

TC05-058

May 20, 2005

# RECEIVED

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### SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

Pam Bonrud, Executive Director Public Utilities Commission Capitol Bldg, 1<sup>st</sup> Floor 500 E Capitol Ave Pierre SD 57501-5070

Dear Ms. Bonrud:

We are writing in regards to providing documentation on our Lifeline/Linkup advertising and implementation.

We advertise the availability of the Lifeline/Linkup program at least once a year in our monthly newsletter. I have enclosed a copy of our January newsletter with the article noted. We also place an article in our local newspapers at least once a year, explaining the program. When a customer applies for telephone service, one of the questions on our application is whether they believe they are eligible for the program. I have enclosed a copy of our application form. If the customer believes they are eligible for Lifeline/Linkup, we have them complete the enclosed Lifeline/Link-up Assistance Application (yellow sheet).

To meet the new certification procedures, in the last few months we have been asking our customers for verification of the enrollment in one of the programs that qualifies them as eligible for the Lifeline/link-up program, when they sign up for the program. We are in the process of verifying the eligibility of all Lifeline customers by asking them to provide the appropriate documentation. The letter to the customers asks them to sign a recertification form stating that they are eligible for the Lifeline program, and also asks them to provide documentation that verifies their enrollment in the qualifying program.

Please let me know if you have further questions concerning our Lifeline/Link-up advertising and implementation procedures.

Sincerely,

Paula Linke Office Manager

Encls

# Wanted List For Capital Credit Pay-out

Following is a partial list of past members who have an unclaimed capital credit check in our office. If you know where we might find any of these people, please call our office at 811 or 796-4411 or email us at info@santel.net.

Allen, ME Allstate Paving Inc Anderson, Marian Apland-Eickholt, Sarah Asetoyer, David Benjamin, Don Bland, Ken Brady, Dorothy Bruns, David Captions Inc

Champagne, FE Chris's Corner Christian, Doug Collins, John W Colon, Joe C Crippin, Richard-Jenna Dakota Game Birds, Inc DeGraaff, Doug-Judy Dew Buzz Inn Dickey, Kimberly

Ditzler Advertising Dougherty, Mike-Judy Dykes, Doug Wilson, CJ Wilson, Wanda Winemiller, Glen Wittstruck, Milo Wurtz, Jacob-Susan Young, Lori Zoss, Jon-Nellie

# Are You Eligible for a Phone Discount?

The SD PUC created a program called Lifeline that can reduce your monthly rate for telephone service. To be eligible, telephone service must be in the applicant's name, and the applicant must participate in one of the following programs: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, or the Low-Income Home Energy Assistance Program. If you gualify, you will receive a monthly reduction of \$8.25 on your monthly telephone bill. To apply for the credit, please contact our office for an enrollment form. If you are currently enrolled in the program, and have become ineligible, you need to contact our office. Receiving program benefits when you are no longer eligible is illegal.

# **Employees & Directors Recognized for Their Years of Santel Service**

At the annual Christmas party, Santel Communications recognized employees and members of the board of directors for their years of service. Pictured below are employees and directors honored.



#### **DIRECTORY ADDITIONS**

<u>ARTESIAN</u> Bustamante, Omar Flores, Virgil Swanson, Terry	527-2276 527-2270 527-2432
LETCHER Fridley, Jim—Litterick, Ang	
Kisor, Eddie-Emily Totton, Tammy Young, Ben	248-2447 248-2615 248-2580 248-2207
<u>MT. VERNON</u> Boyer, Arlene	236-5456
PARKSTON McIntosh, Shayne	928-7129
<b>TRIPP</b> Mora, Mark-Pam	935-6205
<u>WOLSEY</u> Binneboese, Derek Cain Creek Outfitters McGillvrey, Karma	883-4342 883-4747 883-4551
<u>WOONSOCKET</u> City of Woonsocket Shop City of Woonsocket Fax Peterson, Troy-Carol	796-4275 796-4276 796-4172

## **Reaching Out to You**

The New Year is always a time of meetings and radio shows.

The Wolsey TV sign-up meeting will be January 12 at the Legion Hall from 3:00 to 7:00.

The first radio show is the Dakota News Winter Expo 2005 in Pierre, January 15 -16. Visit us at the Ramkota Convention Centre.

February 13 we will be at the Davison County 4-H Center for the KORN Home Show.

We'll be back in Pierre at the Ramkota February 26-27 for the KCCR Home Show.

Employees and Directors receiving Santel Communications service awards are pictured from left: Richard Alt. Director, 10 yrs; Kim Hiemstra, Billing Clerk, 5 vrs; Kent Swenson, Director, 20 vrs; Kregg Krueger, Dispatcher, 15 yrs; Gene Kroell, General Manager, 30 yrs; Mike Johnson, Plant Manager. 30 vrs.



### **53rd Annual Meeting Planning**

In preparation for the Annual Meeting and Director elections, a nominating committee has been selected, and will meet in January to begin the process for nomination of candidates to run for election. Exchanges who will hold election are as follows: Alpena, Ethan, Wolsey and an At-Large position.

Chosen for the nominating committee for 2005 were Diane Peterson, Alpena exchange; Dorothy Weinberger, Artesian-Fedora exchange; Luvern Neugebauer, Ethan exchange; Delbert Pearson, Forestburg exchange; Clyde Olsen, Letcher exchange; Eugene Fristad, Mount Vernon exchange; Pat McCann, Parkston exchange; Tony Dewald, Tripp exchange; Charles Teply, Wolsey exchange; and Jerry Klaas, Woonsocket exchange.

Section 19(b) of the bylaws provides for a second way to be nominated to the board. It states that "A candidate from an exchange may be nominated by a petition signed by 15 members residing in the same exchange area and filed with the Secretary of the Board not less than 20 days before the meeting."

If you are interested in running for the Board of Directors, please contact one of the nominating committee members or our office for information on filing a petition.

The annual meeting will be held during the last week of April.



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### **Billing Notice to Our Members**

Effective January 1, 2005, the amount of the Federal Universal Service Charge (FUSC) appearing on your bill each month will increase as a result of an increase in the Federal Communication Commission's (FCC's) universal service fund contribution factor from 8.9% to 10.7%. The new FUSC amount is calculated by multiplying the FCC's universal service contribution factor against your interstate access service charges. If you have residential service or a single line business and are charged a \$6.50 Federal Access Charge, your FUSC amount will increase from \$.58 to \$.70. If you are a multi-line business and are charged a \$9.20 Federal Access Charge, your FUSC charge will increase from \$.82 to \$.98 per line. The federal universal service fund program is designed to help keep local telephone service rates affordable for all customers, in all areas of the United States.



Office Hours: 8 am-5 pm

VOICE: 605-796-4411 FAX: 605-796-4419

For Phone Repairs, call 611 For Billing & other questions, call 811 PO Box 67 Woonsocket SD 57385-0067 www.santel.net \*\* Email: info@santel.net

# **Coop Corner**

Cooperatives are member-owned organizations. Members contribute equally to, and democratically control, the capital of the cooperative. Mem-

bers are then allocated capital credits in proportion to the amount of business they do with the cooperative.

Santel Communications Board of Directors approved a capital credit retirement for December 2004. The total of the payout was more than \$237,000. This included a combination of 100% of 1994, 25% of 1992, and 5% of 2003.

Capital credit checks to members were mailed December 7, 2004.

Capital credits paid to members must meet rigid standards. The requirements are set by the Rural Utilities Service, the IRS, applicable state law, the by-laws of the cooperative, and the annual financial audit. Santel Communications capital credit assignment and retirement practices meet all necessary requirements.

As a member/owner of Santel Communications Cooperative, you are investing in the capital of the cooperative each time you use a service provided by Santel. This use ultimately affects your future capital credit return.

# **Tripp City Video Ready**

Santel's buried cable upgrade in the Tripp exchange is finished. Tripp city phone lines will now provide the three services of phone, high-speed internet, and cable TV.

On November 29th, Santel hosted an informational meeting in Tripp for residents to learn about and sign-up for Santel Video.

Installation of the cable TV began the week of December 13 and continues through the first week of January. Teams of installers were responsible for the mass install; but the Santel installer/ repairmen have taken over and all installations from this point on will be done by them.

A 20" colored, flat-screen TV will be given to one lucky subscriber of the new video service in Tripp.

Right, above: Morrey Overby, Santel's video technician, explains how video service is delivered to three interested Cooperative members.

Right: Gloria Moody, Santel Billing Clerk, discusses the sign-up options while these ladies take time to listen and

# **Are Capital Credits Taxable?**

"Are Capital Credits Taxable?" is a frequently asked question at tax time. The capital credits themselves are not; however, if you've received a refund check, the refund itself may be taxable.

The subscriber who used the telephone strictly for non-business purposes will in no way have the refund enter into his/her federal income tax calculation. In this case, the refund merely reduced the cost of the service purchased for personal use and is not taxable income.

If a subscriber deducts all or a portion of his telephone bill as a business expense, receiving a Capital Credit <u>refund check</u> will affect the Federal Tax Liability. In this case, the check received needs to be reported as income in the year it was received, but only in the same proportion that payments for service had previously been deducted as a business expense.

If you're still unsure of whether your capital credits are taxable, we recommend contacting a tax professional.

In the spirit of Christmas giving , the Santel Employees donated money to the food pantries of the 10 counties in the Santel Service Area.



# Thank-you to all our loyal subscribers

Santel Communications hosted Customer Appreciation Day in the Parkston American Legion Hall November 22. This event honored all subscribers of the cooperative. Attending were 286 members and 530 meals were served. Registering members received a \$3.00 credit on their next phone bill, a pen, and a meal.

Top right: Santel Board Member and Parkston resident Darren Bigge poured coffee and pop to attending Santel members.

Middle: Paula Linke, Santel Office Manager, spent time explaining long distance carriers and calling plans. Below Right: Barb White, billing clerk for the Parkston, Tripp, and Wolsey exchanges, registers a Santel Communications member.







**RFD** Now on

# Santel Video Channel 113

# Rural America's Most Important Network

rural news horses ranching agriculture livestock auctions farming rural events music rural traditions

Call 811 today to subscribe



#### Santel Board of Directors

Richard Alt (Vice President)	Forestburg
Tommy Baruth	Alpena
Darren Bigge	Parkston
Ruth Brodkorb	Wolsey
LeRoy Dodd	Mount Vernon
Gerald Koch	Ethan
Jeffrey Kramer	
Pam Moore (Treasurer)	Artesian/Fedora
Lindy Peterson (Secretary)	Woonsocket
Lawrence RumI	Letcher
Ray Scherschligt	Alpena
Kent Swenson (President)	
Jeff Larson, Corporate Counsel	Woonsocket

#### Santel Employees

	General Manager
	Plant Manager
	Office Manager
Bob UnruhTechno	ologies Manager of Sales & Service
Mike Bamsey	Network/Data Supervisor
	Construction
Joiene Anderson	Receptionist/Cashier
	Installer/Repairman
	Telephone Technician
Kelly Dahl	Senior Wireless Technician
	Telephone Technician
	Internet Technician
	Accountant
	Billing Clerk
	Installer/Repairman
	Installer/Repairman
Tim Klaas	Installer/Repairman
	Accountant
	Dispatcher
Cindy Larson	Public Affairs/Member Services Rep
Jeanette Luthi	
Neal Mathis	
Jeremy Ness	internet Technician
Jeff Oneahi	
	Installer/Repairman
Daid white	Dilling Olerk

# Scholarships Offered to high school seniors

Remind your high school senior to apply for the Santel Communications Ray Judy Memorial Scholarship.

Scholarship applicants must be a senior, the parent or guardian mus currently have telephone service from Santel Communications, and he/sha must attend a college or vocationa school in South Dakota within a months of graduation.

Scholarship applications are available from our office, your school or online at: http://www.santel.net ~January/scholarship.html. The deadline to apply is March 31, 2005. Don't miss this opportunity!

()SANT	<b>TEL</b> COMMUNICATIONS COOPERATIVE, INC. "Bringing the World Together"	<u>FROM OUR EXCHANGES:</u> DIAL 811 FOR NEW SERVIC <u>OUT OF AREA:</u> 1-888-978-7777 PHONE: 1-605-796-4411
	R TELEPHONE SERVICE 308, WOONSOCKET SD 57385-0067	FAX: 1-605-796-4419 OFFICE HOURS: 8am-5pm www.santel.net info@santel.n
CUSTOMER INFORMATION		
Application Date	Phone number assigned	
Name of Applicant		
	Date of Birth	
Mailing Address		
Previous occupant of residence		
County	School District	
	Contact Number	
	bilities	
Social Security Number		· .
Employer		
PREVIOUS SERVICE INFORMATIO		
	Telephone Number	
City and State		
DIRECTORY INFORMATION		
	er published, non-published, or unlisted?	
A non-published telephone number is a tele	ephone number, which at the request of the customer, is not listed and e number, which at the request of the customer, is not listed in the tele	is not made available to the general public by
Do you wish to have Suppress, also ki	nown as Caller ID per line blocking? YES	NO
Suppress, or Caller ID per-line blocking, is This option is for non-published numbers only.	available at no charge to any customer who wishes to prevent delivery	of his/her calling party number on all calls.
Listed Name or Names		
Listed Address		
Additional Listings		
(The monthly fee for each additional listing	is \$.75/month.)	
Yellow Pages Heading for Business Cu (No extra charge for listing. Advertising is a	stomers only additional and sold by the directory company.)	

#### Local Service, Options, and Charges

Local Access: The local access charge will be broken into two rates. local facility access of \$25.00/month for businesses or \$14.50/month for residences and local service access of \$2.00/month. Please choose one of the following rate codes.

Business access: \$27.00/month for 883, 928, 935 exchanges This rate code is for customers who use their telephone for the sole purpose of operating a business.

Residence access: \$16.50/month This rate code is for customers who use their telephone for mostly personal calls.

Local Call-Plan Options: Which exchanges would you like to call locally for a recurring monthly charge? You will not be charged for your own exchange. All are \$1:00/month except Parkston and Howard, which are \$1:50 each

- Alpena (849).
- Artesian/Fedora (527)
- Ethan (227)
- Forestburg (495)
- Letcher (248)
- Mt-Vernon:(236)
- Parkston (928)

Tripp (935) Wolsey (883) Woonsocket (796) Howard (772) (Available to Artesian/Fedora customers only) No Call Plans

#### Calling Features: You will receive a \$50 discount on any 3 features; \$1.00 on any 6 features, etc.

Teen Line \$3/month Telemarketer Call Screening \$2/month Call Waiting on Caller ID \$2/month Wann Line \$3/month Voice Mail \$2,50 month Speed Call 30 \$1,50/month

#### The following features are \$1/month each

Call-Forwarding Call Waiting Call Number Delivery Cancel Call Waiting \*70 Call Forward Busy Distinctive Ringing all forward don't answer Allow Selective Calling Selective Call Acceptance Call forward remote access Block Toll Calling Selective Call Forwarding Conference, 3-way Calling Toll Denv Selective Call Rejection Speed Call 8 1+900 Selective Calling Automatic Call back \*66 SuperSpeed Calling Automatic Recall \*69 (Requires PIN#).

Caller originated trace \*57 and per call blocking \*67 are available to all customers at no charge.

WURE MAINTENANCE covers the repair of your wiring from the protector, which is located outside the house. It also includes the station wire leading into the house and the wiring to the jacks. If a phone problem is determined to be your equipment (phones, answering machines, etc.), wire maintenance could cover the cost of a service cally normally a \$25.00 charge:

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Will you allow Santel Communications to use the information on this application to contact you about new service offerings as they become available to our customers? YES

Recurring monthly charges that you will see on each line include mandated government charges. These are:

- Federal Access Charge Single Line Residence of Business \$6,50 E911180.75 (Davison County is \$70)
- Federal Universal Service Charge, Single line \$0.58
- Federal Access Charge Multi-line-Business-39.20 Communication Impaired Fund-80.15
- Federal Universal Service Charge, Multi-Line-\$.82
   Taxes:

Please choose one of the following companies to carry your intrastate (in-state) long distance calls and one to carry your interstate (out-of-state) long distance calls:

To check long distance rates call toll free:

	. SANTEL LONG DISTANCE	865	811 (toll free) (bi	lled by Santel Communications)
	SANTEL LONG DIS	TANCE	COPTIONAL CA	LL PLANS
N	o plan charge * \$.08/min out-of-state calls		F <b>he 8 'n 12 Plan</b> nin in-state * 50 sta	tes * Puerto Rico* Virgin Islands
	\$3.95/month plan charge * \$.1		<b>sht on the Money</b> and out-of-state * (	Continental US only
	No plan charge * \$.1		The Real Deal a and out-of-state *	50 states
	No plan charge * \$.1		Straight Talk and out-of-state *	48 states
	No monthly charge * Cal		ersonal 800 Numb only * Rates mirror	
	2. AT&T THE RIGHT CHOICE	288	1-800-222-0300	(Residential billed by Santel)
	3. SPRINT	333		(Residence-direct bill by Sprint) (Business-direct bill by Sprint)
	4. ALLNET	.444	1-800-783-2020	(direct bill by Allnet)
	5. EXCEL	.752	1-800-875-9235	(direct bill by Excel)
(	6. MCI TELECOMMUNICATIONS	. 222	1-800-444-3333	(direct bill by MCI)
, 	7. LDDS/TMC LONG DISTANCE	. 007	1-800-777-3884	(direct bill by LDDS)
:	8. FRONTIER	211	1-800-836-8080	(direct bill by Frontier)
	9. LDDS/METROMEDIA	450	1-800-275-0100	(direct bill by Metromedia)
10	0. MATRIX	.780	1-800-282-0242	(direct bill by MATRIX)
1	1. SBC LONG DISTANCE	.5792	1-877-366-3200	(direct bill by SBC)

A PIC freeze is available, free of charge, to prevent your long distance carrier from being changed without your authorization. You may remove it at any time with a written request.

Would you like a PIC freeze on the long distance carriers you have chosen? \_\_\_\_\_ YES \_\_\_\_\_ NO

#### **Additional Long Distance Options:**

I am interested in an Express Travel Card, a telephone credit card. PIN #	
This is a Santel Long Distance service billed at \$.14/minute.	

I would like to have a personal 800 number:		YES	NO
I will accept the charges for:	1-900 Calls:	YES	NO
	3rd # billed calls:	YES	NO
	Collect Calls:	YES	NO

Would you like to make monthly payments with automatic bank deduction or automatic credit card charge? \_\_\_\_YES \_\_\_\_\_NO

Your telephone payment will be automatically deducted from your checking account or charged to your credit card by the 5th of each month since the bill is due the 5th. You will still receive a copy of the bill. \*\*An additional form must be completed with the correct account information.

Santel Communications also offers on-line billing. If you have internet service, e-bill is available for your convenience. You may also subscribe to on-line payment from your e-bill site.

Through a program instituted by the SDPUC called LEFELINE AND EINKUP ASSISTANCE, a reduction in monthly rates for local telephone service is available to those who qualify. To be eligible for this LIFELINE OR LINK-UP ASSISTANCE, the applicant must participate in one of the following programs: MEDICAID, FOOD STAMPS: SUBPLEMENTAL SECURITY INCOME (SSF): FEDERAL PUBLIC FOUSING ASSISTANCE, OR THE LOW INCOME HOME INFRACT ASSISTANCE PROGRAM (LIFAP).

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\*\*An additional form must be completed to qualify for this assistance:

#### ETHNIC CODE

0 UNKNOWN 1 CAUCASIAN 2 NATIVE AMERICAN 3 HISPANIC

4 - AFRO AMERICAN 5 - ORIENTAL 6 - POLYNESIAN 7 - OTHER

#### FOR OFFICE USE ONLY\*

PRIMARY LOCATION			LE/PE	
CABLE PAIR/ROUTE		911 ADDRESS		
NON-RECURRING CHARGE	<u>S:</u>		<u>DEPOSIT REQUIRED;</u>	
SERVICE CHARGE	10:00		YESN	0:::
CENTRAL OFFICE CHARGE	10:00		AMOUNT	
OUTSIDE PLANT	20.00			
PREMISE VISIT			ECSC	
WIRING	7.00	<u></u>	NEWSLETTER	
JACK - DESK OR WALL 3:00			.911	
	$= \frac{1}{1+1+1} + \frac{1}{1+1+1}$		ILLUMINET	
			ENAM	
SUPPRESS	MTDN	1+800 ACCESS	<u> </u>	$\mathbf{L}_{i}$

DATE EFFECTIVE

#### ADDITIONAL SERVICES

#### DO YOU LIVE IN AN AREA OFFERING SANTEL VIDEO?

#### VIDEO IS AVAILABLE WITHIN THE CITY LIMITS OF: ALPENA, ARTESIAN, DIMOCK, ETHAN, LETCHER, MT. VERNON, PARKSTON, AND WOONSOCKET.

#### SANTEL VIDEO

Also available through your phone line is Santel Video Digital Cable TV.

The Enhanced view offers 82 channels of TV and 45 channels of digital music at \$39.95/month.

The Select View offers you 60 channels at \$29.95/month.

High-speed Jetnet is packaged with Santel Video for \$29.95.

I am interested in Santel Video: yes	no
Enhanced View:	\$39.95
Select View:	\$29.95
Jetnet with video	\$29.95

Wire Maintenance covering both telephone and video is \$2.00/month.

Wire Maintenance for both phone and TV \_\_\_\_\_ yes \_\_\_\_\_ no

Ask for an application or more information on Santel Video Digital Cable TV.

#### INTERNET

#### SANTEL COMMUNICATIONS IS YOUR FULL-SERVICE INTERNET PROVIDER.

High-Speed access includes Jetnet and Wireless Service.

Jetnet comes to your computer through your phone line.

It is priced at \$35.95 plus a modem lease of \$10/month or a modem purchase. Prices vary for increased bandwith.

Wireless is received via an antenna placed on the building where the service will be used. The prices and bandwiths vary from \$39.95 to \$99.95.

**Dial-up access** is available to Santel long distance customers at \$14.95 for 50 hours/month. The other package is: \$19.95/month for unlimited hours

I am interested in Santel Internet \_\_\_\_\_ yes \_\_\_\_\_ no

High Speed Jetnet \_\_\_\_\_

High Speed Wireless

Dial-up Internet \_\_\_\_\_

Applicant has been told about the dial-up accelerator \_\_\_\_\_ yes \_\_\_\_ no

Ask for an application or more information on any of our 3 types of internet service

Please provide proof of your eligibility by providing a copy of a document verifying you participate in any of the programs mentioned on the enclosed form. You will also need to complete the enclosed application form certifying your eligibility. Benefits will continue until you no longer meet eligibility requirements or when proof of eligibility is not received.

## SANTEL COMMUNICATIONS COOPERATIVE LIFELINE AND LINK-UP ASSISTANCE APPLICATION

(Please print)

Name				
	(Last)	(First)		(Middle)
Address				
	(Street)	(City)	(State)	(Zip)
Telephor	e Number (if existing	g service): ()		
Number	where you can be read	ched or receive message		 7-digit number
Please an	nswer the following q	uestions (check approp	riate lines):	
1. I am a		ifeline monthly telepho ink-Up telephone conr		
2. I am o	currently participating	in the following progra	am(s): <i>Check all ti</i>	hat apply
	Food Stamps Supplemental S Federal Public I	itle XIX/Medical, State ecurity Income (SSI) Housing Assistance ome Energy Assistance		sistance

I agree to notify Santel Communications Cooperative when I no longer participate in any of the above qualifying public assistance programs.

<u>I certify under penalty of perjury the above information is true</u>. I have read the information on this application and understand I must meet the above qualifications to receive Lifeline and/or Link-Up assistance on my primary residential line.

Your Signature

Social Security Number Date