



525 Western Av, PO Box 588
 Brookings, SD 57006
 (605) 692-6325



415 4th St, PO Box 588
 Brookings, SD 57006
 (605) 692-6211

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

Company: City of Brookings Municipal Utilities Telephone Department
 d/b/a Swiftel Communications

Address: PO Box 588
 525 Western Ave
 Brookings, SD 57006

Telephone number: 605-692-6325

Company contact: Laura Julius

Study Area Code: 391650 & 399009

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.* (See attached advertisement(s).)
- Notice 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. (http://swiftel.net/?page_id=464)
- Company's information posted on USAC website.
- Other (describe): Posters and brochures place in offices and other public places where customers who qualify are likely to see them.

*Required

Signed 
 Laura Julius
 Finance & Accounting Manager
 Swiftel Communications

Date 6/23/2016

December 2015

BROOKINGS SD 57006

RE: Lifeline Discount

You are receiving this letter because you currently participate in Swiftel Communications' Lifeline Assistance Program. Currently, the program provides you a monthly discount of \$9.25 to offset the charge for your monthly residential voice telephone service.

Following Federal Communications Commission (FCC) requirements, Swiftel must receive a completed Lifeline Assistance Application Form from all participants each year. No documentation is needed to renew the discount unless the qualification reason has changed.

Please take these steps to continue your Lifeline discount:

1. Complete the enclosed Verification form.
2. Sign the Consent to Provide Information; this authorizes Swiftel to update your information in a national database verifying you have one discount.
3. Return both completed forms in the enclosed envelope by December 23rd in order to continue your discount without interruption.

If we do not receive the completed form from you, we are required to remove the discount from your Swiftel account. Please call me at 692-6211 or 692-6325 with any questions you may have regarding the application or the Lifeline program.

Sincerely,

Jane Siekmann
Customer Care Supervisor

Enclosures



Swiftel
VOICE • VIDEO • DATA • SPRINT
415 4th St, PO Box 588
Brookings, SD 57006
(605) 692-6211

December 2015

<Name>
<Address>
<City> <ST> <ZIP>

Dear Sprint-Swiftel Customer:

You are receiving this letter because your Sprint PCS wireless service account currently participates in Swiftel Communications' Lifeline Assistance Program. The program provides you a monthly discount of \$9.25 to offset the charge for your monthly residential voice wireless telephone service.

Following Federal Communications Commission (FCC) requirements, we must receive a completed Lifeline Assistance Form from all participants each year. *No documentation is needed to renew the discount unless the qualification reason has changed.*

Please take these steps to continue your Lifeline discount:

1. Complete the enclosed application form.
2. Sign the Consent to Provide Information; this authorizes us to update your information in a national database verifying have just one discount.
3. Return both completed forms in the envelope provided by January 15th in order to continue your discount without interruption.

If we do not receive the completed forms from you, we are required to remove the credit from your Sprint account. Please call me at 605-692-6211 or 605-692-6325 with any questions you may have regarding the application or the Lifeline program.

Sincerely,

Jane Siekmann
Customer Care Supervisor

Enclosures



local wireline & Internet service, plus wireless service from...



Lifeline Discount Application 2015

One discount per household: Household is defined as everyone residing at the same address sharing income and household expenses, anyone living with their parent or legal guardian is considered part of that household, a low-income subscriber living with someone who provides them financial support is part of that household. One discount allowed for the household at that address.

Application for Lifeline Discount (please print)

NAME (First) (M. I.) (Last)

ADDRESS City St ZIP Permanent physical service address; No PO Box #.

Social Security # (last four digits) Date of Birth (required)

Swiftel / Sprint PCS Telephone Number () - Account Number

1. I am applying for the Lifeline monthly service discount on the primary telephone line, in my name, at my residence. I currently receive a Lifeline discount on other telecommunications service. Yes No If 'Yes' is checked, customer does not qualify for additional discount on Swiftel/Sprint PCS services..

2. I am stating that I qualify for the requested discount because:

A. I, or a member of my household, participate in the program(s) checked below; I agree to furnish proof of the participation to Swiftel:

- Medicaid (not the same as Medicare)
Supplemental Nutrition Assistance Program (formally known as Food Stamps)
Supplemental Security Income (SSI)
Federal Public Housing Assistance
Low-Income Home Energy Assistance
Temporary Assistance for Needy Families (TANF)
National School Lunch (NSL) free lunch program

B. My household income is at or below 135% of the Federal Poverty Guidelines based on a household of people. (see information on the back of this sheet)

I understand I qualify to receive the Lifeline assistance discount on my primary residential telephone line as shown above. I agree to comply with future requests from Swiftel Communications to Re-Certify the Lifeline qualification. I agree to notify Swiftel Communications when I no longer qualify based on the criteria indicated above. I agree to notify Swiftel Communications within 30 days if my primary residential address changes. I understand that failure to comply with any Lifeline program requirement may result in the removal of my discount. I authorize the administrative office for any program indicated above to verify my participation to Swiftel Communications. I CERTIFY UNDER PENALTY OF LAW THAT ALL OF THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signature

Date

HOUSEHOLD INCOME GUIDELINES (2015)

Use the chart below to determine income eligibility of applicants for the Lifeline discounts.

Applicants are required to provide certification indicating the number of individuals in their household and documentation accurately representing the consumer's total annual household income. "Income" means all income actually received by all members of the household. It includes:

- salary before deducted taxes
- public assistance benefits
- Social Security payments
- retirement/pension fund payments
- veteran's benefits
- unemployment compensation
- The only exceptions are student financial aid, military housing and cost-of-living allowances, and irregular income from occasional small jobs such as baby-sitting or lawn mowing.
- worker's compensation benefits
- inheritances
- alimony
- child support payments
- gifts
- lottery winnings

Acceptable income documentation includes:

- prior year federal/tribal tax return,
- current income statement/paycheck stub from an employer for three consecutive months during the previous six months
- Statement of Benefits from any of the following for three consecutive months during the previous six months:
 - Social Security Administration
 - Retirement/Pension Fund
 - Unemployment/Worker's Comp Admin
 - Veterans Administration
- Federal/Tribal notice or letter of General Assistance participation
- Court Order: Divorce decree (alimony), Child Support statement, or Probate (inheritance)

Size of Family Unit	For 2015: 135% of the Federal Poverty Guidelines Income for the 48 Contiguous States
1	\$15,890/yr.
2	\$21,506
3	\$26,122
4	\$32,738
5	\$38,354
6	\$43,970
7	\$49,586
8	\$55,202
For each additional person, add...	\$5,616/yr.

Consent to Provide Lifeline Subscriber Information to the National Lifeline Accountability Database

The Federal Communications Commission has established the *National Lifeline Accountability Database* ("Database") to detect and prevent consumers from receiving more than one discounted telephone service under the federal Lifeline program.

Under federal law, Swiftel Communications is required to check/query this Database prior to signing up Lifeline subscribers and is also required to provide to the federal administrator of this Database the following information regarding each new and existing Lifeline subscriber.

- Lifeline subscriber's full name;
- Lifeline subscriber's full residential address;
- Lifeline subscriber's date of birth;
- The last four digits of the Lifeline subscriber's Social Security number;
- The telephone number associated with the Lifeline-discounted service;
- Date on which the Lifeline-discounted was initiated;
- Date on which the Lifeline-discounted service was terminated (if applicable);
- The amount of Lifeline service support being sought for the subscriber;
- The means through which the subscriber qualified for the Lifeline discount (income- or program-based participation).

The above information related to your Lifeline service is being provided by Swiftel to the federal administrator of the Database (the Universal Service Administrative Company and/or its agents). This is to verify that you, and other, Lifeline applicants and/or subscribers, are not receiving more than one Lifeline discount. And, overall, to otherwise ensure proper administration of the Lifeline program.

As signed below:

I, the Lifeline applicant/subscriber, acknowledge that Swiftel will transmit to the administrator of the National Lifeline Accountability Database the above-referenced information about my Lifeline account and/or service, to be included in the Database. And, I hereby consent to transmission of the information for purposes allowed by law relating to administration of the Lifeline program.

I further understand that failing to provide this consent to release my Lifeline account and/or service information to the administrator, to be included in the National Lifeline Accountability Database, will result in the loss of the Lifeline discount on my telephone service account.

Subscriber Name - Signed

Dated

Subscriber Name - Printed



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- Lifeline subscriber's full name;
- Lifeline subscriber's full residential address;
- Lifeline subscriber's date of birth;
- The last four digits of the Lifeline subscriber's Social Security number;
- The telephone number associated with the Lifeline-discounted service;
- Date on which the Lifeline-discounted was initiated;
- Date on which the Lifeline-discounted service was terminated (if applicable);
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Subscriber Name - Signed

Dated

Subscriber Name - Printed

LIFELINE VERIFICATION CHECKLIST – PROOF OF ELIGIBILITY

Applicant Name _____
 Qualifying Person's Name (household member if different than applicant) _____
 Application for Benefit based on: ___ Program Participation Eligibility ___ Income Eligibility
 Date when documentation for application reviewed _____
 Employee reviewing documentation _____

A. If eligibility reviewed based on State or Federal Social Service or Income Database ~

Name of Database: _____ Date of inquiry: _____

Attach copy of confirmation received or screen shot of web page showing eligibility confirmation, or Employee confirms that database indicated eligibility (initial here) _____

B. If eligibility reviewed based on contact with State Agency ~

Agency Consulted: _____ Date confirmation rec'd: _____

Name of Person Contacted: _____ *(Attach copy of eligibility statement)*

C. If eligibility determined by employee review of income or program participation documentation ~

1. Indicate type of documentation reviewed (*check all reviewed*):

- Agency award letter* Benefit check stub from Soc Sec Admin (for SSI)
- Utility bill (LIEAP recipient) Current income statement*
- Beneficiary card* Federal notice/letter of participation in General Assistance*
- Retirement or pension statement of benefits* Prior year's state, federal, or tribal tax return*
- Social Security statement of benefits Letter of participation or enrollment from agency*
- Veterans Admin statement of benefits Unemployment/Worker Comp benefit statement*
- Divorce decree, child support award, or other official documents with income information*

* Describe the documentation identified above _____

(If documentation used for income eligibility doesn't cover a full year, applicant must present documentation covering at least three consecutive months of previous twelve months.)

2. Date on documentation: _____ (*indicate what type below*)

- Document Date Expiration Date No date available on documentation

3. Method that documentation was provided or received:

- In person; after review - returned
- By Fax; after review - destroyed
- By mail; after review - destroyed
- Electronically; after review - destroyed/deleted

Lifeline Household Worksheet (2015)

For use when a household member qualifies the subscriber for the Lifeline discount.

Account-Holder's Name (printed)	
Address	
Telephone Number	

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your **economic unit** if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

- Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) YES NO
 - If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
 - If you checked NO, please answer question #2.
- Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

A. A parent	<input type="checkbox"/> YES <input type="checkbox"/> NO	D. An adult roommate	<input type="checkbox"/> YES <input type="checkbox"/> NO
B. An adult son or daughter	<input type="checkbox"/> YES <input type="checkbox"/> NO	E. Other _____	<input type="checkbox"/> YES <input type="checkbox"/> NO
C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.)	<input type="checkbox"/> YES <input type="checkbox"/> NO		

 - If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
 - If you checked YES, please answer question #3.
- Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? YES NO
 - If you checked NO, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.
 - If you checked YES, then your address includes only **one household**. You may not sign up for Lifeline because someone in your household already receives Lifeline.

CERTIFICATION

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to _____ Swiftel Communications along with your Lifeline application.

- _____ I certify that I live at an address occupied by multiple households.
- _____ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature _____

Date _____

Swiftel Communications/Sprint
P.O. Box 588
Brookings, SD 57006



Thank you for choosing Sprint!

As an eligible telecommunications carrier in South Dakota we are required to inform you of the availability of the following program:

LIFELINE

Lifeline is a public assistance program that provides a discount on wireless telephone service to qualified, low income consumers.

Under the Lifeline program, eligible subscribers receive a monthly discount.

Post card sent to all new wireless customers.

People currently participating in at least one of the programs listed below qualify for Lifeline.

- Medicaid (e.g. Title XIX/Medical, State Supplemental Asst.)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplement Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance (LIEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch's Free Lunch Program (NSL)

You may also qualify if you are at or below 135% of the Federal Poverty guidelines.

You will be asked to list the number of individuals in your household and must provide documentation of one of the following:

- A copy of a prior year's state, federal or tribal tax return
- Three consecutive months of income statements or paycheck stubs from your employer
- A Social Security statement of benefits
- A Veterans Administration statement of benefits
- A retirement/pension statement of benefits
- An Unemployment/Workmen's Compensation statement of benefits
- A Divorce decree or child support document

For further information about Lifeline assistance or to receive an application form, please call 605-692-6211 or go to your local South Dakota Sprint Store.

BROOKINGS SD 57006

Previous Balance
Jun 15 Online Payment
Balance Forward

Service Summary

	Recurring Charges	One Time Charges	Long Distance	Taxes and Surcharges	Total
Fiber Trio (605)692-2307	0.00	0.00	0.00	0.00	
Subtotal		\$0.00	\$0.00		

Charge Detail

Bundled Services

Description	Quantity	Amount
Recurring Charges Jun 21 to Jul 20		
Fiber Trio - Main Attraction HD (605) 692-2307		
Caller ID - Call Waiting		
Caller ID Name/Number		
Call Forwarding		
Call Waiting		
Fiber Res Line Access		
Per Call Block		
Three Way Calling		
SwiftelNet 20/5 MBPS		
DVR Service		
Expanded Basic Video		
HD Access		
Video Stream Equip		
Video Stream Equip+		
* Video Stream Equip++		

Taxes and Surcharges

Federal Tax
South Dakota State Tax
Brookings City Tax
Enhanced 911
SD Communication Impaired Fund
Video Franchise Surcharge
Total Taxes and Surcharges

SUBTOTAL FOR Fiber Trio - Main Attraction HD

(605)

Description	Quantity	Amount
Taxes and Surcharges		
Federal Tax		
South Dakota State Tax		
Brookings City Tax		
Federal USF Charge		
End User Residential		
Access Recovery Charge - Residential		
Total Taxes and Surcharges		

LONG DISTANCE PROVIDER
Intralata Pic: Swiftel Long Distance
Interlata Pic: Swiftel Long Distance

SUBTOTAL FOR

Annual Lifeline Msg

Swiftel Communications is authorized to provide the Lifeline telephone assistance program that was developed in response to concerns about the affordability of telephone service for low-income citizens.

* The Lifeline program provides reduced monthly charges to telephone subscribers who qualify.

The person applying for assistance must have telephone service in their name, and must participate in at least one of the following public assistance programs:

- SNAP (formerly Food Stamps)
- National School Lunch free lunch program
- Medicaid
- Temporary Aid to Needy Families (TANF)
- Low Income Home Energy Assistance
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)

OR - Household income is at or below 135% of Federal Poverty Guidelines

WHAT DOES THE PROGRAM PROVIDE?

Lifeline provides eligible subscribers with a monthly credit of \$9.25 on their basic home telephone service charges.

If you meet eligibility requirements, you may pick up an application form at Swiftel Communications, 415 4th St, Brookings.

If you no longer participate in any of the qualifying programs, you are no longer eligible for Lifeline. You are obligated by law to notify Swiftel Communications of the change.

If you have questions about Lifeline, contact Swiftel Communications at 605-692-6211 for more information.

they have no further responsibility if you continue to make substantially the same allegation.

You cannot be charged for a billing review.

The amount still due on your billing account needs to be paid in full. Your local company, or the long-distance company providing the pay-per-call service, may take action to collect the amount outstanding if you continue to withhold payment once the billing review is done.

Failure to pay the amount outstanding may subject you to collection action, including being reported to a collection agency or credit bureau. If you continue to dispute any portion of your billing error claim, your telephone company will include it and identify the disputed amount to the collection agency or credit bureau. Your company will attempt to inform you if your account is turned over for collection and to what agency it will be sent. If the dispute is resolved, that fact will be reported to all who received notice that the account was delinquent.

If your billing entity, or the long-distance company involved, fail to follow the billing and collection procedures prescribed by Section 308.7 of the Federal Trade Commission rule implementing the TDDRA, they are obligated to forfeit any disputed amount, up to \$50 per transaction.

DISCLOSURE UNDER FCC RULE 64.1509(b)

The FCC requires the following disclosures to telephone subscribers:

Your local exchange and long-distance service cannot be disconnected or interrupted as a result of your failure to pay charges for interstate pay-per-call services, charges for interstate information services provided pursuant to a presubscription or compatible arrangement, or charges you have disputed for interstate tariffed collect information services.

You can obtain blocking of access to 900# services where it is technically feasible, at no charge, on a one-time basis.

You have a right not to be billed for pay-per-call services offered which are not in compliance with Federal laws and regulations established under Titles II or III of the TDDRA.

Your access to pay-per-call services may be involuntarily blocked for failure to pay legitimate pay-per-call charges.

Contact your local telephone company's business office with questions about pay-per-call charges or to request a 900# block.

LIFELINE/LINK-UP DISCOUNT INFORMATION

Swiftel Communications customers who qualify may be eligible for monthly telephone service discounts, and a discount on the telephone hook-up charges.

Participation in one or more of the following assistance programs qualifies you for the Lifeline and/or Link-Up discount: Food Stamps, Public Housing Assistance, Low-Income Home Energy Assistance, Medicaid, SSI, TANF, National School Free Lunch Program, or if your household income is at or below 135% of the Federal Poverty Guidelines.

Contact Swiftel Communications at 692-6211 for more details.

TELEPHONE SERVICES FOR HEARING & SPEECH IMPAIRED USA RELAY S.D.

711 or Toll Free 1-800-877-1113

Questions or Additional Information

Toll Free 1-800-642-6410

COMMUNICATION SERVICE FOR THE DEAF

If you require assistance using the telephone system due to a hearing or speech impairment, or need to communicate with someone who has such an impairment, contact Communication Service for the Deaf. They are equipped with TDDs (Telecommunication Devices for the Deaf) and provide service. For information on Voice Carry-Over and Hearing Carry-Over services, call 1-800-642-6410. To contact and use the USA Relay for call processing, call 711 or 1-800-877-1113.

Brookings Police and Fire (911) as well as the Brookings County Sheriff's Office (rural 911) are equipped to handle Emergency and Non-Emergency Calls with TDDs.

HOW TO HANDLE ANNOYANCE CALLS

It is against the law in the state of South Dakota to make an obscene, harassing or threatening telephone call. When you receive such a call, follow these suggestions:

1. When answering your telephone, say "hello" twice. If no answer, HANG UP.
2. Do not give information until you are absolutely certain you know who is speaking.
3. Instruct children not to give any information to strangers over the phone.
4. Hang up when you hear something off-color or obscene. Never reveal you are alone.
5. When annoyance calls persist, contact your local law enforcement agency.
6. Calls of a threatening nature should be reported to the local law enforcement agency immediately.
7. Customer-Originated Trace is another available service.

CUSTOMER ORIGINATED TRACE

When you are serious about prosecuting an offender, Call Trace lets you automatically trace an obscene or threatening phone call and delivers the number to local law enforcement. If the caller has violated South Dakota Codified Law 49-31-31 and you decide to prosecute, the police may use the trace as evidence.

Note: Every time you complete a call trace, you will be charged, whether or not you follow up with authorities. The traced number will be delivered ONLY to law enforcement.

1. Automatically available on every line at no charge, unless you use it.
2. If you receive a call that you would like to trace:
 - Hang up.
 - Dial *57 (Rotary 1157).
 - You will hear an announcement: You have accessed the Call Trace Feature. Cost for a successful trace is \$4.00.
 - To discontinue the trace, hang up.
3. To continue the trace, dial 1. You will hear an announcement telling you that your trace has been successful and to call local law enforcement for further assistance.

UNLAWFUL WIRETAPPING MAY BE SUBJECT TO PROSECUTION

Under federal and state laws, it is a crime for any person to wiretap or otherwise intercept a telephone call without the consent of one or both parties actually participating in the call. When proceeding under court orders, authorized law enforcement officers can take part in interception without the consent of either party. The penalty for illegal wiretapping is imprisonment and/or a fine.

USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

The Federal Communications Commission has received information that interstate telephone service is being used for collection of claimed debts in violation of tariffs of the telephone companies and criminal statutes. Practices alleged include calling at odd hours of the day or night; repeated calls; calls to friends, neighbors, relatives, employers, and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment, and calls misrepresenting the terms and conditions of existing or proposed contracts. Tariffs of the telephone companies forbid use of the telephone "for a call or calls" expected to frighten, abuse, torment, or harass another, or for calls that interfere unreasonably with the use of the service by one or more other customers, or for calls for "unlawful purpose". Upon violation of any of these conditions, the telephone company can, by written notice, discontinue service immediately. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. (Rules & regulations referenced in this directory are subject to change. For the most current information, contact the FCC at 1-800-CALL-FCC or <http://www.fcc.gov>; OR SD PUC Office of Consumer Affairs, 1-800-332-1782 or <http://www.state.sd.us/puc>)

"Do Not Call" SIGN-UP

South Dakota consumers may sign up to stop most telemarketing calls. The sign-up is free and consumers have two ways to register their home telephone and personal cell phone numbers:


1. Call 1-888-382-1222 from the home or personal cell phone you wish to be registered; or
2. Register via Internet at www.donotcall.gov for wireline and/or wireless phones.

Consumers can register just once to be covered by both the national and state Do Not Call lists. South Dakotans can register complaints with the PUC at 1-800-332-1782.

Swiftel
www.swiftel.net
605-692-6211

Internet Explorer browser window showing the Swiftel website. The address bar displays http://swiftel.net/page_id=464. The page title is "PHONE | Swiftel.net".

Navigation menu: HOME, PHONE (highlighted), TV, INTERNET, PACKAGES, BUSINESS SERVICES, SUPPORT, EMPLOYMENT.




Click on image for more information. Because we're located right here in Brookings, we make sales and support easy!

To request more information on Swiftel's products and services, contact our sales department at swiftelsales@swiftel-bmu.com, 605-692-6211 or at 415 4th St., Brookings, SD.

Application Form and Consent Form to the Lifeline Program

For over 110 years,
Swiftel has offered quality local telephone service
in Brookings and the surrounding area.



Just like Swiftel, your lifeline is always there.

Outreach Guidelines 2016 Lifeline Programs

List of places we will ask to display Lifeline posters and brochures (not all-inclusive):

- Women's shelter
- Nursing homes
- Free-Meal places (Churches, Soup Kitchens, etc.)
- Food Pantry
- Sr. Housing/Assisted Living facilities
- Sr. Center
- SD Social Services office
- Federal Housing office
- Apartment-rental offices
- County Welfare office
- Advance office and apartments (disabled persons assistance org)
- VFW/American Legion lodges

Ideas on other methods of sharing this information:

- Include in back-to-school, and new-student, packets (public schools)
- Request an item in public school newsletters
- Have Public Service Announcements on/in:
 - radio/TV
 - Register (local newspaper)
 - Collegian (SDSU campus newspaper)
- On SD State University campus:
 - Fall registration freebie-bags
 - Student Union
 - Financial Aid office
 - One-Stop Career Center



Assistance for Basic Home Telephone Service

Lifeline is a public assistance program offering wireline telephone discounts to qualified, low-income consumers. Under the **Lifeline** program, eligible subscribers receive a discounted on their monthly service.

Eligibility requirements vary by state. You may qualify for **Lifeline** assistance if you comply with certain income level requirements or you currently participate in certain public assistance programs. Linfeline assistance is available for one phone line per household

Lifeline subscribers may also receive long distance blocking on their telephone free of charge.



For further information about Lifeline assistance or to receive an application form, please call or visit your local store.

BROOKINGS 415 Fourth St 605-692-6211

Lifeline



Assistance for Basic
Wireless Phone Service

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For further information about Lifeline assistance or to receive an application form, please call or visit your local store.

BROOKINGS
415 Fourth St
605-697-8818

SIoux FALLS
2422 Louise Av
605-367-6670

SIoux FALLS
1524 S Sycamore
605-275-0222

WATERTOWN
107 9th Av SE
605-886-0951

SIoux CITY
4115 Gordon Dr
266-8899



Assistance for Basic Home Telephone Service

Lifeline is a public assistance program offering wireline telephone discounts to qualified, low-income consumers. Under the **Lifeline** program, eligible subscribers receive a discounted on their monthly service.

Eligibility requirements vary by state. You may qualify for **Lifeline** assistance if you comply with certain income level requirements or you currently participate in certain public assistance programs. Lifeline assistance is available for one phone line per household

Lifeline subscribers may also receive long distance blocking on their telephone free of charge.

See other side for how to qualify.



605-692-6211
415 Fourth Street
Brookings, SD 57006

How to qualify for the Lifeline discount.

1. Participation in at least one of the following programs -
 - Medicaid (e.g., Title XIX/Medical, State Supplemental Asst)
 - Food Stamps
 - Supplement Security Income (SSI)
 - Federal Public Housing Assistance
 - Low-Income Home Energy Assistance (LIEAP)
 - Temporary Assistance to Needy Families (TANF)
 - National School Lunch's Free Lunch Program (NSL)
2. Qualify by household income level -

Income must be at or below 135% of the Federal Poverty guidelines. You will be asked to list the number of individuals in your household. In order to qualify under this criterion, you must provide documentation of income eligibility. Documentation may consist of a copy of a prior year's state, federal or tribal tax return, three consecutive months of income statements or paycheck stubs from your employer, a Social Security statement of benefits, a Veterans Administration statement of benefits, a retirement/pension statement of benefits, an Unemployment/Workmen's Compensation statement of benefits, federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance, a divorce decree or child support document.

For further information about **Lifeline assistance** or to receive an application form, please call

Swiftel **605-692-6211**
415 Fourth Street, Brookings

Handout pamphlet for wireline services.

Lifeline



Assistance for Basic Wireless Phone Service

Lifeline is a public assistance program offering wireless telephone discounts to qualified, low-income consumers. Under the **Lifeline** program, eligible subscribers receive a discount on their monthly service.

Lifeline subscribers may purchase a reduce-cost PCS **Lifeline** phone.

Lifeline assistance is available for one phone line per household.

Eligibility requirements vary by state. You may qualify for **Lifeline** assistance if you comply with certain income level requirements or you currently participate in certain public assistance programs.

See other side for how to qualify.

How to qualify for the Lifeline discount.

1. Participation in at least one of the following programs -
 - Medicaid (e.g., Title XIX/Medical, State Supplemental Asst)
 - Food Stamps
 - Supplement Security Income (SSI)
 - Federal Public Housing Assistance
 - Low-Income Home Energy Assistance (LIEAP)
 - Temporary Assistance to Needy Families (TANF)
 - National School Lunch's Free Lunch Program (NSL)
2. Qualify by household income level -

Income must be at or below 135% of the Federal Poverty guidelines. You will be asked to list the number of individuals in your household. In order to qualify under this criterion, you must provide documentation of income eligibility. Documentation may consist of a copy of a prior year's state, federal or tribal tax return, three consecutive months of income statements or paycheck stubs from your employer, a Social Security statement of benefits, a Veterans Administration statement of benefits, a retirement/pension statement of benefits, an Unemployment/Workmen's Compensation statement of benefits, federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance, a divorce decree or child support document.

For further information about **Lifeline assistance** or to receive an application form, please call

Sprint



605-697-8818

415 Fourth Street, Brookings

Sprint



Handout pamphlet for wireless services – each store location states their contact information.

Wireline ad place in Brookings Register and local 'shopper'.

Do you need help affording telephone service?

Swiftel Communications
is proud to offer Lifeline & Link-Up services.



Call 692-6211, or stop by our office at 415 Fourth St for details!

Wireless ad placed in local paper, shopper, etc of each store (Brookings, Watertown, Sioux Falls).

Do you need help affording telephone service?

SWIFTEL COMMUNICATIONS
is proud to offer Lifeline & Link-Up services.



Call 692-6211, or stop by our office at 415 Fourth St for details!