

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

Company:

Address:

Telephone number:

Company contact:

Study Area Code:

Lifeline/Tribal Link Up Advertising/Outreach Activities:

Advertise in media of general distribution.\* (See attached advertisement(s).)

Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1<sup>st</sup> 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.

Company's information posted on USAC website.

Other (describe):

\*Required

Dec 2022



# A Gift For You!

To: \_\_\_\_\_

From: \_\_\_\_\_

Amount to be applied to Santel Communications Account \$ \_\_\_\_\_

*Must be \$10 or more. Credit will be applied towards your account, you are responsible for remaining balance.*



Santel Gift Certificates are a great idea for...  
Someone going through a difficult time  
Parents or Grandparents  
Households with school-age children  
Hard-to-buy-for friends and family

**Call Now to Purchase**  
**605-796-4411**



## Directory Additions

### CAVOUR

Dakotaland Feeds 605-599-2231

### HURON

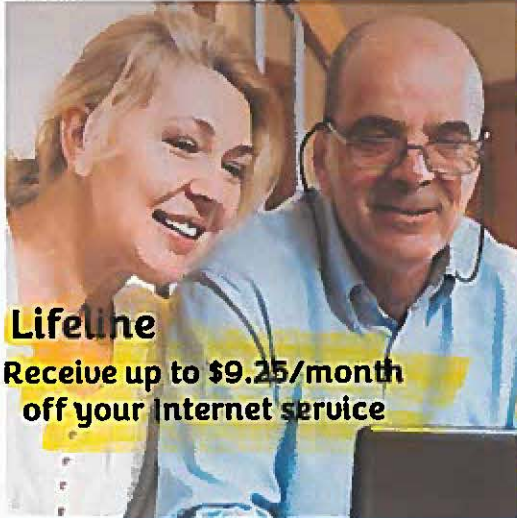
Madsen, Michael Jay 605-352-3841

Stoltenburg, Lynn 605-352-2331

Walter, Keith 605-461-7679

### LETCHER

Linke, Jim 605-248-2551



### Lifeline

Receive up to \$9.25/month off your Internet service

#### YOU QUALIFY IF:

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)
- OR —
- Your income is at or below 135% of the federal poverty guidelines

### Price Changes for 2023

At Santel, we work hard to negotiate the best prices and programming for our TV customers, but most channels do have small to moderate price increases each year. Effective January 2023, Santel Digital TV prices will be adjusted as needed to cover programming costs. Most customers will see an increase of just \$3 or \$4 per month. To see how your specific package will change, please see the notice printed on your December bill.

Santel Internet customers who purchase a Static IP address will see a price increase due to the increasing complexity of managing a limited number of available IP addresses. Effective January 2023, the price for a Static IP address will increase to \$10 per month.

### Three Ways to Apply\*



**APPLY ONLINE**  
Find the online application at [nv.fcc.gov/lifeline](http://nv.fcc.gov/lifeline).



**MAIL YOUR APPLICATION**  
Print an application from [LifelineSupport.org](http://LifelineSupport.org). Fill out and mail it with proof of eligibility to: Lifeline Support Center, P.O. Box 7081, London, KY 40742



**CONTACT A PHONE OR INTERNET COMPANY**  
Find a company that provides Lifeline at [LifelineSupport.org](http://LifelineSupport.org). Click *Companies Near Me*.

# LIVE local sports

Santel proudly supports all of our local schools. Catch all the action on Santel TV channels 90 - 91 and 101 - 108.

Woonsocket \* Parkston \* Mitchell \* Sanborn Central \* Mt Vernon  
Tripp-Delmont \* Wolsey-Wessington \* Wessington Springs \* Ethan

Watch Santel's on-screen guide for up-to-date broadcast schedules!



Welcome to Santel Communications. As a customer, you are now on track to becoming a cooperative member/owner. Once you have been a customer for 12 consecutive months, you will begin to accrue patronage capital credits which will be paid out to you in the future allowing you to share in the profits of the cooperative. You will also be eligible to serve on our board of directors and to vote in the event of elections or proposed By-Law changes.

A few things to know about Santel Communications:

- We have been bringing our members the latest telecommunications services since 1952.
- We offer high speed Internet access to all customers. Email is included free if needed.
- We offer a top-of-the-line residential whole home WiFi service to ensure a great Internet experience.
- We offer local and long-distance telephone service as well as voice mail (including the popular voicemail to email feature) and approximately 30 other calling features which are listed on our website.
- **We offer digital television service to customers living in communities served by Santel TV as well as to rural customers served by Fiber Optics. Our TV service includes network and cable channels, digital music channels, the Weather App, Restart TV, Watch TV Everywhere, Video on Demand, High Definition (HD), and Whole Home Digital Video Recording (DVR).**
- **We are proud to be the only TV provider giving you Local Content channels from area schools and the World's Only Corn Palace!**
- We offer scholarships annually to graduating high school seniors whose parents are active residential cooperative members of Santel Communications.
- To reach us from your home phone, simply dial 796-4411 (toll free from your home phone) for Customer Service or to report a trouble.
- You can find more detailed information about Santel Communications at our website [www.santel.coop](http://www.santel.coop). From there you can view/pay your monthly bill, contact us via email, access the portal for voicemail or DVR, see monthly specials, and much more!

When new Central Connections telephone directories are printed, a copy is mailed to each active Santel telephone 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, Larsen's Grocery in Fedora, some city offices, and at the banks in each community. You can also access our online directory at <https://ebill.santel.net/ebill/login> once you've created your online account.

Lifeline and ACP are programs designed to provide discounts to eligible low-income consumers to help with affordable telephone or broadband services. To see if you qualify for these programs, see the reverse side of this letter.

*Thank you for choosing Santel Communications. We are here to help you with all of your telecommunications needs.*

Your Santel Team

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SANTEL COMMUNICATIONS  
PO Box 67  
Woonsocket, SD 57385



Voice: 605-796-4411  
Fax: 605-796-4419  
[www.santel.coop](http://www.santel.coop)

- **What type of Lifeline discount is available?**

Lifeline assistance lowers the cost of your monthly local telephone service or broadband service. Eligible consumers can receive \$9.25 per month discount on stand-alone broadband service or broadband bundled with telephone, or a discount of \$5.25 on telephone-only services. Lifeline customers also do not pay USF charges.

- **Are there any restrictions?**

Lifeline can only be used for ONE participant per residence or household. Lifeline customers may purchase all services offered to non-Lifeline customers.

- **How do I know whether I am eligible?**

Eligibility for Lifeline 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
- OR if you do not participate in one or more of the programs listed above, you may qualify if your household income does not exceed 135% of the Federal Poverty Guidelines per the chart below. You must provide proof of your household eligibility.

- **How do I apply to receive Lifeline?**

To apply for Lifeline, or if you have any questions, please contact USAC at 1-800-234-9473 or go to [www.lifelinesupport.org](http://www.lifelinesupport.org).

Household Size	Annual Income
1 person	\$18,347
2 people	\$24,719
3 people	\$31,091
4 people	\$37,463
5 people	\$43,835
6 people	\$50,207
7 people	\$56,579
8 people	\$62,951
For each additional person, add \$6,372	

ACP (Affordable Connectivity Program) is another program designed to make broadband more affordable by providing a \$30/month discount. Visit [ACPBenefit.org](http://ACPBenefit.org) to see if you qualify.

# General Rules & Regulations

## Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

## Allowance For Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

## Billing And Payment For Service

If you desire assistance or explanation regarding your bill, please call the Business Office at (605) 796-4411.

## Handicap Accessibility

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers such as Santel to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the federal Communications Act. Section 255 requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at (605) 796-4411 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

## National Do Not Call Registry

The federal government created the National Do Not Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov) if you have an active email address, or you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free and your number will stay in the registry until it is disconnected, or until you delete it from the registry.

If you receive telemarketing calls after you have registered your telephone number and it has been in the registry for three months, you can file a complaint at [www.donotcall.gov](http://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, & Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 21 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.

## Lifeline Assistance Program

### Lifeline Assistance Program Available to Santel Low-Income Subscribers

The Lifeline Program is a federal program that provides a monthly benefit on home or wireless phone and broadband service to eligible households. The Lifeline benefit can lower the cost of your monthly phone or internet bill. Only one benefit is available per household; either phone service (home or wireless) or internet (home or mobile), but not both.

There are two ways to qualify:

**INCOME:** If your household's income is at or below 135 percent of the federal poverty guidelines, you may be eligible for a Lifeline Program benefit. You can check whether your income qualifies on the federal poverty guidelines eligibility chart which can be found at [www.lifeline-support.org](http://www.lifeline-support.org). If your income is at or below the amount listed for your household's size and location, your household may be eligible for a Lifeline Program benefit.

**PROGRAM-BASED ELIGIBILITY:** If someone in your household participates in one of these federal programs, you may be eligible for a Lifeline Program benefit:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
- Medicaid;
- Supplemental Security Income (SSI);
- Federal Public Housing Assistance (FPHA) or Section 8;
- Veterans Pension and Survivors Benefit
- Tribal Programs (and live on federally-recognized Tribal lands)

Lifeline provides eligible subscribers with a credit of \$9.25 per month on their broadband service or \$5.25 per month for those who have telephone service only. Customers may also receive long distance blocks at no charge and the Federal Universal Service Charge (FUSC) will also be waived.

For more information, call Santel Communications Customer Service at: 1-888-978-7777 or (605) 796-4411.

Email: [info@santel.coop](mailto:info@santel.coop)

For more information, you may also visit:  
[www.lifelinesupport.org](http://www.lifelinesupport.org)

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

## Affordable Connectivity Program

The Affordable Connectivity Program (ACP) helps many low income households to pay for broadband service. A monthly credit of \$30 will be applied to qualifying accounts.

To see if you qualify, go to [www.affordableconnectivity.gov](http://www.affordableconnectivity.gov).

For more information, call Santel Communications Customer Service at: 1-888-978-7777 or (605) 796-4411.

Email: [info@santel.coop](mailto:info@santel.coop)

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

# LIFELINE AND ACP

## WHAT IS LIFELINE?

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

Eligible customers will save money on the basic monthly bill. These benefits apply to your local telephone service (\$5.25 mo. credit) or broadband services (\$9.25 mo. credit) or a bundle including both. The benefits also cover the Federal Universal Service Charge (FUSC).

**Lifeline credits are only available to the eligible customer / household and cannot be applied to more than one telecommunications provider at a time.**

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

- Federal Public Housing Assistance / Section 8
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension and Survivor's Pension Program

OR

- Total household income at or below 135% of the Federal Poverty Guidelines.

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

Please feel free to contact Santel Communications at 888-978-7777 or 605-796-4411 with any Lifeline questions you may have. Applications can be completed online.

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

- Most recent federal tax return
- Three consecutive months of payroll statements or paycheck stubs for the current year
- A Social Security statement of benefits
- A Veterans' Administration statement of benefits

- A retirement/pension statement of benefits
- Unemployment/Workers Compensation statement of benefits
- A divorce decree, child support statement or any other official document showing proof of your income.

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

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

**Being a Lifeline customer does not protect you from being disconnected for failure to pay your bill.**

**Lifeline can only be applied to one account per independent household.**

## Applications

Online Application

# WHAT IS THE AFFORDABLE CONNECTIVITY PLAN?



**The Affordable Connectivity Plan (ACP):** The Affordable Connectivity Program (ACP) is a U.S. government program run by the Federal Communications Commission (FCC) to help low-income households pay for internet service. You are likely eligible if your household's income is below 200% of the Federal Poverty Line, or if you or someone you live with currently receives a government benefit like SNAP, Medicaid, SSI, WIC, Pell Grant, or Free and Reduced-Price Lunch.

If your household is eligible, you could receive:

- Up to a \$30/month discount on your internet service
- Up to a \$75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)

Only one monthly service discount and one device discount is allowed per household. To receive the connected device discount, consumers need to enroll in the ACP with a participating provider that provides connected devices (Santel does not).

**To see if you qualify and apply for the ACP, go to <https://affordableconnectivity.gov/>**

**2022 Lifeline Guidelines  
for Household at or Below  
135% of the Federal  
Poverty Guidelines**

Household Size	Annually
1	\$18,347
2	\$24,719
3	\$31,091
4	\$37,463
5	\$43,835
6	\$50,207
7	\$56,579
8	\$62,951
Add for each addtl person	\$6,372

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 Assistance Program



**796-4411 OR  
1-888-978-7777  
info@santel.coop**





**Lifeline provides monthly discounts to eligible low-income consumers to help them ensure continued subscription to telephone or Internet 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.**

### **How much is the discount?**

Telephone customers that do not have broadband will see a monthly savings of \$5.25. Customers with broadband only, or broadband with telephone, will see a monthly savings of \$9.25.

### **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 or Internet service in a household and can only be applied to one service per household. 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 go to [www.lifelinesupport.org](http://www.lifelinesupport.org). You can also contact our Santel billing office by calling 796-4411 toll free from your home phone or 1-888-978-7777 from outside our service area. We are happy to answer any questions we can; however, USAC will be the ones to approve the application and to handle the annual re-verification process.

# PUBLIC NOTICES

JEFF EBERSDORFER  
Chairman of the Board  
Published once on April 20,  
2023, at the total approximate cost  
of \$42.00 and may be viewed free  
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SJ38-1tb

\$1,220.00  
B&H PHOTO/VIDEO, MEDIA  
and ESPORTS EQUIPMENT  
\$5,939.32  
C&B OPERATIONS, LLC, SNOW-  
BLOWER/PARTS \$193.42  
CITY OF WOONSOCKET, WA-  
TER SERVICE \$74.00  
DB ELECTRIC, REPLACE EX-  
HAUST FANS/FLUORESCENT  
FIXTURE \$693.18

EXPRESS 2, GAS - MINIBUS -  
VEHICLE \$406.17  
EXPRESS STOP, GAS - MINI-  
BUS - VEHICLE \$818.78  
GRAVES IT SOLUTIONS

OFFICIALS ANNUAL SPRING  
CONFERENCE \$100.00  
STERN CENTER, DYSLEXIA  
TRAINING (5) \$6,600.00  
TRANSFORM YOUR WORLD

Mrs. King updated that alternative  
testing has been completed. There  
are only three IEP meetings left.  
All meetings have gone well. Mrs.  
King expressed her gratitude to the  
teachers and aids for their teamwork  
and support. Needs are being

Physical Science  
Science \$4,359.2  
\$4,288.00  
Gopher Sport  
Equipment \$4,400  
Motion carried.  
On a motion the

on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants can be obtained by calling the  
Agency's Safe Drinking Water Hotline (800-426-4791).

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drink-  
ing water from materials and components associated with service lines and home plumbing. The City of Woonsocket public water supply system is a  
high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for  
minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If  
lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take  
available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

### Detected Contaminants

The attached table lists all the drinking water contaminants that we detected during the 2022 calendar year. The presence of these con-  
taminants does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done  
31, 2022. The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contamina-  
nts vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

### 2022 Table of Detected Contaminants For Woonsocket (EPA ID 0376)

#### Terms and abbreviations used in this table:

\* **Maximum Contaminant Level Goal (MCLG):** the level of a contaminant in drinking  
water below which there is no known or expected risk to health. MCLGs allow for a  
margin of safety.

\* **Maximum Contaminant Level (MCL):** the highest level of a contaminant that is  
allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the  
best available treatment technology.

\* **Action Level (AL):** the concentration of a contaminant which, when exceeded,  
triggers treatment or other requirements which a water system must follow. For Lead  
and Copper, 90 percent of the samples must be below the AL.

\* **Treatment Technique (TT):** A required process intended to reduce the level of a  
contaminant in drinking water. For turbidity, 95 percent of samples must be less than  
0.3 NTU

\* **Running Annual Average (RAA):** Compliance is calculated as  
average of samples from designated monitoring locations.

#### Units:

- \*MFL: million fibers per liter
- \*pCi/L: picocuries per liter (a measure of radioactivity)
- \*ppt: parts per trillion, or nanograms per liter
- \*mrem/year: millirems per year (a measure of radiation absorbed)
- \*ppm: parts per million, or milligrams per liter (mg/l)
- \*ppq: parts per quadrillion, or picograms per liter
- \*NTU: Nephelometric Turbidity Units
- \*ppb: parts per billion, or micrograms per liter (ug/l)
- \*ppm: positive samples per month

Substance	90% Level	Test Sites > Action Level	Date Tested	Highest Level Allowed (AL)	Ideal Goal	Units	Major Source of Contaminant
Copper	0.1	0	10/27/22	AL=1.3	0	ppm	Corrosion of household plumbing systems; erosion of natural wood preservatives.
Lead	0	0	10/27/22	AL=15	0	ppb	Corrosion of household plumbing systems; erosion of natural

Substance	Highest Level Detected	Range	Date Tested	Highest Level Allowed (MCL)	Ideal Goal (MCLG)	Units	Major Source of Contaminant
Barium	0.010		11/09/21	2	2	ppm	Discharge of drilling water; discharge from metal refineries; or
Chromium	1.5	1.3 - 1.5	11/09/21	100	100	ppb	Discharge from steel and pulp mills; erosion of natural deposits.
Fluoride	0.74	0.63 - 0.74	03/07/22	4	<4	ppm	Erosion of natural deposits; water additive which promotes strong fertilizer and aluminum factories.

Please direct questions regarding this information to Mr. Richard Jensen with the Woonsocket public water system at (605)7

Published once on April 20, 2023, at the cost of \$242.00 and may be viewed free of charge at [www.sdpublishing.com](http://www.sdpublishing.com).

## Assistance Available to Pay for Broadband or Telephone Service

Many households qualify for assistance paying for their high speed broadband internet or their landline telephone charges, but they don't realize that help is available. You are allowed one Lifeline discount per household which can be applied to either Internet (\$9.25 monthly credit) or telephone service (\$5.25 monthly credit).

Lifeline is a federally funded program created to be sure everyone has the opportunity to receive affordable services. You are eligible for the Lifeline monthly discount if you are currently enrolled in one of the following programs:

\*SNAP (Food Stamps)

\*Medicaid

\*Supplemental Security Income (SSI)

\*Federal Public Housing Assistance

\*Veteran's Pension or Survivors Pension

If you do not qualify through one of the programs above, you may also qualify if your household income is below 135 percent of the Federal Poverty Guidelines as shown below.

Household Size	Annual Income
1 person	\$19,683
2 people	\$26,622
3 people	\$33,561
4 people	\$40,500
5 people	\$47,439
6 people	\$54,378
7 people	\$61,317
8 people	\$68,256

For each additional person, add \$6,939

Contact Santel  
Communications at  
796-4411 or visit  
[Santel.coop](http://Santel.coop) for more  
information. To apply, go  
to [www.lifelinesupport.org](http://www.lifelinesupport.org).

