

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2017**

Company: Santel Communications Cooperative Inc

Address: PO Box 67

Woonsocket, SD 57385

Telephone number: 605-796-4411

Company contact: Pamela 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 within 1st 30 days of service.* (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

SPECIAL

Serving from 5-9 p.m.

9 oz. Sirloin, Beef Tips or Cod Loin

Choice of Potato,
Full Salad Bar and Dessert.

\$14.99

All-You-Can-Eat Salad Bar Only \$5.99

Krohmer Plumbing

401 South Ohlman • Mitchell

For all your
plumbing needs

Serving the area since 1984.

Krohmer Plumbing, Inc. is a plumbing, heating and excavation contractor. Our work includes residential and commercial sites. Contact us today for your next project.

1-800-636-2752

605-996-2752

Murtha Repair, Inc.

"Diesel Specialist"

WE NOW MAKE HYDRAULIC HOSES

Diesel Pump	Turbo
Cars, Trucks, Tractors	Chargers
ROOSA MASTER	AIRESEARCH
C.A.V.	SCHWITZER
BOSCH	M2W

**MOST PARTS ON HAND
TO REBUILD**

Starters	Generators
Alternators	A/C Hoses
Full Service John Deere	Magnetos

Air Conditioners Converted to
New Environmentally Friendly
R-134A (less costly) Freon

1005 S. 1st Street
Parkston, SD 57366
Bus. (605) 928-3361
Jef 605-928-7668
Chuck 605-928-3387
murthrep@santel.net

8-31-16 Parkston Advance

SANTEL OFFERS OPTIONS FOR REDUCED-COST TELEPHONE SERVICES

Santel provides basic and enhanced telecommunications services within its service area.

Local service includes:

- Voice grade access to the public telephone network
- Minutes of use for local service provided at no additional charge
- Access to 911 emergency services
- Toll-limitation options for qualifying low-income consumers

Lifeline Telephone Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on telephone service. Toll blocking at no charge is also available with the Lifeline Program.

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Low Income Housing Energy Assistance (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Aid to Needy Families (TANF)
- National School Lunch Program/Free Lunch Program
- Supplemental Security Income (SSI)

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Santel's voice service is a Lifeline-supported service. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

The basic services described above are offered to all consumers in Santel's service area. If you have any questions regarding telecommunications services, please call Santel's office at 605-798-4411.



FREE DELIVERY

It's just a short drive to

POWER'S FURNITURE

Main Street • Avon

HELP WANTED

20-30 hours per week

Waitress/Waiter/Cook

Stop out at **BOOMS** for application

Corner of 37 & 44 next to Parkston Food Center

Choosing Avera

Great Opportunities for Healthcare Careers

AVERA DAYCARE

PART-TIME

CONTACT DEB LUKENS

605.928.4405

AFTER SCHOOL POSITION

AVAILABLE ALSO

MUST BE 16 YEARS OF AGE

Avera offers competitive compensation, benefits and professional growth in a caring, working environment. Prefer online applications for open positions at www.AveraJobs.org.

Avera

Phyllis Ehler, Human Resources

phone: (605) 928-3311

www.AveraJobs.org

Avera

St. Benedict Health Center

401 W Glynn Drive
Parkston, SD 57366

Avera St. Benedict Health Center is a drug and alcohol free workplace. Pre-employment substance testing is required.

Avera is an Equal Employment Opportunity/Affirmative Action Employer
Minority/Female/Disability/Veteran

ing seasons approach, rks (GFP) is remind- n in Poachers (TIPs) l hunting, fishing and

ortant avenue for citi- the process, prevent can result from these

ed from July 1, 2015, program resulted in ent program adminis-

program reported 449

investigations initiated through citizen reports, leading to 193 arrests, \$30,794 in fines and \$13,900 in liquidated civil damages.

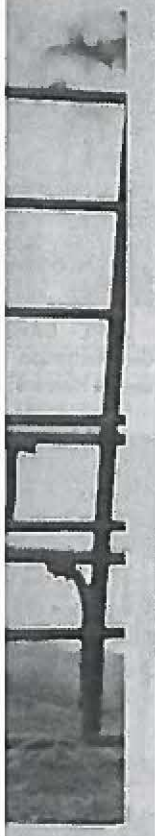
Callers can remain anonymous and are eligible for rewards in cases that lead to an arrest. Rewards may range from \$100 to \$500, depending on the case. Higher rewards may be offered in extreme cases. Last year, over \$4,000 in rewards were paid.

The TIPs program began in 1984, and since that time, citizens have generated over 11,200 investigations that have led to 3,900 arrests.

Individuals may call the TIPs hotline at 1.888.OVER-BAG (683-7224) to report violations, or report online at tips.sd.gov.

9-1-2016
Sanborn
Journal

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Santel offers options for reduced-cost telephone services

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- Medicaid
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2015 Christmas Color Contest Winners

Preschool & Kindergarten



Abbie McClure
Ethan Exchange



Claire Sommer
Parkston Exchange

1st & 2nd Grade

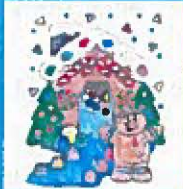


Rony Juhnke
Parkston Exchange



Finley Bogertref
Parkston Exchange

3rd & 4th Grade



Ruben Gerlach
Ethan Exchange



Claire Albegaard
Ethan Exchange

5th & 6th Grade



Christina Rose Schmidt
Tripp Exchange



Faith Nelson
Wolsey Exchange

We had almost 800 entries this year. Each of the children above received \$5 and a chocolate bar for their winning entries.

Jan 2016

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 (\$1.60-\$2.00) 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

Directory Additions

PARKSTON

Fuerst, John & Mary 928-3375

TRIPP

Northwestern Energy 935-6342

WOONSOCKET

Kuper, Amber 796-4481

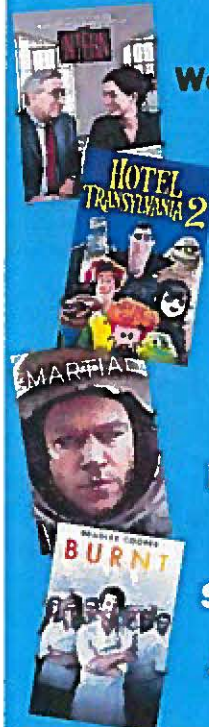
Santel proudly supports all of our local teams. Catch the action on Santel TV channels 90 - 91 and 101 - 107.

Ethan * Mitchell * Mt Vernon
Parkston * Sanborn Central
Tripp-Delmont * Woonsocket

Wolsey-
Wessington



Santel's Answer to Wintertime Blues.....



We have plenty of entertainment options for the cold SD winter nights. Check out these new PPV movies or watch the

FREE preview weekend for Starz & Encore January 29-31

starz **encore**



SANTEL COMMUNICATIONS

THE PRIVATE LINE

We've Perfected Connected!

May 2017

Volume 23, Issue 5

Take the Why Out of Your WiFi

There are many reasons as to why your home WiFi service might be underperforming. Some of the most common include:

- WiFi signal loses strength dramatically with distance, and your router may not be placed in the most optimal location in your home.
- Many homes have barriers both seen and unseen such as plaster walls with metal lath or large heating ducts which block signal.
- Many newer devices are preset to specific WiFi channels and too many devices all using the same channels will cause havoc even when you have plenty of available bandwidth.
- If you have multiple devices using the WiFi simultaneously, you may simply be trying to utilize more bandwidth than is available through your Internet package.

Call 796-4411 for information on our **NEW Managed Router Solution!**



PO Box 67, Woonsocket, SD 57385
Office Hours: 8am-5pm Mon-Fri

www.santel.net

Email: info@santel.coop 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 telephone Federal Universal Service Charge (approx. \$1.20).

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)
- ⇒ Veterans Pension & Survivors Pension Program

SDTA to Award \$4500 in Scholarships

The South Dakota Telecommunications Association (SDTA) will award three \$1500 scholarships for the 2017 fall semester. To qualify, students must have completed at least two semesters at any South Dakota accredited post-secondary higher education institution and must be majoring in a program related to technical skills or a field related to the telecom/broadband industry. Applicants or their parents must be current customers of an SDTA member company, such as Santel.

Deadline is May 31, 2017. Applications are available from any SD post-secondary institution financial aid office, the SDTA office (605-224-7629), the Santel office (605-796-4411), or you can apply online <http://sdtaonline.com/resources/sdta-scholarship/>.



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), and Digital Video Recording (DVR) throughout your home.
- 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 (toll free) 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 \$9.25 per month discount 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:

- Federal Public Housing Assistance or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps)
- Supplemental Security Income (SSI)
- Veterans Pension & Survivors Pension Program

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	

- ***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 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) 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. You also save approximately \$1.00 per month with the waiving of the FUSC.

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)
- ⇒ Veterans Pension & Survivors Pension Program

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.

2016 Guidelines for Household at or Below 135% of the Federal Poverty Guidelines

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	

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



SANTEL COMMUNICATIONS

Taxes

requires a 3 percent excise tax on long distance charges. These taxes collected are remitted to the state agencies.

Service For Failure of Service

Companies do not guarantee the use of its lines or equipment. In the event of a service interruption, an adjustment of the subscriber, an adjustment of the subscriber, be made in the amount of charges for such service, equipment, and services as are rendered useless or unusable. Such adjustment shall apply only to the service if the interruption continues beyond 24 hours and no other liability shall in any event be assumed by the Telephone Companies.

Service and Payment

assistance or explanation regarding the Business Office.

Do Not Call Registry

The government created the National Do Not Call Registry to make it easier and more convenient for you to stop getting most telemarketing calls that you do not want. You can register online or by mail. If you have an active email address, you can call toll-free, 1-888-382-1222, from the number you wish to be added to the registry. This service is free and your number will remain on the registry until it is disconnected, or until you request to be removed from the registry. Telemarketing calls after you have been added to the phone 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.coop

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 any long distance company, who we do billing and collections for, set out here, are provided under the 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 was 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.

2016 Telephone Directory