

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JUNE 1, 2010**

Company: Santel Communications

Address: PO Box 67

308 S Dumont Ave

Woonsocket SD 57385

Telephone number: 605-796-4411

Company contact: Pam Kopfmann

Study Area Code: 1676

Lifeline/Link Up Advertising/Outreach Activities:

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

X Letter to existing and new customers regarding the availability of Lifeline/Link Up.* (See attached letter.)

X Company's Lifeline/Link Up information in directory.

X Company's Lifeline/Link Up information available on Company website. (www.santel.net or <http://santel.net/faq/lifeline.html>)

X Company's information posted on USAC website.

X Other (describe): Brochures distributed in area clinics, county nurse
office, community centers, nursing homes and schools
information included on new service apps

*Required



Home | Internet & Search Links | Customer Support | Services | Contact Us

Santel

Community Center

- Classified Ads
- Business Web Sites
- Personal Web Sites
- Lifeline/Link-Up
- Links
- E-Mail Directory
- Dakotafest Wireless App

Regular

Features

- Webmail & Spam Filter
- Webmail for Apple OS
- Santel E-Bill
- Website Builder
- Check Online Time
- Change Password
- Private Line Newsletters
- Santel e-Newsletters
- Spam Policy
- Tech Support FAQ
- Tech Support Form
- Contact Us

Santel

Communications

- Local Telephone Service
- Business Telephone Systems
- Cable TV
- Long Distance
- Dial-Up Internet
- Santel Broadband
- Santel Wireless Broadband

■ Links with a burgundy block are accessible by Santel Internet customers only.

February 05, 2009

Websites

Here are some new and/or updated Santel-hosted websites:

- Stevens Pheasant Hunting - www.stevenspheasanthunting.com
- Great Plains Pheasants - www.greatplainspheasants.com
- Mitchell Red Cross - www.mitchellredcross.org
- King Seed - www.kingseedinc.com
- South Dakota Weed & Pest Board - www.sdweedandpest.com

Are You Eligible to Save \$\$\$ on Your Telephone Service?

One of the FCC's goals is to ensure that telecommunications services are available to "all the people of the United States at reasonable charges." Lifeline and Link Up are federal telephone assistance programs which were established to help eligible low-income customers establish and maintain telephone service by discounting the services provided by local companies such as Santel. Santel Communications is authorized to offer the Lifeline and Link Up discounts to all eligible customers. To be eligible, the customer must already participate in one of the following public assistance programs:

- National School Lunch Free Lunch Program
- Food Stamps
- Federal Public Housing Assistance Section B
- Low Income Home Energy Assistance (LIHEAP)
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)
- Subscribers may also be eligible if their total household income is at or below 135% of the Federal Poverty Guidelines.

For more information on the programs or how to sign up, please click this link <http://www.santel.net/lifeline.html> or contact our office at 1-888-978-7777.



E-Bill



Santel Webmail & Spam Filter



Article ran on homepage for 2 weeks



SANTEL COMMUNICATIONS

THE PRIVATE LINE

February 2009

Volume 15, Issue 2



Save Money with Lifeline-Link-Up Assistance

A part of the Federal Communications Commission's (FCC) mission is to ensure that telecommunications services are available to "all the people of the United States at reasonable charges".

The Low Income support mechanism instituted by the FCC helps eligible low-income consumers establish and maintain telephone service by discounting services provided by local telephone companies.

In response to concerns about the affordability of telephone service for low-income citizens, Santel Communications is authorized to offer Lifeline and Link-up to our customers. Lifeline and Link-up are federal telephone assistance programs. To be eligible for either of these programs, the applicant must participate in at least one of the following public assistance programs:

- **Free National School Lunch Program**
- **Food Stamps**
- **Federal Public Housing Assistance Section B**
- **Low-Income Home Energy Assistance (LIHEAP)**

- **Medicaid**
- **Supplemental Security Income (SSI).**
- **Temporary Assistance to Needy Families (TANF)**

Subscribers may also be eligible if the total household income is at or below 135% of the Federal Poverty Guidelines.

Lifeline provides eligible subscribers with a credit of \$8.25 each month on the basic service portion of their telephone bill. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

Link-Up provides eligible subscribers with reduced installation charges for their basic home telephone service. The reduction is 50% of the applicable charges or \$30, whichever is less. It does not cover the cost of wiring inside the home and is limited to one time per home address per subscriber.

If you meet the eligibility requirements, you can obtain an application from our main office in Woonsocket. When you no longer participate in any of the qualifying public assistance programs, you are no longer eligible for Lifeline or Link-Up. You are obligated by law to notify Santel Communications and advise us of your ineligibility. If you have any questions about Lifeline or Link-Up, please contact us at 777 or 1-888-978-7777 for more information.

A Corded Landline Phone is Security in Winter Weather

We often remind you that a landline phone is necessary in the case of a power outage. But there are two different types of landline phones - cordless and corded. And in the case of a power outage, the corded phone is the one you can rely on.

Cordless phones are powered by electricity. But a corded phone will continue to work with a power outage. And the corded phone on Santel service will continue to be active for several hours.

If you have Voice Mail or if you call someone with Voice Mail, the messages will be recorded, kept and can be replayed as long as the corded phone is in operation. And it will be kept until you erase it.

All active members of Santel Communications Coop-

erative have a landline phone connection. It's up to you to have a corded phone connected to a jack.

If your phone service suffers an outage and you want to report the trouble from a cell phone, be sure to dial 796-4411 from the cell phone. If you dial the Santel trouble number 611, you will reach Customer Service for your cell phone provider, not Santel.

Also remember to protect your computer equipment from lightning and power surges by using a quality surge protector on your modem, monitor, printer, etc.



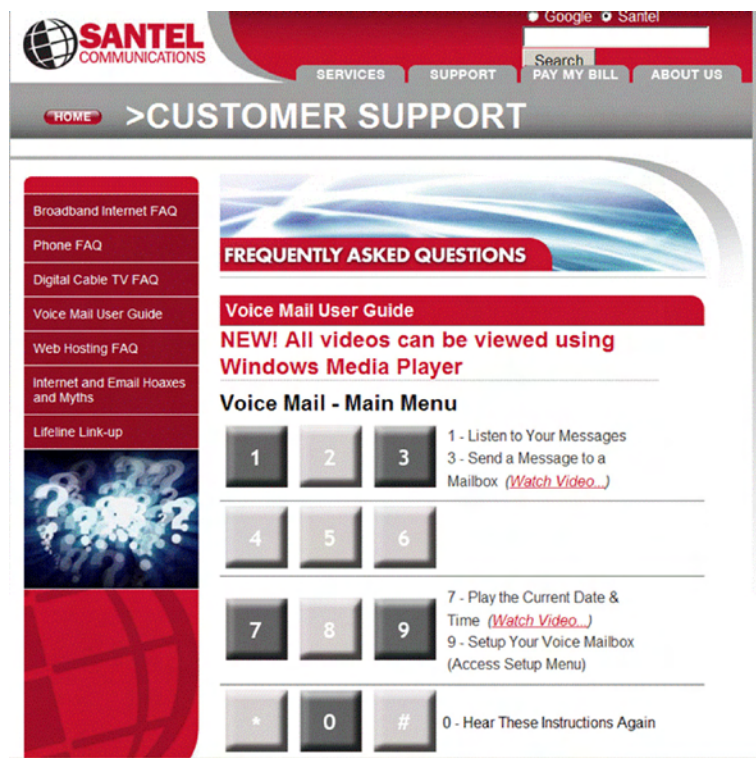


SANTEL COMMUNICATIONS

THE PRIVATE LINE

October 2009

Volume 15, Issue 10



Voice Mail Instructional Videos Now Online for Your Watching

Santel's Voice Mail system has several additional features that make it a plus to add to your phone service.

In order to make things easier to understand, Santel has added instructional videos to our website for you to watch at your convenience.

To watch the Voice Mail videos, simply go to the Santel website, www.santel.net, and visit the FAQ (Frequently Asked Questions) link. Click on the "Voice Mail User Guide" link on the left side of the page. You will be able to access videos from the Voice Mail instructions.

The photo on the left is a view of the first information you will see when you go to the Santel website.

Voice Mail to Email, a Great Feature for the Busy Family

Are you having problems playing the attached message?

The message attached to your Email is in Windows Media format. If the attached message will not open, you need to download an updated version of Microsoft's Media player. This can be downloaded for Macintosh, Windows, and Solaris from Microsoft's Windows Media Site.

Could you use the ability to archive, forward or reply by Email to voice mails?

Voice Mail to Email is quickly becoming a favorite phone feature of many Santel Customers.

Do you ever get a voice mail at home that is for your spouse or children? With voice mail to Email you can forward that voice mail to your spouse or children's Email address for them to listen to anytime. Nothing gets lost in translation and sticky notes do not get misplaced.

Who knows, Voice Mail to Email might just save your marriage!



Message.wav (23 KB)

You have a new Voice Mail message from 605-796-4411!

Above is a Voice Mail Message attached to an Email. Open the attachment (Message.wav) to listen to it.

The screen shot above is what a Voice Mail message in your Email inbox will look like. You will see listed the number of the party who left the message.

**Voice Mail is included with each Bundle.
Or for \$2.50/month without the Bundle.**

Large Crowd Attends Customer Appreciation Day

Santel's second annual Customer Appreciation Day picnic was held Monday, August 24, at Rose Bormann Park in Parkston. Previously the event had been held in November in the American Legion Hall.

There were 642 meals served and 380 Cooperative members registered. Registration gifts included a \$3.00 credit on the September phone bill and a pen.

Door prize winners were:

- Lyna Beryl Wittenhagen, \$100 credit
- Garhardt Gerlach, \$50.00 credit
- Carl Reichert, \$50.00 credit
- Darlene Mogck, \$25.00 credit
- Clarence Tiede, \$25.00 credit
- Greg Weber, \$25.00 credit
- Marvin Frey, Wireless Router



Left: Greg McCurry, Marketing Manager, was in charge of the soft drinks.

Below Left: Barb White, Customer Account Representative for Parkston, Tripp and Wolsey, announced the door prize winners.

Below: Warm weather and sunshine gave way for visiting and eating outside.

Photos of the event can be seen at www.santel.net. Click on the Community Center link to view.



You May Be Eligible to Save Money on Your Telephone Bill!
Call 777 today if you take part in:

- Medicaid
- Food Stamps
- **Low-Income Home Energy Assistance Program (LIHEAP)**
 - Supplemental Security Income (SSI)
 - Temporary Assistance to Needy Families (TANF)
 - The National School Lunch Free Lunch Program
 - Federal Public Housing Assistance

**Lifeline and Link-Up:
 Affordable Telephone Service for
 Income-Eligible Consumers**

VISIT: <http://www.fcc.gov/cgb/consumerfacts/lllu.html>
 for more information

Or Call the Santel Office by dialing 777

October Employee Anniversaries



Bob Unruh
 Tech Solutions
 23 years



Kelly Dahl
 Wireless Technician
 19 years



Gloria Vermeulen
 Customer Service
 19 years



Jolene Anderson
 Receptionist
 8 years



Dominic Schmiedt
 Installer/Repairman
 5 years



Lifeline, Link Up, and Toll Limitation Service Support provide discounts to eligible low-income consumers to help them establish and maintain telephone service. **Note:** Telecommunications carriers cannot charge a Lifeline customer federal USF fees on the local service portion of their telephone bill.

What type of discount is available?

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$8.25 per month in discounts.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

Are there any restrictions?

Lifeline can only be used for the main telephone line in a household. Lifeline customers may purchase all services offered to non-Lifeline customers. The name on your phone bill must match the name of the participant who is eligible for the program.

How do I know whether I am eligible?

Eligibility for Lifeline, Link Up, and TLS support varies by state. In states that do not provide state support, such as South Dakota, the federal guidelines are used. An individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines which are on the reverse side.



2009 Estimated Income Requirements for a Household at or Below 135% of the Federal Poverty Guidelines

A consumer may qualify if they participate in any of the programs listed on the previous page, or have a household income that is at or below 135% of the federal poverty guidelines:

Persons in Family Unit	48 Contiguous States and D.C.
1	\$14,621
2	\$19,670
3	\$24,719
4	\$29,768
5	\$34,817
6	\$39,866
7	\$44,915
8	\$49,964
For each additional person, add	\$5,049

How do I apply to receive Lifeline, Link Up, and TLS support discounts?

To apply for Lifeline, Link Up, and TLS discounts, or if you have any questions, please contact our billing office by dialing 777 from your home phone or 1-888-978-7777 from outside of our service area.

Notice of DTV Transition

The nationwide switch to digital television broadcasting will be complete on June 12, 2009, but local TV stations may switch sooner. After the switch, analog-only TV's that receive signal through an antenna will need a converter box to continue receiving over-the-air TV. Contact your local station to find out when they will turn off their analog signal and switch to digital-only broadcasting. Analog-only TV's should work as before with VCRs, DVD players, game consoles and other such products.

Santel cable subscribers should not notice any effect from the change; however any TV's not connected to Santel cable may need to have a converter box or be replaced. Information about the DTV transition is available from your local TV stations, www.DTV.gov, or 1-888-CALL-FCC (TTY 1-888-TELL-FCC) and info about coupons for converter boxes can be obtained from www.dtv2009.gov or 1-888-DTV-2099 (TTY 1-877-530-2634).

GENERAL RULES & REGULATIONS-Cont'd

Customer-Provided Equipment

Customer-provided equipment may not be attached to or connected with telephone facilities unless (1) it is registered or otherwise approved by the Federal Communications Commission (2) it meets the conditions set forth in the company's tariffs, and (3) advance notification is given to the telephone company, by the customer, of the type of equipment to be connected and the type of telephone company facility required to make the connections. These rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and company employees.

The telephone companies will not maintain and may not be able to repair customer-provided equipment. A service charge may apply if the telephone company visits the premises of the customer and the service difficulty or trouble is found to have been caused by the customer-provided equipment or facilities.

If you have any questions concerning the use of customer-provided equipment, please contact your Business Office.

Public Utilities Commission (PUC)

If the problem cannot be solved to your satisfaction, you may refer your complaint to the South Dakota Public Utilities Commission (SDPUC) at 500 East Capitol Ave, Pierre, South Dakota 57501-5070 or telephone 605-773-3201 or toll free 1-800-332-1782.

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.

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 if you have an active e-mail 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 or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do not call" complaint.

Annoying, Obscene, And Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 30 for instructions on using Customer Originated Trace. Threatening calls should be reported immediately to the police. Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his/her control may be fined or imprisoned, or both.

Telephone Assistance Programs

Low Income Assistance Available to Telephone Subscribers

Santel Communications and Midstate Communications/Midstate Telecom are authorized to offer Lifeline and Link-up to our customers. Lifeline and Link-up are federal telephone assistance programs. To be eligible for either of these programs, the applicant must participate in at least one of the following public assistance programs: Free Reduced School Lunch Program, Food Stamps, Federal Public Housing Assistance, Low-Income Home Energy Assistance, Medicaid, Supplemental Security Income (SSI), or meet poverty level income guidelines.

Lifeline provides eligible subscribers with a credit of \$8.25 each month on the basic service portion of their telephone bill. The discount applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

Link-Up provides eligible subscribers with reduced installation charges for their basic home telephone service. The reduction is 50% of the applicable charges or \$30, whichever is less. It does not cover the cost of wiring inside the home and is limited to one time per home address per subscriber.

Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

For more information, call Midstate Customer Service at: 605-778-6221, 605-234-8000, or 1-888-214-1431

Email: midstate@midstatesd.net

OR

Santel Communications Customer Service at:

1-888-978-7777, 605-796-4411, or 777 from any Santel Exchange

Email: info@santel.net

For more information, you may also contact: www.lifelinesupport.org

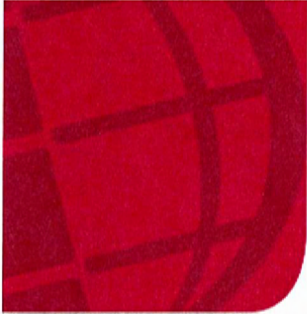
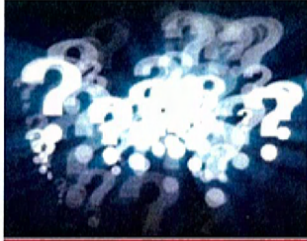
NOTE: All rules & regulations in effect at time of printing are subject to change without notice.

HOME

>CUSTOMER SUPPORT

Phone FAQ

Lifeline/Link-up Assistance





LIFELINE/LINK-UP

[Click Here for the Lifeline/Link-Up Application](#)

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

Link-Up helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

Toll Limitation Service (TLS) allows consumers to avoid large long distance bills by choosing either toll blocking or toll limitation at no charge.

[Click Here to Visit the South Dakota PUC Website to Learn More](#)

Lifeline

How much can I save? You will save \$8.25 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as flat rate service and also cover your subscriber line charge.

How do I know if I am eligible?

- Program based eligibility:
- Federal Public Housing Assistance / Section 8
- Food Stamps
- Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Assistance for Needy Families (TANF)
- Total household income at or below 135% of the [Federal Poverty Guidelines](#).

Are there any restrictions? Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. You must establish phone service prior to applying for the Lifeline discount. The name on the phone bill must match the name of the household member participating in the eligible program with the exception of the National Free School Lunch Program.

How do I apply? To apply for Lifeline, call Santel Communications directly at 888-978-7777 or 777. An application can be obtained via phone, or from the Santel Communications office in Woonsocket, SD.

What proof of eligibility do I need to provide? 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 to 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:

- Last year's 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.

How do I continue to receive Lifeline benefits? 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.

Link-Up

How much will I save? Link-Up will pay 50% of your installation charges for a total discount of \$12.50. (Maximum benefit \$30.00)

How do I know if I am eligible? If you qualify for Lifeline, you also qualify for Link-Up.

Are there any restrictions? Link-Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home and wireless handsets are not eligible for the Link-Up discount.

How do I apply? To apply for Link-Up you will follow the same application process as Lifeline and provide the same proof of eligibility as Lifeline.

Toll Limitation Service (TLS)

How much will I save? You can add Toll Deny or Allow Selective Calling at no charge each month. We may also waive the required deposits when a customer adds a toll limitation service.

How do I know if I am eligible? If you qualify for Lifeline and Link-Up, you also qualify for TLS.

Being a Lifeline or Link-Up customer does not protect you from being disconnected if you fail to pay your telephone bill.

Lifeline can only be applied to one telephone line per household.

SANTEL SUPPORT

[Contact Customer Service](#)

[Live Remote Assistance](#)

[TV Remote Instructions](#)

[FAQ](#)

[Account Management Center](#)

[Check Webmail](#)

[Phone Portal](#)

SANTEL COMMUNITY CENTER

[News and Events](#)

[Newsletters](#)

[E-Newsletters](#)

[Hosted Business Websites](#)

[Hosted Personal Websites](#)

[Links](#)

[Classified Section](#)

Santel Communications
PO Box 67
Woonsocket, SD 57385
888-978-7777 or 777
info@santel.net



[Back to Postings](#)

Lifeline and Link Up Information for Santel Communications Customers in South Dakota

Landline Service

Lifeline is a government program that offers qualified low income households a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state and sometimes by individual phone company.

- **How much can I save?**

You will save up to \$8.25 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as flat rate service. These benefits will also cover your subscriber line charge.

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

Program based eligibility:

- [Federal Public Housing Assistance / Section 8](#)
- [Supplemental Nutrition Assistance Program \(SNAP\)](#)
- [Medicaid](#)
- [Low Income Home Energy Assistance Program \(LIHEAP\)](#)
- [Supplemental Security Income \(SSI\)](#)
- [National School Lunch \(free program only\)](#)
- [Temporary Assistance for Needy Families \(TANF\)](#)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

Income based eligibility:

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

- **Are there any restrictions?**

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. You must establish phone service prior to applying for the Lifeline discount. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

- **How do I apply?**

To apply for Lifeline call Santel Communications directly at 605-796-4411. You may find more information about Lifeline and other telephone services available from Santel Communications at <http://www.santel.net>. An application can be obtained via phone, or from Santel Communications.

- **What proof of eligibility do I need to provide?**

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

- **How do I continue to receive Lifeline benefits?**

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.

- **Other Useful information**

There are other options that can help you save money, including free toll blocking, waived deposit with toll blocking and voluntary limit on long distance calling (toll control).

Link Up helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

- **How much will I save?**

Link Up will pay 50% of your installation charges for total discount of \$12.50. (Maximum benefit \$30.00) An

additional discount may apply to residents of federally recognized tribal lands.

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

If you qualify for Lifeline, you also qualify for Link Up.

- **Are there any restrictions?**

Link Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home and wireless handsets are not eligible for the Link Up discount.

- **How do I apply?**

To apply for Link Up you will follow the same application process as Lifeline and the same proof of eligibility as Lifeline.

Being a Lifeline or Link Up customer does not protect you from being disconnected if you fail to pay your telephone bill.

Lifeline and Link Up discounts cannot be applied to an outstanding balance owed to your phone company.

Lifeline can only be applied to one wireless OR wireline telephone per household.

Last modified on 9/28/2009

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What type of discounts are available?

There are three discounts available.

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$8.25 per month in discounts.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30.

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

Lifeline, Link Up, and Toll Limitation services to provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Note:
Telecommunications carriers do not charge a Lifeline customer Federal Universal Service Charge (FUSC) fees on the local service portion of their telephone bill.

How do I know if I qualify?

Eligibility for Lifeline, Link Up, and TLS support varies by state. In states that do not provide state support, such as South Dakota, the federal guidelines are used. An individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's Free Lunch Program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines which are on the reverse side.

How do I apply to receive Lifeline, Link Up, and TLS support discounts?

To apply for Lifeline, Link Up, and TLS discounts, or if you have any questions, please contact our billing office by dialing 777 from your home phone or 1-888-978-7777 from outside of our service area.

Are there any restrictions?

Lifeline can only be used for the main telephone line in a household.

Lifeline customers may purchase all services offered to non-Lifeline customers.

The name on your phone bill must match the name of the participant who is eligible for the program.



**2009 Estimated Income
Requirements for a
Household at or Below
135% of the Federal Poverty
Guidelines**

Persons in Family Unit	Family Income
1	\$14,621
2	\$19,670
3	\$24,719
4	\$29,768
5	\$34,817
6	\$39,866
7	\$44,915
8	\$49,964

For each additional person, add \$5,049. Consumers may qualify for Lifeline, Link Up and TLS if they participate in any of the programs listed on the previous page, or have a household income that is at or below 135% of the federal poverty guidelines.

To learn more, visit:

www.usac.org
www.lifelinesupport.org



PO Box 67, Woonsocket, SD 57385

**Lifeline
and
Link Up**

**Call: 777,
1-888-978-7777,
or email:
info@santel.net**