

## Attachments



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<b>(710) Broadband Price Offerings</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<b>&lt;010&gt; Study Area Code</b>	391676
<b>&lt;015&gt; Study Area Name</b>	Santel Communications Cooperative
<b>&lt;020&gt; Program Year</b>	2017
<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Stacy Buckley
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	6057968105 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	sbuckley@santel.coop

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	SD	Alpena	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Artesian	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Ethan	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Forestburg	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Letcher	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Mount Vernon	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Parkston	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Tripp	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Wolsey	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Woonsocket	40.0	0.0	40.0	5.0	1.0	999999.0	Other, 0
	SD	Alpena	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Artesian	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Ethan	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Forestburg	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Letcher	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Mount Vernon	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Parkston	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Tripp	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Wolsey	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Woonsocket	56.0	0.0	56.0	15.0	3.0	999999.0	Other, 0
	SD	Ethan	56.0	0.0	56.0	20.0	20.0	999999.0	Other, 0



**CERTIFICATION OF SANTEL COMMUNICATIONS**

**Reporting Period January 1 – December 31, 2015**

**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 also implemented an Identity Theft Prevention Program several years ago in accordance with the federal Red Flags Rule.

I verify that the foregoing is true and correct. Executed on this June 2, 2016.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive, flowing style.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.

## **CPNI and Customer Privacy**

CPNI (Customer Proprietary Network Information) relates to any information regarding your Santel account and Santel services which we would not otherwise know about you if you weren't a customer.

We take your privacy very seriously. We do not ever share your account information with outside parties except as required by law enforcement or for name, address and phone number which are listed (with your permission) in our telephone directory

Other confidential information, such as social security numbers and bank information, is encrypted for your security also. If you have any questions or concerns about your Santel account, please feel free to contact our billing office at 777 or 796-4411.

Form 481

Line 610

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.



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**SANTEL COMMUNICATIONS**  
**COOPERATIVE, INC.**

November 2, 2012

Mr. Thurman Cournoyer, Chairman  
Yankton Sioux Tribal Council  
P.O. Box 1153  
Wagner, SD 57380-1153

Dear Chairman Cournoyer:

I serve as the General Manager of Santel Communications Cooperative (“Santel”), a rural telephone company serving parts of southeastern South Dakota. Our cooperative’s service area includes the local exchange of Tripp and it is my understanding that approximately 3.5 miles of land in the southwestern corner of this exchange may be located within the official boundaries of the Yankton Sioux Reservation. This land sits within Charles-Mix County and, presently, includes only one customer residence. The existing customer, to my knowledge, is not a Yankton Sioux Tribal member. This customer also does not currently subscribe to any Santel broadband service, but broadband services can be made available if requested.

This letter is sent to you because the Federal Communications Commission (FCC), as part of a recent Order reforming the federal universal service mechanisms related to telecommunications and information services, has adopted new requirements that are intended to facilitate engagement between telecommunications companies serving Tribal Lands. The FCC’s new “Tribal Engagement” provisions are intended to improve communications and foster a greater understanding between service providers and Tribal entities of the factors necessary to deploy and sustain telecommunication services on Tribal lands. The ultimate aim is to benefit Tribal government leaders, carriers/service providers, and consumers living on Tribal lands by providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. *See* FCC Public Notice, Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Engagement Obligation Provisions of the Connect America Fund, DA 12-1165, released July 19, 2012.

There are some questions as to whether these FCC rules related to Tribal Engagement (which also still await approval by the federal Office of Management and Budget (OMB)) are applicable in these circumstances given the small area of land involved and lack of any residing Tribal member customers, but Santel feels compelled at this time to at least request of the Yankton Sioux Tribe whether it is interested in meeting pursuant to the FCC’s new Tribal Engagement provisions. If the Tribe is interested, Santel would offer to meet and would like to do so very soon, hopefully, by no later than the end of this November. The purpose of this





meeting would be to, generally, exchange information related to the deployment and provisioning of communications services on any Yankton Sioux Tribal lands that are located within the Tripp exchange area.

If a meeting between Santel and the Yankton Sioux Tribe is held, it is important that at least some of the individuals attending the meeting are “decision-makers.” As noted in the FCC’s July 19th Public Notice providing further guidance, “engagement cannot be merely between sales and marketing individuals on one side and administrative staff or advisors on the other. The perspectives on needs, expectations, priorities, and abilities that would formulate meaningful exchange often can come only from those with the requisite authority to make decisions.”

In closing, if your Tribe would like to proceed with Tribal Engagement in accord with the pending FCC rules, we ask at this time that you respond with the name and contact information for a Tribal representative who could assist in scheduling and arranging a meeting between Santel and the appropriate Tribal government staff and leaders. This information may be provided to me calling (605) 796-8143, or by sending me an e-mail at [rthompson@santel.net](mailto:rthompson@santel.net).

I thank you greatly for your cooperation in this matter.

Sincerely,



Ryan Thompson

Notes:

- delivery receipt confirmed
- as of 60 days later, no response from tribe desiring meeting/discussion
- our exchange area 3.5 miles, of reservation 665 sq miles = 0.005

**CERTIFICATION OF SANTEL COMMUNICATIONS**

**Sec. 54.313(a) (10) Voice Services Rate Comparability**

Pursuant to § 54.313(a) (10), Santel Communications Cooperative, Inc. hereby certifies that our prices for fixed voice services are in compliance. We do not have a state SLC and our rates are not more than the applicable national average urban rate as published by the Wireline Competition Bureau.

I verify that the foregoing is true and correct. Executed on this June 2, 2016.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive style with a large initial 'P' and a long, sweeping underline.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.

## CERTIFICATION OF SANTEL COMMUNICATIONS

### **Sec. 54.313(g) (10) Broadband Services Rate Comparability**

Pursuant to § 54.313(g) (10), Santel Communications Cooperative, Inc. hereby certifies that the pricing of Santel's broadband services is, primarily, no more than two standard deviations above the applicable national average urban rates for broadband service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. We have one single customer within our Parkston, SD exchange that received a special residential speed of 25Mb download and 10Mb upload at a price which exceeded the benchmark pricing in 2015. Our package speeds and pricing have been restructured in 2016 to meet the guidelines as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

I verify that the foregoing is true and correct. Executed on this June 10, 2016.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive, flowing style.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.

# 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 at right). You must provide proof of your household income to verify your eligibility.*

Household Size	Annually	Monthly
1	\$16,038	\$1,336.50
2	\$21,627	\$1,802.25
3	\$27,216	\$2,268.00
4	\$32,805	\$2,733.75
5	\$38,394	\$3,199.50
6	\$43,983	\$3,665.25
7	\$49,586	\$4,132.17
8	\$55,202	\$4,600.17
For each additional person, add	\$5,616	

## 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 and consent that Santel will transmit my above account data to the federal administrator of the National Lifeline Accountability Database to ensure proper administration of the Lifeline program.
- (9) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (10) The information contained in this application and certification form is true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

For more information about Lifeline, see [www.PUC.SD.gov/Lifeline](http://www.PUC.SD.gov/Lifeline)

Santel is an equal opportunity provider and employer.

**2015 Guidelines for Household at or Below 135% of the Federal Poverty Guidelines**

Household Size	SD Annually	SD Monthly
1	\$15,889	\$1,324.08
2	\$21,505	\$1,792.08
3	\$27,121	\$2,260.08
4	\$32,737	\$2,728.08
5	\$38,353	\$3,196.08
6	\$43,969	\$3,664.08
7	\$49,585	\$4,132.08
8	\$55,201	\$4,600.08
For each additional person, add	\$ 5,616	\$ 468.00

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Consumers may qualify for Lifeline if they participate in any of the programs listed on the previous page, or if they have a household income that is at or below 135% of the Federal Poverty Guidelines as shown above.

Santel is an equal opportunity provider and employer.

PO Box 67, Woonsocket, SD 57385



**LIFELINE TELEPHONE SUPPORT**



**777 OR  
1-888-978-7777  
info@santel.coop**







Struggling to pay for telephone service?

**Lifeline provides monthly discounts to eligible low-income consumers to help them maintain the security and reliability of telephone services.**

**Note:**

**In addition to the discount, Lifeline customers also do not get charged for the Federal Universal Service Charge (FUSC) or the Access Recovery Charge (ARC) on their monthly bill.**

**What type of discount is available?**

Lifeline assistance provides a monthly credit of \$9.25 per month towards your Santel Communications telephone service.

**How do I know if I qualify?**

Eligibility for Lifeline support in South Dakota follows federal guidelines which state that an individual qualifies for Lifeline if he or she participates in one of the following programs:

- ⇒ Medicaid (eg Title XIX/Medical, State Supplemental Assistance)
- ⇒ Federal Public Housing Assistance (Section 8)
- ⇒ Supplemental Nutrition Assistance Plan (SNAP)
- ⇒ Supplemental Security Income (SSI)
- ⇒ Low-Income Home Energy Assistance (LIEHP)
- ⇒ Temporary Aid for Needy Families (TANF)
- ⇒ National School Free Lunch Program
- ⇒ Headstart

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



**Are there any restrictions?**

Lifeline must be applied to the main telephone in a household and can only be applied to one telephone line. The name on the account must match the name of the participant who is enrolled in one of the eligible programs.



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

To apply for Lifeline, or if you have any questions about the Lifeline program, you can contact our Santel billing office by calling 777 from your home phone or 1-888-978-7777 from outside our service area. You can also learn more at [www.usac.org](http://www.usac.org) or [www.lifelinesupport.org](http://www.lifelinesupport.org).

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June 16, 2016

Milestone Certification

Santel Communications Cooperative certifies it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time.

A handwritten signature in blue ink, appearing to read "Mark Wilson". The signature is fluid and cursive, with the first name "Mark" and last name "Wilson" clearly distinguishable.

Mark Wilson  
Network Operations Manager  
Santel Communications Cooperative



**CERTIFICATION OF SANTEL COMMUNICATIONS COOPERATIVE**

**Reporting Period January 1 – December 31, 2015**

**Sec. 54.313(f)(1)(ii) Community Anchor Institutions**

Pursuant to § 54.313(f)(1)(ii) for Rate-of-Return Carriers, Santel Communications Cooperative, Inc. hereby certifies the following number, names and addresses of community anchor institutions to which the ETC newly began providing access to broadband service in the preceding calendar year.

Access to broadband services has been available prior to 2015 to all know anchor institutions within the Carrier's service area. All request for broadband services, and speed, were fulfilled in 2015. Carrier continues to monitor customer demand and technological innovation, planning to size its network in anticipation of requests and demand for higher speed broadband needs.

I verify that the foregoing is true and correct. Executed on June 27, 2016.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive style.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.