

## Attachments



Redacted- For Public Inspection

<b>(710) Broadband Price Offerings Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
-----------------------------------------------------------------	----------------------------------------------------------------------------------

<010> Study Area Code	391676
<015> Study Area Name	Santel Communications Cooperative
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Donna Spier
<035> Contact Telephone Number - Number of person identified in data line <030>	6057968120 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	dspier@santel.coop

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	SD	Alpena DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Artesian DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Artesian Fiber	50.0	0.0	50.0	20.0	20.0	999999	Other, 0
	SD	Ethan DHL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Ethan Fiber	50.0	0.0	50.0	20.0	20.0	999999	Other, 0
	SD	Forestburg DHL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Letcher DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Letcher Fiber	50.0	0.0	50.0	20.0	20.0	999999	Other, 0
	SD	Mt Vernon DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Mt Vernon Fiber	50.0	0.0	50.0	20.0	20.0	999999	Other, 0
	SD	Parkston DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Parkston Fiber	50.0	0.0	50.0	20.0	20.0	999999	Other, 0
	SD	Tripp DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Wolsey DSL	40.0	0.0	40.0	10.0	1.0	999999	Other, 0
	SD	Woonsocket Fiber	50.0	0.0	50.0	20.0	20.0	999999	Other, 0
	SD	Alpena DSL	50.0	0.0	50.0	20.0	1.0	999999	Other, 0
	SD	Artesian DSL	50.0	0.0	50.0	20.0	1.0	999999	Other, 0
	SD	Artesian Fiber	85.0	0.0	85.0	50.0	50.0	999999	Other, 0
	SD	Ethan DSL	50.0	0.0	50.0	20.0	1.0	999999	Other, 0
	SD	Ethan Fiber	85.0	0.0	85.0	50.0	50.0	999999	Other, 0
	SD	Forestburg DSL	50.0	0.0	50.0	20.0	1.0	999999	Other, 0



**CERTIFICATION OF SANTEL COMMUNICATIONS**

**Reporting Period January 1 – December 31, 2016**

**Sec. 54.313(a) (5) Service Quality Standards and Consumer Protection Rules Compliance**

Pursuant to § 54.313(a) (5) for High-cost Recipients, Santel Communications Cooperative, Inc. hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Santel follows Customer Proprietary Network Information (CPNI) rules and also files the annual CPNI certification with the FCC pursuant to the FCC's current CPNI rules and regulations. Attached are annual notices to customers on matters related to customer privacy. Santel also implemented an Identity Theft Prevention Program several years ago in accordance with the federal Red Flags Rule.

I verify that the foregoing is true and correct. Executed on this June 19, 2017.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive style with a large initial 'P'.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.

Form 481

Line 610

Santel Communications operates 10 central offices all of which have a standby generator in the event the location loses commercial power. Each office also has a battery system that can sustain up to 8 hours of no power commercially or via a generator. Santel's networks have redundant paths and no single facility damage will take our network offline. We have spare capacity on our networks and can handle moderate traffic fluctuations.

November 2, 2012

Mr. Thurman Cournoyer, Chairman  
Yankton Sioux Tribal Council  
P.O. Box 1153  
Wagner, SD 57380-1153

Dear Chairman Cournoyer:

I serve as the General Manager of Santel Communications Cooperative (“Santel”), a rural telephone company serving parts of southeastern South Dakota. Our cooperative’s service area includes the local exchange of Tripp and it is my understanding that approximately 3.5 miles of land in the southwestern corner of this exchange may be located within the official boundaries of the Yankton Sioux Reservation. This land sits within Charles-Mix County and, presently, includes only one customer residence. The existing customer, to my knowledge, is not a Yankton Sioux Tribal member. This customer also does not currently subscribe to any Santel broadband service, but broadband services can be made available if requested.

This letter is sent to you because the Federal Communications Commission (FCC), as part of a recent Order reforming the federal universal service mechanisms related to telecommunications and information services, has adopted new requirements that are intended to facilitate engagement between telecommunications companies serving Tribal Lands. The FCC’s new “Tribal Engagement” provisions are intended to improve communications and foster a greater understanding between service providers and Tribal entities of the factors necessary to deploy and sustain telecommunication services on Tribal lands. The ultimate aim is to benefit Tribal government leaders, carriers/service providers, and consumers living on Tribal lands by providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. *See* FCC Public Notice, Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Engagement Obligation Provisions of the Connect America Fund, DA 12-1165, released July 19, 2012.

There are some questions as to whether these FCC rules related to Tribal Engagement (which also still await approval by the federal Office of Management and Budget (OMB)) are applicable in these circumstances given the small area of land involved and lack of any residing Tribal member customers, but Santel feels compelled at this time to at least request of the Yankton Sioux Tribe whether it is interested in meeting pursuant to the FCC’s new Tribal Engagement provisions. If the Tribe is interested, Santel would offer to meet and would like to do so very soon, hopefully, by no later than the end of this November. The purpose of this

## CERTIFICATION OF SANTEL COMMUNICATIONS

### **Sec. 54.313(a) (10) Voice Services Rate Comparability**

Pursuant to § 54.313(a) (10), Santel Communications Cooperative, Inc. hereby certifies that our prices for fixed voice services are in compliance. We do not have a state SLC and our rates are not more than the applicable national average urban rate as published by the Wireline Competition Bureau.

I verify that the foregoing is true and correct. Executed on this June 19, 2017.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive, flowing style.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.



## CERTIFICATION OF SANTEL COMMUNICATIONS

### **Sec. 54.313(g) (10) Broadband Services Rate Comparability**

Pursuant to § 54.313(g) (10), Santel Communications Cooperative, Inc. hereby certifies that the pricing of Santel's broadband services is no more than two standard deviations above the applicable national average urban rates for broadband service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

I verify that the foregoing is true and correct. Executed on this June 19, 2017.

A handwritten signature in blue ink that reads "Pamela Kopfmann". The signature is written in a cursive, flowing style.

Pamela Kopfmann, Customer Service Manager

Santel Communications Cooperative, Inc.

# SANTEL COMMUNICATIONS COOPERATIVE LIFELINE APPLICATION

(Please print)

Name: \_\_\_\_\_  
(Last) (First) (Middle Initial) (Date of Birth)

Physical Service Address: \_\_\_\_\_  
(Street) (City) (State) (Zip)

Billing Address: \_\_\_\_\_  
(If different from service address) (Street) (City) (State) (Zip)

Last 4 digits Social Security Number: \_\_\_\_\_ Santel Telephone Number: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Alternate Phone where you can be reached or receive messages: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Number of individuals in applicant household: \_\_\_\_\_ Head of Household name: \_\_\_\_\_

Is this address a permanent address? Yes \_\_\_\_ No \_\_\_\_ (if no, must verify address every 90 days)  
\*\*\*\*\*

Lifeline is a federal government assistance benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment, or being barred from the program. Only one Lifeline service is available per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. A household may include related and unrelated persons. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the FCC's rules and will result in de-enrollment from the program and, potentially, prosecution by the U.S. government. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.

**Select Type of Applicable Lifeline Service:**

\_\_\_\_\_ Voice \_\_\_\_\_ Voice and Broadband (Broadband not at minimum standard)

\_\_\_\_\_ Bundle (both Voice and Broadband meet minimum standard)

**Note:** Customers receiving Lifeline assistance are required to remain with their service provider for a minimum period before they may transfer the benefit to another provider -- a 60-day "port freeze" for voice services and a 12 month "port freeze" for broadband services.

Are you currently receiving Lifeline assistance through any other telephone provider? Yes \_\_\_\_ No \_\_\_\_

**Lifeline Discount Benefit Transfer**

If you are currently receiving Lifeline from another provider and you wish to transfer your Lifeline discount under this application, you must initial the following statement:

\_\_\_\_\_ My current Lifeline service is not subject to a port freeze and I authorize \_\_\_\_\_ to transfer any pre-existing discount with a different provider to my Santel Communications account, subject to all terms and conditions described in this application, understanding that only one Lifeline supported service is available per household.

**Eligibility:**

Please identify all programs you, a dependent or another household member are currently enrolled in or if your household would like to qualify based on income.

- \_\_\_\_\_ Medicaid (eg Title XIX/Medical, State Supplemental Assistance)
- \_\_\_\_\_ Supplemental Nutrition Assistance Program (SNAP) – formerly Food Stamps
- \_\_\_\_\_ Supplemental Security Income (SSI)
- \_\_\_\_\_ Federal Public Housing Assistance (Section 8)
- \_\_\_\_\_ Veteran’s Pension or Survivor’s Pension

June 16, 2017

Milestone Certification

Santel Communications Cooperative certifies it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas, and that requests for such service are met within a reasonable amount of time.

A handwritten signature in blue ink, appearing to read "Mark Wilson". The signature is written in a cursive, flowing style.

Mark Wilson  
Network Operations Manager  
Santel Communications Cooperative

If you do not participate in one or more of the programs listed on the front, you may qualify for Lifeline if your household income does not exceed 135% of the 2017 Federal Poverty Guidelines (FPG), see table below:

Annual Income @ 135% of FPG	Household Size	
\$16,281	1	<b><u>NOTE: Proof of program participation or income will be required to qualify</u></b> Examples include: a copy of your benefit ID card, eligibility letter from the authorizing agency or the prior year's statement of benefits. Sources of income include prior year's tax return, three (3) months of paychecks from all employers, or benefit statements from retirement/pension.
\$21,924	2	
\$27,567	3	
\$33,210	4	
\$38,853	5	
\$44,496	6	
\$50,139	7	
\$55,782	8	
\$5,643	Add for each addt'l person	

\_\_\_\_\_ My household income is at or below 135% of the Federal Poverty Guidelines

**Please read the following statements, initial by each certification, and sign below:**

- \_\_\_\_\_ I acknowledge that providing false or fraudulent statements to receive Lifeline benefits is punishable by law and can result in fines, imprisonment, de-enrollment or being barred from the program;
- \_\_\_\_\_ I affirm that the information contained in this application and certification form is true and correct to the best of my knowledge;
- \_\_\_\_\_ I certify that I meet the income-based or program-based eligibility criteria for receiving Lifeline, as provided for in 47 C.F.R. Section 54.409 and that I have provided any required documentation of eligibility;
- \_\_\_\_\_ I understand that my household can only receive one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- \_\_\_\_\_ I certify that the individual named on the documentation provided, demonstrating program-based eligibility, if not me, is part of my household;
- \_\_\_\_\_ I understand that Lifeline is a non-transferable benefit and that I may not transfer it to any other person;
- \_\_\_\_\_ I certify that if I move to a new address, I will provide that new address to Santel Communications within 30 days;
- \_\_\_\_\_ I certify that I will notify Santel Communications within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, if I am receiving more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;
- \_\_\_\_\_ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits pursuant to 47 C.F.R. Section 54.405(e)(4);
- \_\_\_\_\_ I understand that information from this application will be given to USAC and/or its agents for purpose of verifying that my household does not receive more than one benefit and that USAC may require additional information in order to verify my eligibility;
- \_\_\_\_\_ (Only if applicable) I understand if I provided a temporary residential address for this application, I will be required to verify my temporary residential address every 90 days;
- \_\_\_\_\_ (Only if applicable) I certify that I have not previously received a Tribal Link Up benefit for a telecommunications connection at my current residential address; and
- \_\_\_\_\_ (Only if applicable) I understand that to qualify for the Tribal Lifeline Benefit my place of residence must be on Tribal Land and I certify that my current residence is on Tribal lands, as defined in 47 CFR Section 54.400(e).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

For more information about Lifeline, see [www.PUC.SD.gov/Lifeline](http://www.PUC.SD.gov/Lifeline)

Santel is an equal opportunity provider and employer.

## CONSENT TO PROVIDE LIFELINE SUBSCRIBER INFORMATION TO THE NATIONAL LIFELINE ACCOUNTABILITY DATABASE (NLAD)

The Federal Communications Commission has established the National Lifeline Accountability Database (NLAD) to detect and prevent consumers from receiving more than one discounted telecommunications service under the federal Lifeline program.

Under federal law, Santel Communications is required to check this database prior to signing up Lifeline subscribers and is also required to provide the following information to the federal database's administrator:

- The Lifeline subscriber's full name;
- The Lifeline subscriber's full residential address;
- The Lifeline subscriber's date of birth;
- The last four digits of the Lifeline subscriber's social security number or Tribal identification number;
- The telephone number associated with the Lifeline service;
- The date on which the Lifeline service was initiated;
- The date on which the Lifeline service was terminated (if applicable);
- The amount of Lifeline service support being sought for the subscriber; and
- The means through which the subscriber qualified for Lifeline service (income or program-based, Medicaid, SNAP, etc.

The above information related to your Lifeline service is being provided by Santel Communications to the National Lifeline Accountability Database to verify that you, as a Lifeline applicant and/or subscriber, are not receiving more than one Lifeline benefit, and to otherwise ensure proper administration of the Lifeline program.

I, as the Lifeline applicant/subscriber, acknowledge that Santel Communications will transmit to the administrator of the federal National Lifeline Accountability Database the above-referenced information about my Lifeline account and service for inclusion into the database, and hereby consent to transmission of the information for purposes allowed by law relating to administration of the Lifeline program.

I further understand that a refusal or failure to provide this consent to release my Lifeline account and service information to the administrator for inclusion in the federal National Lifeline Accountability Database will result in a denial of or de-enrollment from Lifeline service.

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Signature

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Date



## What type of discount is available?

Lifeline assistance provides a monthly credit of \$9.25 per month towards your Santel Communications telephone service. You also save approximately \$1.00 per month with the waiving of the FUSC.

## 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 in a household and can only be applied to one telephone line. 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 contact our Santel billing office by calling 777 from your home phone or 1-888-978-7777 from outside our service area. You can also learn more at [www.usac.org](http://www.usac.org) or [www.lifelinesupport.org](http://www.lifelinesupport.org).

**Lifeline provides monthly discounts to eligible low-income consumers to help them maintain the security and reliability of telephone 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.**



**2016 Guidelines for Household at or Below 135% of the Federal Poverty Guidelines**

Household Size	Annually	Monthly
1	\$16,038	\$1,336.50
2	\$21,627	\$1,802.25
3	\$27,216	\$2,268.00
4	\$32,805	\$2,733.75
5	\$38,394	\$3,199.50
6	\$43,983	\$3,665.25
7	\$49,586	\$4,132.17
8	\$55,202	\$4,600.17
For each additional person, add	\$5,616	

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 TELEPHONE SUPPORT



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



meeting would be to, generally, exchange information related to the deployment and provisioning of communications services on any Yankton Sioux Tribal lands that are located within the Tripp exchange area.

If a meeting between Santel and the Yankton Sioux Tribe is held, it is important that at least some of the individuals attending the meeting are “decision-makers.” As noted in the FCC’s July 19th Public Notice providing further guidance, “engagement cannot be merely between sales and marketing individuals on one side and administrative staff or advisors on the other. The perspectives on needs, expectations, priorities, and abilities that would formulate meaningful exchange often can come only from those with the requisite authority to make decisions.”

In closing, if your Tribe would like to proceed with Tribal Engagement in accord with the pending FCC rules, we ask at this time that you respond with the name and contact information for a Tribal representative who could assist in scheduling and arranging a meeting between Santel and the appropriate Tribal government staff and leaders. This information may be provided to me calling (605) 796-8143, or by sending me an e-mail at [rthompson@santel.net](mailto:rthompson@santel.net).

I thank you greatly for your cooperation in this matter.

Sincerely,

Ryan Thompson

Notes:

- delivery receipt confirmed
- as of 60 days later, no response from tribe desiring meeting/discussion
- our exchange area 3.5 miles, of reservation 665 sq miles = 0.005



## **CPNI and Customer Privacy**

CPNI (Customer Proprietary Network Information) relates to any information regarding your Santel account and Santel services which we would not otherwise know about you if you weren't a customer.

We take your privacy very seriously. We do not ever share your account information with outside parties except for name, address and phone number which are listed (with your permission) in our telephone directory or as required by law enforcement.

We will also verify your identity when you contact our office to ask about any confidential account information or make changes. For your security, we will ask questions and might ask to call you back at the telephone number we have on file. You may want to consider adding a password or providing answers to security questions to make the verification process faster when you call.

Other confidential information, including social security numbers and bank information, is encrypted for your security also. If you have any questions or concerns about security as it pertains to your Santel account, please contact our billing office at 777 or 796-4411.

**From:** [Form481@usac.org](mailto:Form481@usac.org)  
**To:** [rthompson@santel.net](mailto:rthompson@santel.net)  
**Subject:** Form 481 Certification Confirmation  
**Date:** Thursday, June 29, 2017 12:58:40 PM

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USAC



## Form 481 Certification Confirmation

**Congratulations. Your filing has been successfully certified.**

**Filing Number:** 1

**Certification Date and Time:** Thu Jun 29 13:58:21 EDT 2017

**Filing Created By:** rthompson@santel.net

**SAC:** 391676

**498 ID:** 143002244

**Carrier:** Santel Communications Cooperative

**Program Year:** 2018

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Please do not respond to this message.

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