

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JULY 1, 2023

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

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- ✓ Advertise in media of general distribution. **(See Attachment A – attached advertisements 1-3)*
- ✓ Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1st 30 days of service. **(see Attachment B)*
- ✓ Company's Lifeline/Tribal Link Up information in directory. *(see Attachment C)*
- ✓ Company's Lifeline/Tribal Link Up information available on Company website at <https://swiftel.net/phone/> *(see Attachment D)*
- ✓ Company's information posted on USAC website. *(see 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

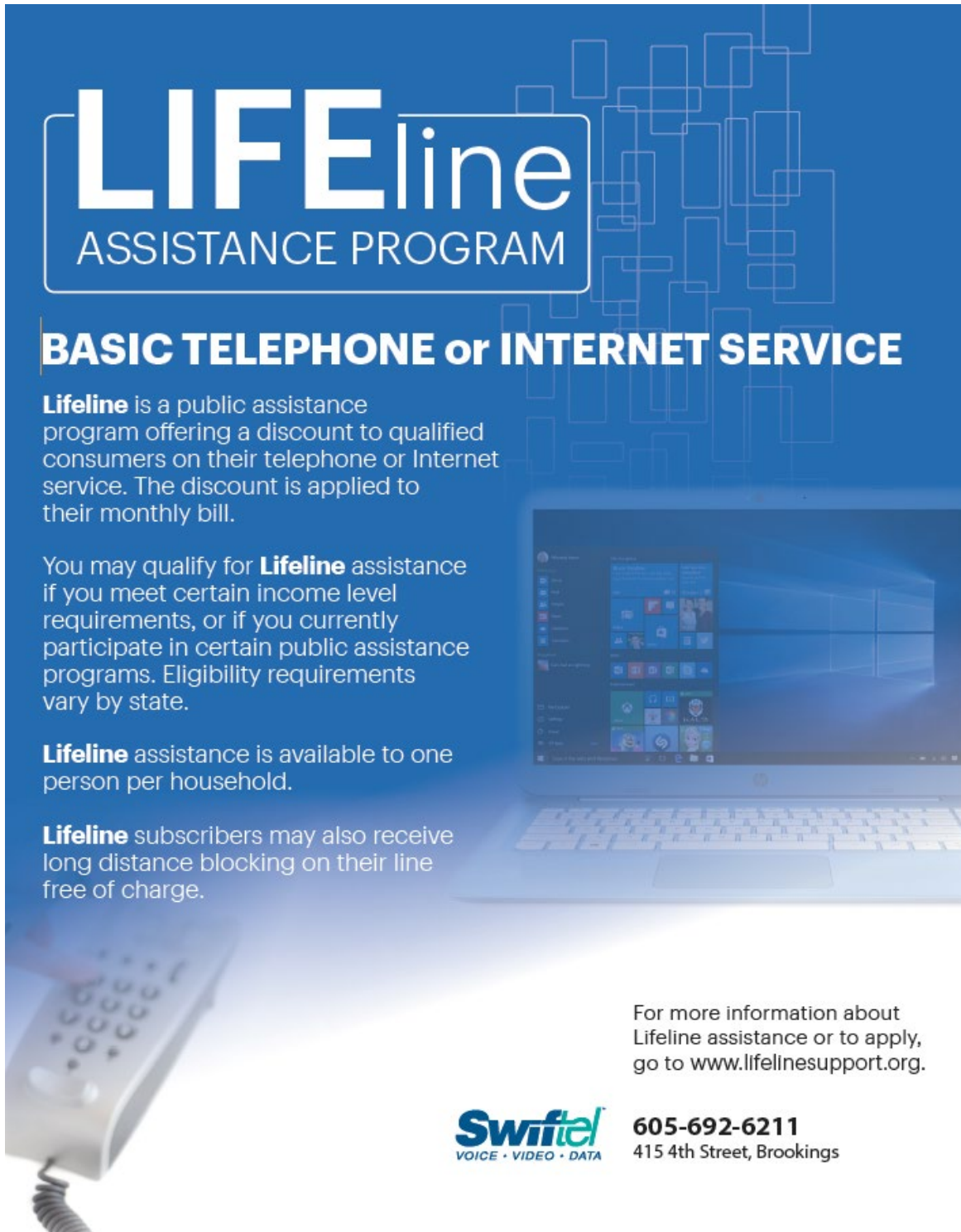

Laura Julius
Financial & IT Manager

Date

5/18/2023

ATTACHMENT A.1

This standard advertisement is on display for customers applying for service. This poster is posted in the lobbies of Swiftel Communications and Brookings Municipal Utilities. This brochure is also distributed around the city of Brookings and is displayed in the public places listed on Attachment F.1.

The advertisement features a blue background with a white grid pattern of overlapping rectangles. At the top left, the word "LIFeline" is written in a large, white, sans-serif font, with "LIFE" in all caps and "line" in lowercase. Below it, "ASSISTANCE PROGRAM" is written in a smaller, white, all-caps font. In the center, the text "BASIC TELEPHONE or INTERNET SERVICE" is displayed in a bold, white, all-caps font. To the left of this text, there are three paragraphs of white text. To the right, there is a photograph of a laptop displaying a Windows 10 desktop. At the bottom left, there is a photograph of a white corded telephone handset. At the bottom right, there is contact information in white text.

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.lifelinesupport.org.

Swiftel
VOICE • VIDEO • DATA

605-692-6211
415 4th Street, Brookings

ATTACHMENT A.2

This brochure advertisement is posted on www.swiftel.net website. This brochure is also distributed around the city of Brookings and is displayed in the public places listed on Attachment F.1.



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.

Swiftel
VOICE • VIDEO • DATA

See other side for how to qualify

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
 - Veteran's Admin statement of benefits
 - Retirement/pension statement of benefits
 - Unemployment/Workmen's Compensation statement of benefits
 - A divorce decree, child support award, or other official court document with income information

For more information, or to apply,



LIFeline
ASSISTANCE PROGRAM

please go to www.lifelinesupport.org.

Swiftel
VOICE • VIDEO • DATA

605-692-6211

415 4th Street, Brookings

ATTACHMENT A.3

Attached are the Lifeline Ads that were published in our local paper, The Town & Country Shopper. The Town & Country Shopper is a free weekly paper delivered to all residents in the Brookings, SD area. This publication is also available to view online at <https://www.townandcountryshopper.net>.

Advertisement Run Dates:

- June 14, 2022
- June 21, 2022
- November 8, 2022
- November 15, 2022

The Town & Country SHOPPER

Page 6 June 14, 2022 The Town & Country SHOPPER

Do you need assistance with affording telephone service?

Swiftel
is proud to offer

LIFeline
ASSISTANCE PROGRAM



For more information & to apply
Go to: www.checklifeline.org

SERVICES CONTINUED

THOMPSON CONSTRUCTION
concrete ne
sidewalks, dr
garage floors
ored concrete
floors. Insure
Free estimate
605-651-5138

DISCMACON
masonry nee
rock, stucco.
Residential.

~ Reducing Your Energy Cost by 30-50%

The Town & Country SHOPPER

Page 6 June 21, 2022 The Town & Country SHOPPER TownAndCountryShopper.net

NICK'S HAMBURGER SHOP
Since 1929
"BUY 'EM BY THE BAG"
427 Main Avenue, Brookings
605-692-4324
www.nickshamburgers.com
HOURS: MONDAY-FRIDAY • 11AM-7PM | SATURDAY • 10AM-4PM

Do you need assistance with affording telephone service?

Swiftel
is proud to offer

LIFeline
ASSISTANCE PROGRAM



For more information & to apply
Go to: www.checklifeline.org

SERVICES CONTINUED

FOR ANY LANDSCAPING NEEDS including rock work, rock removal, landscape edging, mowing

PESTER
OFF
PES
BROOK

COMPLETE AUTOMOTIVE REPAIR
Auto Body • Tires • Brakes • Tune-ups

NOVEMBER SIMULATOR SALE
November 1-30, 2022

Reserve 1 hour simulator time at regular price and receive 50% off all additional simulator time when you present this coupon. (Excludes private party reservations.)

HOURS: 10 AM - 10 PM (Mon-Sat)
11 AM - 6 PM (Sun)

www.TeedOffGolfBrookings.com
2508 WILBERT CT., BROOKINGS
605-692-7273



SERVICES CONTINUED

KRUEGER & CO: Remodeling, framing, doors, windows, drywall, cabinets, trim. Over 25 years experience. Licensed in Brookings. 695-2747.

J&J PAINTING: Interior and exterior painting. Sheetrocking, tape, texture and plastering. Insured, licensed, experienced. Call Mike Johnson at 690-1636 or 697-5536 for your free estimates. No job is too small.

RANDY BJORKLUND CONSTRUCTION, INC. New construction, remodeling, additions, pole buildings. Licensed and insured. 605-651-3895.

FIREWOOD

- Delivery Only -
Text Ryan @
605-690-6776

RABBIT ON THE RAIL

Antiques, Collectibles, Refurbished Items.

DC CONSTRUCTION: Small remodels, decks, siding, windows, yard fences, interior trimming. 605-690-4643.

DISCMACON. For all your masonry needs. Brick, block, rock, stucco. Commercial and Residential. Call 605-692-2920 or 690-1877.

ROOFING SPECIALIST. Call New Horizons Construction & Properties for all your roofing needs. 16 years experience. 605-690-4797.

BC DRYWALL

NEW CONSTRUCTION
DRYWALL REPAIRS
HANGING
TEXTURING
PAINTING
ANY OTHER CONSTRUCTION NEEDS

605-203-0581

HANDYMAN SERVICES. Home repair/maintenance. Deck and roof repair. Door/window installation. Flooring/siding installation. Junk/debris removal. Appliance install. Small construction. Complete Home Repair. 605-651-5719.



Tyl Flan

ATTENTION
of Year for on Novem accounts

THANK YOU, Lonnie Lamb

Lutefisk Lake
Satu SEA

SER Mashe Sweet S

Adults: \$25
FOI Cheryl a
461 W

Do you need assistance with affording telephone service?

Swiftel
is proud to offer

LIFEline
ASSISTANCE PROGRAM



For more information & to apply
Go to: www.checklifeline.org



See us for all your flooring needs.

BACK IN MOTION CHIROPRACTIC

Sports Injury and Family Wellness Center
Spine and Extremity Chiropractic Care
Nutritional Counseling
Sports, Auto and Work Comp. Injuries
Acupuncture | Sports Physicals | Drug Testing
692-BACK (2225)
1950 3th Street, Brookings
Accepts Most Insurances
Monday-Friday
Saturday by appointment
Available 24-Hr. for Emergency

Pumpkin Pie Day



692-5752 Professional Carpet Cleaning

CARPET CLEANING
Residential or Commercial

SERVICES CONTINUED

SHEETROCK WORK, TAPE AND TEXTURE, REPAIR WORK. Duane, 605-690-7260

GET A \$10 HY-VEE GIFT CARD WITH SERVICE
RESIDENTIAL CLEANINGS ONLY
EXPIRES 11/30/22

WATER RESTORATION SPECIALIST

ROOFING SPECIALIST: Call New Horizons Construction & Properties for all your roofing needs. 16 years experience. 605-690-4797

STEVE'S PAINTING SERVICE:

Do you need assistance with affording telephone service?

Swiftel
is proud to offer

LIFEline
ASSISTANCE PROGRAM



For more information & to apply
Go to: www.checklifeline.org

Happy Thanksgiving

To allow our employees some extra time with their families, we will be closed Thursday, November 24th and Friday, November 25th.

BROOKINGS SD 57006

Annual Lifeline Message

Swiftel Communications is authorized to provide the Lifeline assistance program. 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.

To qualify for Lifeline, 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 Lifeline 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 and would like to apply, please go to www.lifelinesupport.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.

Service Summary

	Recurring Charges	One Time Charges	Long Distance	Taxes and Surcharges	Total
(605)XXX-XXXX Internet					
Subtotal	\$XX.XX	\$XX.XX	\$XX.XX	\$XX.XX	\$XX.XX

Charge Detail

(605) XXX-XXXX

Description	Quantity	Amount
Recurring Charges May 21 to Jun 20		

Total Recurring Charges		\$XX.XX
Taxes and Surcharges		

Total Taxes and Surcharges		\$XX.XX
-----------------------------------	--	----------------

LONG DISTANCE PROVIDER

SUBTOTAL FOR (605) XXX-XXXX		\$XX.XX
------------------------------------	--	----------------

Internet Charges

Description	Quantity	Amount
Recurring Charges May 21 to Jun 20		

SUBTOTAL FOR INTERNET CHARGES		\$XX.XX
--------------------------------------	--	----------------

ATTACHMENT C

Lifeline information found in our Directory.

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
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 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

Lifeline information found on our website: <https://swiftel.net>

The screenshot shows a web browser window with the URL <https://swiftel.net/phone/>. The website header includes the Swiftel logo, a navigation menu with options like HOME, SIGN UP HERE!, PHONE, TV, INTERNET, PACKAGES, BUSINESS SOLUTIONS, and SUPPORT, and a utility bar with social media icons and service links. A large banner features a red rotary phone and the text "Swiftel PHONE MOST RELIABLE METHOD OF COMMUNICATION".

PHONE

RESIDENTIAL TELEPHONE SERVICE – \$18.00/month
Unlimited local calling in the Swiftel service area, 411 Directory Assistance and Enhanced 911. Includes Call Waiting, Call Forwarding, 3-way Calling, Per Call Caller ID Block and Per Call Caller ID Unblock. Includes free Billing Restrictions, 900 Block, 3rd # Billing and Collect Block.

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.

EXTRA CALLING FEATURES

BUSY REDIAL – \$1.75/month
Continuously monitors busy or an unanswered number until it's available then notifies you

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. (pdf)(opens in a new window)

For more information, or to apply, please go to www.lifelinesupport.org

ATTACHMENT E

Company's information posted on the USAC website.



Companies Near Me

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

ACP service providers may have their own application process, so consumers should contact their preferred service provider for more information. Consumers may also be eligible for a one-time discount on a laptop, desktop computer, or tablet through ACP. Ask your service provider if they offer devices or use this tool to see a list of providers who offer discounted devices.

Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Select A Program:

ACP

Lifeline

Companies near Brookings, SD

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

An asterisk (*) after the company name means that this service provider offers both ACP and Lifeline.

Types of Service:

Home Service: Lifeline home phone or Internet service

Mobile Service: Lifeline mobile phone or Internet service

Showing 4 of 4 companies

Download List:

Company Name	Phone	Type of Service
Swiftel Communications	605 692 6211	Mobile Service
Swiftel Communications	605 692 6211	Home Service
ITC Telecom*	800 417 8667	Home Service
Midcontinent Communications*	1 800 888 1300	Home Service

If you want to see more companies, see the list of companies in SD

June 2023

RE: LIFELINE OUTREACH - Attachment F.1

For wireline 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
- Additional locations not listed here

ATTACHMENT F.2

Lifeline information located on our service application:

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 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.

How many need true HD? || NFL RedZone (entire season) **\$65.00** ||

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 was informed of the Swiftel's Lifeline discount availability. I received the Swiftel's Acceptable Use Policy.

Signature: * Date: May 15, 2023