed annually, a copy is mailed to each Santel customer. If you'd like a directory now, or additional directories at any time, you can find them at the Santel office, Country Pumper in Forestburg, Agland Coop in Ethan, or the bank in your community. You can also access our online directory at <https://ebill.santel.net/EBILL/login> once you've created your online account.

**Lifeline** is a program designed to provide discounts to eligible low-income consumers to help them establish or maintain telephone service. The basic monthly credit is \$9.25 and lifeline consumers also do not pay USF charges. To see if you qualify for the Lifeline program, see the enclosed documentation.

Thank you for choosing Santel Communications. We are here to help you with all of your telecommunications needs.

Your Santel Team

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SANTEL COMMUNICATIONS  
PO Box 67  
Woonsocket, SD 57385



1-888-978-7777  
Fax: 605-796-4419  
[www.santel.net](http://www.santel.net)

Santel is an equal opportunity provider and employer.

- ***What type of Lifeline discount is available?***

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$9.25 per month in discounts and also do not pay USF charges.

- ***Are there any restrictions?***

Lifeline can only be used for the main telephone line in a household and can be claimed on only ONE residence or 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 and TLS support in South Dakota is based upon the federal guidelines. 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
- Supplemental Nutrition Assistance Program (SNAP) (formerly 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 as shown below.

2014 Federal Poverty Guidelines

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Number in Residence	135% Guideline (Annual)	Number in Residence	135% Guideline (Annual)
1	\$15,755	5	\$37,679
2	\$21,236	6	\$43,160
3	\$26,717	7	\$48,641
4	\$32,198	8	\$54,122

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*For each additional person after 8, add \$5,481 to the annual guideline.*

- ***How do I apply to receive Lifeline?***

To apply for Lifeline, or if you have any questions, please contact our billing office at 796-4411 (toll free from your home phone).





**Lifeline provides discounts to eligible low-income consumers to help them establish and maintain telephone service.**

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

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

There are two discounts available. **Lifeline assistance** lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$9.25 per month in discounts.

## **How do I apply to receive the Lifeline support discount?**

To apply for the Lifeline discount, 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 our service area.



## **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 if I qualify?**

Eligibility for Lifeline 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
- Supplemental Nutrition Assistance Program (SNAP) (Formerly Food Stamps)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch 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.



## 2014 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

Persons in Family Unit	Annual Family Income
1	\$15,755
2	\$21,236
3	\$26,717
4	\$32,198
5	\$37,679
6	\$43,160
7	\$48,641
8	\$54,122

For each additional person, add \$5,481.

Consumers may qualify for Lifeline 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)

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PO Box 67, Woonsocket, SD 57385



# Telephone Support



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





## General Rules & Regulations

### Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

### Allowance For Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

### Billing And Payment For Service

If you desire assistance or explanation regarding your bill, please call the Business Office.

### National Do Not Call Registry

The federal government created the National Do Not Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov) if you have an active email address, or you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free and your number will stay in the registry until it is disconnected, or until you delete it from the registry.

If you receive telemarketing calls after you have registered your telephone number and it has been

in the registry for three months, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do not call" complaint.

### Annoying, Obscene, And Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 37 for instructions on using Customer Originated Trace. Threatening calls should be reported immediately to the police. Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his/her control may be fined or imprisoned, or both.

### Telephone Assistance Programs

#### Low Income Assistance Available to Telephone Subscribers

Santel Communications is authorized to offer Lifeline to our customers. Lifeline is a federal telephone assistance program. To be eligible for this program, the applicant must participate in at least one of the following public assistance programs: Free Reduced School Lunch Program, Food Stamps, Federal Public Housing Assistance, Low-Income Home Energy Assistance, Medicaid, Supplemental Security Income (SSI), or meet poverty level income guidelines.

Lifeline provides eligible subscribers with a credit of \$9.25 each month on the basic service portion of their telephone bill. The discount applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers also do not pay Universal Service fees.

#### Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers



## Make Use of TCS

If you are being plagued with the robocalls that have hit this area and surrounding states, here is a Santel feature to add to your phone service that can help. It's **Telemarketing Call Screening or TCS**. You can manage this feature from your phone, giving you the option to change blocked and allowed numbers as you deem necessary.

TCS screens callers before the call even rings to your phone. It screens out telemarketers, polling services, auto dialers, and other nuisance callers. TCS give you control over who may call you.

TCS creates a "known caller" list. Calls that are received by an unknown party or are not on the "known caller" list are intercepted. These callers will hear: "The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your do not call list and hang up now. Otherwise, press 1 or stay on the line". The call will then ring through to you.

For example, if a telemarketer calls you from Jamaica, area code 876, that caller will hear the above message. He should not complete the call and talk to you. You can also block this number with TCS by pressing 1 after you hang up.

Your "known caller" list logs the numbers of the callers who dialed 1 to speak to you.

For example, if your daughter who lives in Arizona, area code 928, calls you and presses 1, her number will be added to your "known" list and she won't here the message again, unless there's a lengthy time between calls.

Call the Santel Office to add Telemarketing Call Screening to your service. Just dial 777 to speak to one of our customer service representatives.



April  
2014

## What Will Your Home Network Need To Do?

Are you planning a new home or adding on a family room? Before you build, figure out what you want to accomplish with your home network.

- Are you just looking to connect a couple of laptops and maybe a Wi-Fi equipped cell phone to the Internet for Web access?
- Do you work at home frequently and require access to a corporate network through VPN technology?
- Are you a serious online gamer? Do you connect to multi-player online games or through services like PlayStation Network or Xbox Live frequently?
- Do you watch TV through the Internet using services like Hulu or the network websites?

Determining the answers to such questions will go a long way toward ensuring that you build a network suit-

able for your home without spending too much in the process.

As a Santel subscriber you have wired and Wi-Fi Internet available. From your Wi-Fi connection you can operate laptops, tablets, and cell phones.

The speed of your connection will play a big part in the satisfaction of your service. A simple measure is, the more devices you use, the more speed you need. Streaming video, music and games requires higher speeds for more satisfactory downloads.

For help in planning your home network, call our office and talk to one of our knowledgeable staff. Discuss where jacks, modems and routers should be placed. Santel also has Wireless extenders to boost your Wireless connection to other areas of your home, even the deck or patio.

## April Pay-Per-View



April offers some great movie options and here are just four of the new April movies.

Remember to watch movie previews on Channel 302.

## Need Help with Your Phone Bill?

Lifeline support is available to those who qualify and the credit of \$9.25 will appear on your monthly bill.

To be eligible, a subscriber must participate in 1 of 7 government assistance programs or be at or below 135% of the federal poverty guideline.

Please contact Santel to see if you qualify for Lifeline support.



## Directory Additions

### ALPENA

Garcia, William 849-3568

### ETHAN

Fergen, Drew 227-4448  
Fitzler, Dustin 227-4480  
Hohn, Jeff 227-4602

### LETCHER

King, Steven 248-2379

### TRIPP

Bernat, Ed 935-6454  
Konrad, Norma 935-6617  
Tucek, Jon 935-6602

### WOONSOCKET

Peterson, Allen 796-4305



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

[www.santel.net](http://www.santel.net)

Email: [info@santel.net](mailto:info@santel.net) 605-796-4411  
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