

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2016**

Company: Santel Communications Cooperative Inc

Address: PO Box 67

Woonsocket, SD 57385

Telephone number: 605-796-4411

Company contact: _____

Study Area Code: _____

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.santel.net)

Company's information posted on USAC website.

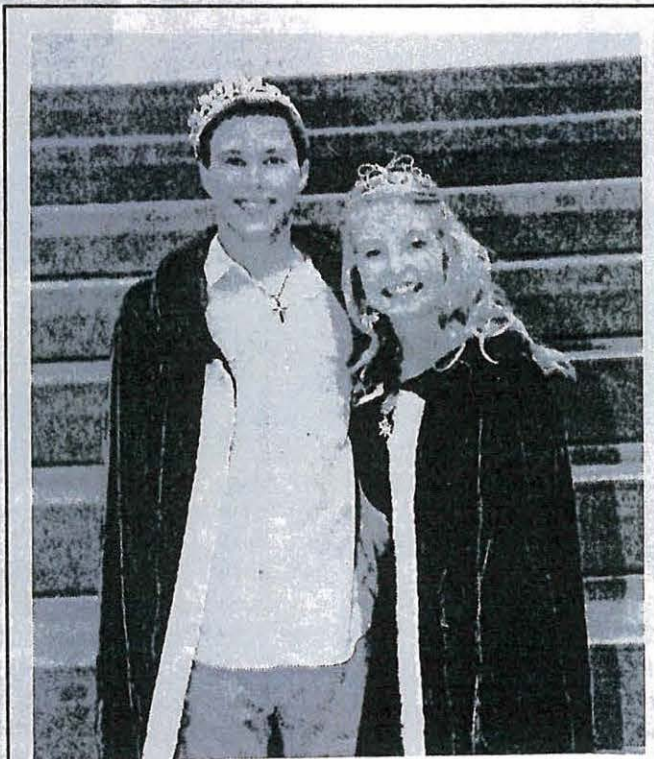
____ Other (describe): _____

*Required

MOONSOCKET
SCHOOL NEWS



SANBORN CENTRAL
SCHOOL NEWS



Need help with your phone bill?

Lifeline Support is Available

Access to local emergency services and community resources is vital to all residents. For some, a local phone can be the difference between social connection and complete isolation.

Under the federal Lifeline program, telephone customers who participate or are eligible for certain public assistance programs are entitled to receive a basic telephone service discount of \$9.25 per month. In addition, the Federal Universal Service Charge and the Access Recovery Charge will be waived. Total monthly discount is approximately \$12.00.

To be eligible for Lifeline, Santel customers must participate in ONE of the following programs:

- Low-Income Home En-

ergy Assistance Program (LI-HEAP);

- Federal Public Housing Assistance or Section 8;
- Medicaid;
- Supplemental Nutrition Assistance Program (SNAP);
- 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 percent of the federal poverty guidelines.

Please contact Santel Communications to see if you qualify for Lifeline support. Just dial 777 from your home phone.

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19 -- Zoning violation -- \$50.00 on by Hohn, seconded by Hofer, rove resolution no. 15-560. All t voting aye. Motion carried. RESOLUTION NO 15-560
REAS. the city council has d changes to the current En- ing Design and Construction rds for the City of Parkston: REAS. Section 3.3.9 Dead-End s (Cul-de-sacs) and Section ul-de-sacs are proposed to be ed as follows:

Dead-End Streets (Cul-de- or terminal or dead-end streets rts which are designed so as e one end permanently closed ot be longer than five hundred et and shall be provided at the end with a turnaround having is at the back side of the curb ast fifty (50) feet and a radius outside of the right-of-way of t sixty six (66) feet.

Cul-de-sacs
Following criteria shall be used horizontal geometry of cul-de- narounds.

imum property line radius t
imum back of curb radius 50

imum length of cul-de-sac et measured along centerline. n the radius point of the turn- and the R.O.W. line of the g street

al Drive over Curb and Gutter T Type D Modified), as speci- the City of Parkston. Typical nd Gutter Detail, shall be d only inside the bulb of the sac. Prior approval from the all be required to install 4" ver Curb and Gutter.

THEREFORE, BE IT RE- D BY THE CITY COUNCIL RKSTON, SOUTH DAKOTA, e above amendments to the Engineering standards, is approved.

18 p.m., motion by Murtha, d by Hohn, to convene into e session to discuss personnel pursuant to SDCL 1-25-2.1. All voting aye. Motion carried. ncil reconvened from execu- tion at 9:43 p.m. and no official as taken.

inance Officer presented the posed budget. Expenses ad- were: wages, park updates, roject, PADC donation, and angar expansion area. Hav- ewed the budget, motion by r, seconded by Henke, to place proposed budget Ordinance n first reading. All present

wheels per vehicle. Such wheel tax shall be the same for all types of motor vehicles and the total wheel tax shall not exceed Sixty and no/100 Dollars (\$60.00) per vehicle. Such wheel tax shall be administered and collected by the County, and the proceeds from such wheel tax shall be retained by the County, deposited in the highway fund, and the revenue shall be used only for highway and bridge maintenance and construction. The Board of County Commissioners shall by resolution establish a means of distributing the revenue generated by such wheel tax among the County and the municipalities and townships located within the County. The collection of the fees for this Ordinance will start January 1, 2016.

First Reading: August 18, 2015
Second Reading: September 8, 2015

Approved and Adopted: September 8, 2015

Notice of Adoption published: Sep- tember 14, 2015

Second Publication: September 21, 2015

Effective Date: October 12, 2015
s/Steve Friesen
STEVE FRIESEN,
Chairman
Hutchinson County Board
of Commissioners

ATTEST:
s/Diane Murtha
DIANE MURTHA, County Auditor
37-38c

Published twice at the total approxi- mate cost of \$51.56.

**ATTENTION
MILLTOWN TOWNSHIP
LANDOWNERS/OPERATORS**

The Township requires the right- of-ways to be mowed between August 1 and October 1. If not mowed by October 1, the Township will take necessary action to have them mowed and bill the adjacent landowner.

Milltown Township Clerk
Randall G. Heitzman
37-38Ac

**CIV. 15-45
SUMMONS**
State of South Dakota)

County of Hutchinson)
IN CIRCUIT COURT
FIRST JUDICIAL CIRCUIT

Dimock Dairy Products Company, a South Dakota Cooperative Corpora- tion, Plaintiff, vs. the known or un- known heirs at law, devisees, legatees, executors, administrators, personal representatives, agents, legal repre- sentatives or creditors of the estate

of John Roth, and any other person or entity claiming an interest in the estate of John Roth, defendants.

**THE STATE OF SOUTH DAKOTA TO
THE ABOVE NAMED DEFENDANTS:**

You are hereby summoned and re- quired to answer the complaint of the Plaintiff, which was filed in the office of the clerk of this court, at Olivet, in Hutchinson County, South Dakota, on August 27, 2015, and which prays for a judgment quieting title to and the determination of all adverse claims against the premises described in the complaint, situate in said county, to wit:

Lot 3, Block 18, Town of Di- mock, Hutchinson County, South Dakota.

and to serve a copy of your answer to said complaint on the undersigned at their office in Parkston, South Dakota, within thirty days after the completed service of the summons upon you, exclusive of the day of such service; and if you fail to answer said complaint within that time, the plain- tiff will apply to the court for the relief demanded in the complaint.

Dated this 27th day of August 2015.
Michael V. Braley
Braley Law Office, Prof. LLC
PO Box 569
114 N. 1st Street
Parkston, SD 57366
605-928-7958
Attorney for the Plaintiff
mbraley@santel.net 38-41Ac

**NOTICE OF REQUEST
FOR A VARIANCE IN
HUTCHINSON COUNTY**

The Hutchinson County Board of Adjustment will hold a public meeting regarding a request for a Variance Application for Roger Hohn to have an acreage of 9.9 +/- acres instead of the 20 acres required in Section 513 of the Zoning Ordinance.

Legal: E 1045' S 888' SE 1/4 SW 1/4, Section 32 of T100N R60W of the 5th P.M., in Hutchinson County.

The public hearing will be held on: October 5, 2015, at 8:00 p.m. in the County Commissioners' meeting room at the Courthouse in Olivet, S.D. 38-39c

Published two times at a total esti- mated cost of \$13.73.

**PUBLIC NOTICE
REMOVAL OF HAY BALES
AND SILAGE PILES**

HAY BALES AND SILAGE PILES NEED TO BE REMOVED FROM THE ROAD DITCHES AND 50 FOOT RIGHT-OF-WAY LINE OR FENCE LINE NO LATER THAN 14 DAYS FROM THIS PUBLICATION.

Hutchinson County Zoning Ordinance, adopted April 4, 2000, states in Article 5-Agricultural District (AG) Section 521-Prohibition of View Obstruction)

There shall be no obstruction, such as buildings, grain bins, shelterbelts, tree(s), farm equipment and machin- ery, hay bales, hay stacks, silage piles or other objects that may cause view obstruction, show build-up or safety hazards within fifty (50) feet of the road right-of-way line. The purpose of this Section is to keep the right-of- ways free and clear of snow build-up and further to promote traffic safety along road right-of-ways and at in- tersections.

The Hutchinson County Zoning Ad- ministration has posted the following Public Notice. 38-39c

Published two times at a total esti- mated cost of \$22.40.

**NEED HELP WITH YOUR
PHONE BILL?
LIFELINE SUPPORT IS
AVAILABLE**

Access to local emergency services and community resources is vital to all residents. For some, a local phone can be the difference between social connection and complete isolation.

Under the federal Lifeline program, telephone customers who participate or are eligible for certain public assistance programs are entitled to receive a basic telephone service discount of \$9.25 per month. In addition, the Federal Universal Service Charge and the Access Recovery Charge will be waived. Total monthly discount is approximately \$12.00.

To be eligible for Lifeline, Santel customers must participate 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)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's Free Lunch Program
- 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.

Please contact Santel Communica- tions to see if you qualify for Lifeline support. Just dial 777 from your home phone.



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

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

SANTEL COMMUNICATIONS
PO Box 67
Woonsocket, SD 57385



1-888-978-7777
Fax: 605-796-4419
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.

2015 Federal Poverty Guidelines

Number in Residence	135% Guideline (Annual)	Number in Residence	135% Guideline (Annual)
1	\$15,889	5	\$38,353
2	\$21,505	6	\$43,969
3	\$27,121	7	\$49,585
4	\$32,737	8	\$55,201

For each additional person after 8, add \$5,616 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).

**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

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?**

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 or www.lifelinesupport.org.

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.



SANTEL COMMUNICATIONS

THE PRIVATE LINE

We've Perfected Connected

January 2015

Volume 21, Issue

Special Excise Tax Allocation

Santel Communications has received an excise tax refund which was designated specifically for allocation back to our members. This refund covers the tax years of 2012 and 2013, so active members during that time will each share in the \$10,211.94 allocation approved by your board of directors.

In an effort to be more efficient, active cooperative members will see their allocation notice printed on their January 2015 monthly billing rather than a separate statement in the mail. You will find this information at the bottom of the final page.

If you have any questions on this allocation or on your capital credits, please contact our office at 796-4411.



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

www.santel.net

Email: info@santel.net 605-796-4411

Santel is an equal opportunity provider and employer.

Lifeline Program Assists Eligible Members

Lifeline is a federal program which provides support to eligible telecommunications companies that in turn offer discounts to eligible consumers.

The Lifeline program offers a monthly discount of \$9.25 as well as a waiver of the Access Recovery Charge (\$1.50) and the Federal Universal Service Charge (\$1.25).

To receive these discounts, a member must not be receiving the Lifeline program on any other telecommunications service and must provide proof of eligibility. We strongly encourage all elderly members or those on fixed incomes to explore whether they might be eligible. If you have any questions about the Lifeline program, please call the Santel office at 796-4411.

Eligibility for Lifeline is based upon

household income being below the national poverty level or active enrollment 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)
- ⇒ Headstart
- ⇒ National School Free Lunch Program

Ray Judy Scholarship for Graduating Seniors

Attn: High school seniors. You are encouraged to apply for the 2015 Ray Judy Memorial Scholarship. Ray Judy was the founding general manager of Sanborn Telephone Cooperative and this year we will award 10 scholarships in the amount of \$500 each in his memory.

Information has been sent to all area schools and you can also find the application online at www.santel.net. Applicants will submit a letter of applica-

tion, a resume and one-page essay.

Applicants' parents or guardians must be active residential telephone customers residing in a Santel Communications Cooperative exchange. Successful applicants must attend a post-secondary school in South Dakota within six (6) months of high school graduation.

Applications must be received in our office by Friday, March 27, 2015.

March 2015

Rising Programming Costs Affect Everyone

Over the past year, Santel Communications and other Cable TV providers have experienced programmers demanding some of the highest rate increases ever. This dilemma is not unique to Santel. You've surely heard of highly publicized situations where programmers withheld their content from satellite providers, forcing channels to go dark when negotiations dragged on too long. While we are fortunate that we haven't had to experience those issues, it was a busy year with both local network affiliates and cable TV broadcaster negotiations.

As your member-owned cooperative, it is our duty to operate as efficiently as possible so that any excess revenues can be returned to our customers. In truth, programming fees make up almost 100 percent of your Cable TV billing, so increases in those fees directly impact our customer rates.

At Santel, it is our goal to keep programming costs as low as possible. We are member-owners of SDN Communications which allows us to combine efforts with other Telcos throughout South Dakota. We are also members

of NCTC (National Cable Television Cooperative), an organization consisting of more than 900 independent cable providers from across the United States. We can utilize these memberships to share expenses, be a larger negotiating group, and achieve better rates for all.

Local affiliates for CBS, NBC, ABC and Fox broadcast their signals over the air for free, but Cable TV providers such as Santel must obtain each station's permission before we can carry them on our system. Those local stations such as KELO, KSFY, KDLT and KTTW will only grant permission when we agree to pay their ever increasing fees.

In summary, negotiations were recently completed for a sizeable portion of the channels that we carry. As a result, there will be price adjustments for all Santel TV customers effective with the April 2015 billing. Please see the notice on your March invoice to see how your particular package of services will be impacted. For questions regarding this or any of your Santel services, please call 796-4411.

Some Broadband Rates to Increase

Santel Communications has offered High Speed broadband internet since 2001. Through the years, Santel has continued to offer broadband with no data caps and we've increased our speeds as well added broadband-related offerings such as anti-virus solutions and computer support. In that time, the retail price has remained the same. Effective April 1, Basic and Value Broadband prices will increase. Please see your March invoice to see how your specific package will be impacted.

KAUN & KWSD to Remain Dark

Many of our loyal TV customers have been frustrated over the past few months at the loss of Santel Channels 14 (KWSD) and 18 (KAUN). Please be assured that we have not cancelled these channels and they will return to our lineup as soon as possible. The Sioux Falls affiliate who broadcasts those channels has had significant equipment failures and is working hard to get them resolved. At last notice, we were advised that it may still be several weeks before they are back.

Monthly Discounts Available

Looking for ways to reduce your Santel billing? Some things to consider...sign up for automatic bank deduction and Ebill (must do both), and receive a monthly discount.

Or, you may qualify for a savings of over \$11 per month if you are eligible for the Lifeline program. To qualify you must also be receiving Medicaid Federal Public Housing Assistance SNAP, Headstart, SSI, LIEHP, Nat' School Free Lunch or TANF Call 796-4411 to learn more.



We will be closed April 3rd for Good Friday



March 3

March 6

March 10



March 17

March 17

March 24

Directory Additions

ALPENA

Siemonsma, Eric 849-3435

ETHAN

Boese, Jonah 227-4352
Hoffman, Mark-Jamie 227-5550

PARKSTON

Gunnare, Matthew-Ashley 928-6036

TRIPP

Behrend, Betty 935-6070

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 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 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 or Access Recovery Charges.

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 reduc-

tion in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

For more information, call

Santel Communications Customer Service at: 1-888-978-7777, 605-796-4411, or 777 from any Santel Exchange

Email: info@santel.net

For more information, you may also contact: www.lifelinesupport.org

NOTE: All rules & regulations in effect at time of printing are subject to change without notice.



Statement of 900 Pay-Per-Call Rights

STATEMENT OF BILLING ERROR RIGHTS

This statement sets out your billing error rights with respect to telephone-billed purchases made using interstate 900 pay-per-call services that are billed to you through your local telephone company.

The rights and obligations of you, the customer, and of your local telephone company and a long distance company, who we do billing and collections for, set out here, are provided under Federal Telephone Disclosure and Dispute Resolution Act.

This is the procedure that you must follow to notify your local telephone company of a billing error and the steps that we or any long distance company, who we do billing and collections for, must take in response to your notice:

You may provide notice of a billing error to your telephone company by telephone or in writing. If you write, you should:

- (1) give us your name or the customer's name, and telephone number to which the charge billed;
- (2) tell us the date and amount of the error, and the type of error you believed occurred; and
- (3) tell us why you believe it was an error.

You should contact your local telephone company first, since there is an agreement to receive billing error notifications from customers. You may provide a notice to any long distance company who we do billing and collections for, instead, and it may ask you to contact us directly, and provide to you our name, mailing address, and business telephone number, even if it also sends your billing error notice to us.

A customer who orally communicates an allegation of a billing error is presumed to have provided sufficient notice to initiate a billing review.

You have the right to withhold payment of any disputed amount pending completion of our billing review, and any action to collect any disputed amount will be suspended pending completion of the billing review.

HOME > CUSTOMER SUPPORT

- Tech Care Basic
- Broadband Internet Support
- Email Set-Up and Support
- Wireless Internet Device Set Up
- Phone Support
- Smart Phone Email Set Up
- Voice Mail User Guide
- Calling Feature Instructions
- Digital Cable TV Support
- TV Remote Control Support
- Internet and Email Hoaxes and Myths
- Lifeline Support



[Click Here for the Lifeline Application](#)

Lifeline is a government program that offers qualified low income households a discount on their monthly local telephone bill.

[Click Here to Visit the South Dakota PUC Website to Learn More](#)

Lifeline

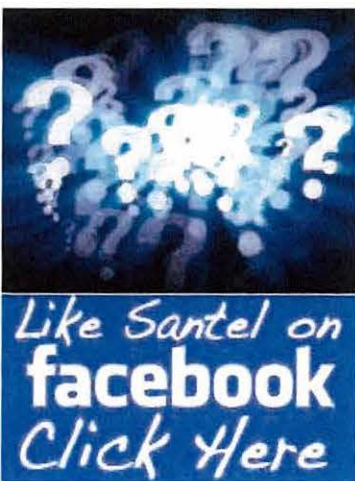
How much can I save? You will save \$9.25 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as flat rate service and also cover your subscriber line charge.

Lifeline credits are only available one time per customer/household and cannot be claimed from more than one telecommunications provider at a time.

How do I know if I am eligible? Enrollment in one of the following programs is required.

- Federal Public Housing Assistance / Section 8
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Supplemental Security Income (SSI)
 - National School Lunch (free program only)
 - Temporary Assistance for Needy Families (TANF)
- OR
- Total household income at or below 135% of the [Federal Poverty Guidelines](#).

Are there any restrictions? Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. You must establish phone service prior to applying for the Lifeline discount.





How do I apply? To apply for Lifeline, call Santel Communications directly at 888-978-7777 or 777. An application can be obtained via phone, or from the Santel Communications office in Woonsocket, SD.

What proof of eligibility do I need to provide? You will be asked to sign a form stating, under penalty of perjury, that you receive benefits from at least one of the qualifying programs listed above; and to submit a copy of any dated document which verifies your participation in one of the qualifying programs listed above. You may be asked to submit proof of continuing eligibility on an annual basis. Proof of total household income may be required for income-based qualification. The following documents are acceptable as proof of income:

- Last year's federal tax return
- Three consecutive months of payroll statements or paycheck stubs for the current year
- A Social Security statement of benefits
- A Veterans' Administration statement of benefits
- A retirement/pension statement of benefits
- Unemployment/Workers Compensation statement of benefits
- A divorce decree, child support statement or any other official document showing proof of your income.

Your Lifeline benefits will take effect when proof of eligibility is received.

How do I continue to receive Lifeline benefits? Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider.

Being a Lifeline customer does not protect you from being disconnected if you fail to pay your telephone bill.

Lifeline can only be applied to one telephone line per household.

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