

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT JULY 1, 2021**

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 (*Relinquished ETC 39009 1/31/2021*)

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.\* (See Attachment A - attached advertisements 1-6)
- Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1st 30 days of service.\* (Attachment B)
- Company's Lifeline/Tribal Link Up information in directory. (Attachment C)
- Company's Lifeline/Tribal Link Up information available on Company website at (<http://swiftel.net/phone/>) (Attachment D)
- Company's information posted on USAC website. (Attachment E)
- Other (describe): Posters and brochures placed in offices and other public places where customers who qualify are likely to see them. (See Attachment F, 1-2)

\*Required

Signed   
Laura Julius  
Finance & Accounting Manager  
Swiftel Communications

Date June 23, 2021

# LIFeline

## ASSISTANCE PROGRAM

### BASIC TELEPHONE or INTERNET SERVICE

**Lifeline** is a public assistance program offering a discount to qualified consumers on their telephone or Internet service. The discount is applied to their monthly bill.

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

**Lifeline** assistance is available to one person per household.

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



For more information about Lifeline assistance or to apply, go to [www.checklifeline.org](http://www.checklifeline.org).



**605.692.6211**

415 4th Street, Brookings

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See other side for how to qualify



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# How to qualify for the Lifeline discount.

1. Participation, with supporting documentation, in at least one of the following programs -
    - Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance
    - Supplemental Nutrition Assistance Program (SNAP)
    - Supplemental Security Income (SSI)
    - Federal Public Housing Assistance (FPHA)
    - Veteran's Pension or Survivors Benefit Programs
  2. Qualify by household income level:
    - Income must be at or below 135% of the Federal Poverty Guidelines based on the number of individuals in your household.
- You will need to provide documentation to support income eligibility.  
Documentation may be:
- Prior year's state/federal/tribal tax return
  - Three consecutive months of income statements or paycheck stubs
  - Social Security statement of benefits
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  - A divorce decree, child support award, or other official court document with income information

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415 4th Street, Brookings

Do you need  
assistance with  
affording  
telephone service?

**Swiftel**<sup>™</sup>

is proud to offer

**LIFeline**  
ASSISTANCE PROGRAM

**ATTACHMENT A.3**



**For more information & to apply**  
Go to: [www.checklifeline.org](http://www.checklifeline.org)

Do you need assistance with affording  
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Sprint®

is proud to offer



**ATTACHMENT A.4**



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# LIFeline

## ASSISTANCE PROGRAM

### WIRELESS PHONE SERVICE

**Lifeline** is a public assistance program offering a discount to qualified consumers on their wireless telephone service. The discount is applied to their monthly bill.

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**BROOKINGS**  
415 4th St  
**605.697.8818**

**SIoux FALLS**  
2422 Louise Av  
**605.367.6670**  
1524 S Sycamore  
**605.275.0222**

**SIoux CITY**  
4115 Gordon Dr  
**712.266.8899**

**WATERTOWN**  
107 9th Av SE  
**605.886.0951**

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**See other side for how to qualify**

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For further information about



or to apply, go to [www.checklifeline.org](http://www.checklifeline.org)



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**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)
- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- Veteran's Pensions, or Survivor's Pension

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 \$5.25 on their basic home telephone service charges or a monthly credit of \$9.25 for bundled broadband services.

If you meet eligibility requirements, you may pick up an application form at Swiftel Communications, 415 4th St, Brookings, OR apply online at [www.checklifeline.org](http://www.checklifeline.org).

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.

**Service Summary**

*Recurring One Time Long Taxes and*

**Charge Detail**

**Internet Charges**

## Swiftel Communications

## Consumer Tips

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 discount.

Participation in one or more of the following assistance programs qualifies you for the Lifeline and /or Link-Up discount:  
SNAP (Food Stamps), Federal Public Housing Assistance, SSI, Medicaid, Veteran's or Survivors Pension, or if your household income is at or below 135% of the Federal Poverty Guidelines.

To apply or get more information, go to:  
[www.checklifeline.org](http://www.checklifeline.org)  
[www.lifelinesupporting.org](http://www.lifelinesupporting.org)  
or, call 1-800-234-9473

**TELEPHONE SERVICES FOR HEARING & SPEECH IMPAIRED USA RELAY 5.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 regulates the use of interstate telephone service for the collection of claimed debts. Disallowed practices 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](http://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**  
**swiftel.net**  
**605-692-6211**

## ATTACHMENT D

The screenshot shows a web browser window with the URL [swiftnet.net/phone/](http://swiftnet.net/phone/). The page features the Swiftel logo, a navigation menu with 'PHONE' highlighted, and a main heading: "Stay **connected**, even when **emergencies** happen. **Landlines** can be **lifelines**." Below this, it lists features like Call Waiting, Call Forwarding, 3-Way Calling, and extra calling features. A sidebar on the right titled "Landline Phone Advantages" states that landlines offer security and service at all times. A yellow-bordered box contains a "LIFEline ASSISTANCE PROGRAM" graphic with a link to view a brochure and a URL: [www.checklifeline.org](http://www.checklifeline.org).

PHONE

RESIDENTIAL TELEPHONE SERVICE – \$18.00/month  
Unlimited local calling in the Swiftel service area, 411 Directory Assistance and Enhanced 911.

FREE CALLING FEATURES

**CALL WAITING**  
Alerts you of an incoming call while you're on the phone.

**CALL FORWARDING**  
Allows you to forward your phone call to another location.

**3-WAY CALLING**  
Allows you to set up a conference call with two other parties.

**PER CALL CALLER ID BLOCK**  
Prevents your phone from being displayed to the party receiving your call.

Landline Phone Advantages  
Your landline offers security and guarantees service at all times; especially in the event of an emergency.

**LIFEline**  
ASSISTANCE PROGRAM

*Click box to view brochure.*

For more information, or to apply, please go to [www.checklifeline.org](http://www.checklifeline.org).

# ATTACHMENT E

Companies Near Me - Lifeline Su x +

https://data.usac.org/publicreports/Companies... |

Brookings Municipa... Phone, TV and Inter... Google City of Brookings BMU Employee Self...

Become a Customer

Do I Qualify?

How to Get Lifeline

**Companies Near Me**

National Verifier

How to Use It

Documents Needed

Eligibility Error Messages

Identity Error Messages

Address Error Messages

Current Customers

Lifeline Rules & Rights

Change My Company

Help

Community

Tribal Lands

Community Outreach

program or participate in the program, and to update the data for more providers in the program. Visit [GetEmergencyBroadband.org](mailto:GetEmergencyBroadband.org) for more information about the program.

## Companies Near Me

This tool can help you find companies in your area that offer Lifeline and/or the Emergency Broadband Benefit Program (EBB Program) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

To learn more about these programs and learn if you qualify for a discount, visit Lifeline's [Do I Qualify?](#) page or the Emergency Broadband Benefit Program's [Do I Qualify?](#) page.

EBB Program service providers may operate their own eligibility process, so consumers should contact the company for more information.

### Find a Company

Enter Your Zip Code

Example: 10240

OR

Enter Your City and State

Search

Clear Results

Note: Search results are based on program enrollment and information provided by the companies. The search results may include a company listed in your area that may not provide service to your address. Also, the search results might not show every company that is near you. A company may still offer Lifeline and/or EBB Program service even if it is not on the list. Please contact the company to confirm if they offer Lifeline or the EBB Program service for your address.

## Companies near Brookings, SD

The order of these companies are random and may be different the next time you search.

### Types of Service:

Fixed Lifeline Service = Lifeline home phone or Internet service

Mobile Lifeline Service = Lifeline mobile phone or Internet service

EBB Home Internet = Home Internet service offered through the EBB Program

EBB Mobile Internet = Mobile Internet service offered through the EBB Program

Showing 25 of 33 companies

Print List

Download List: [CSV](#) [XLS](#) [PDF](#)

Company Name	Phone	Type of Service	State
Swiftel Communications	605-692-6211	Mobile Lifeline Service	SD
Swiftel Communications	605-692-6211	Fixed Lifeline Service	SD



525 Western Ave – 605-692-6325

PO Box 588 – Brookings, SD 57006-0588



June 2021

RE: LIFELINE OUTREACH

For wireline and wireless service areas

Types of public places we display posters and brochures promoting the Lifeline discount:

- Nursing homes
- Senior Living Centers
- SD Social Services offices
- Women's shelters
- Food Pantry
- Apartment Rental Offices
- Apartment Management Companies
- Country Welfare offices
- Others not listed here

**ATTACHMENT F.2**



Swiftel Communications is required to provide this information to all new customers.

**LIFELINE DISCOUNT FOR TELEPHONE SERVICE IS AVAILABLE – DO YOU QUALIFY?**

Swiftel Communications is authorized to provide the Lifeline telephone discount program to our customers. The program was developed in response to concerns about the affordability of service for low-income citizens. Participants in the following programs qualify for a monthly discount of \$9.25 on their Swiftel bill.

- Medicaid
- SNAP – Supplemental Nutrition Assistance Program
- Veteran's Pension or Survivor's Pension
- Federal Public Housing Assistance
- SSI – Supplemental Security Income

OR – if household income is at or below 135% of the Federal Poverty Guidelines

If you qualify, ask sales representative how to apply for this discount.

I acknowledge that I have read and understand all terms and conditions of this contract and assume all responsibility of any charges as of the connect date. Responsibility will continue until term of service is met or service is terminated. An early termination fee will be applied to the account if length of service not fulfilled. I acknowledge that I reviewed Swiftel's Lifeline discount availability and Swiftel's Acceptable Use Policy. Available at [swiftel.net/policy](http://swiftel.net/policy)

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_