

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2019**

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 1st 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. www.santel.coop
- Company's information posted on USAC website.
- Other (describe): brochure; attached

*Required

as an SPS. Arlan then returned to complete his degree in Business Administration from Augustana College in 1957.

Following college, Arlan and his brother, Doyle, returned to join their parents in a cattle-feeding operation. They operated a third generation business known as Albert J. Selland & Sons. Arlan married Barbara Ann Boswell on June 8, 1963. Arlan and Barb resided in rural Letcher where they had three children.

Seeing a need within the trucking industry, Arlan and Doyle purchased a couple of semi-trucks. Barb was recruited to dispatch the trucks and Selland Trucking was started. The business was operated out of their home as it grew in size. It was a joy for Arlan to watch the transition of the trucking company to their son, Barry Selland, and

ious leadership roles within Stora Lutheran Church. After moving to Mitchell, Arlan and Barb joined First Lutheran Church.

Arlan is survived by his wife, Barbara Ann (Boswell) Selland; his children, Judd (Kay) Selland of Duluth, Minn., Barry (Shelly) Selland of Forestburg, and Jennifer (Brian) Feistner of Woonsocket; six grandchildren; his brother, Doyle (Sonja) Selland; Barb's siblings and their spouses, Pete Boswell, Helen Sageser, Buck (Jeanette) Boswell, Marie Dame, and Joe Boswell.

He was preceded in death by his parents; his sisters and their spouses, Lucille (Dan) Fraser and Shirley (Dale) Anderson; and Barb's siblings and their spouses, Harriet (Marcus) Cable, Mable (Earl) Holland, Cecil Sageser, and Frances Boswell.

Open Letter

Dear Friends,

The final parting that death brings is unbearable. The remorse of the living acts of kindness undone, or loving words often gives added grief to the bereaved.

Wise and fortunate is the person whose cherished memories of kind words and actions serve to sustain and comfort during adjustment following bereavement.

Respectfully,

Marcus Cable
Ba



FUNERAL HOME
WOONSOCKET, RI
PHOTOGRAPHY

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 only one Lifeline discount per household which can be applied to either Internet or telephone service.

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% of the Federal Poverty Guidelines as shown below.

Household Size	Annually	Monthly
1	\$16,862	\$1,405.17
2	\$22,829	\$1,902.42
3	\$28,796	\$2,399.67
4	\$34,763	\$2,896.92
5	\$40,730	\$3,394.17
6	\$46,697	\$3,891.42
7	\$52,664	\$4,388.67
8	\$58,631	\$4,885.92
Add for each addtl person	\$5,967	\$497.25



Visit santel.coop/services/lifeline to learn more or call us at 796-4411 to get signed up now!

*Sunborn Weekly Journal
May 9, 2019*

Clea
can
We
spec
lens
the

A
Me

*Parkston Advance
May 8, 2019*



Hope you can join us!!!



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 only one Lifeline discount per household which can be applied to either Internet or telephone service.

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)
- Supplemental Security Income (SSI)
- Medicaid
- 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% of the Federal Poverty Guidelines as shown below.

Household Size	Annually	Monthly
1	\$16,862	\$1,405.17
2	\$22,829	\$1,902.42
3	\$28,796	\$2,399.67
4	\$34,763	\$2,896.92
5	\$40,730	\$3,394.17
6	\$46,697	\$3,891.42
7	\$52,664	\$4,388.67
8	\$58,631	\$4,885.92
Add for each addtl person	\$5,967	\$497.25



Contact Santel Communications at 796-4411 or visit Santel.coop for more information or to apply.

DEADLINES

LEGAL NOTICES Thursday at 5 p.m.

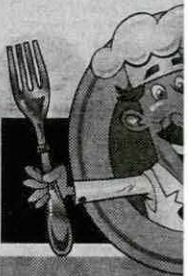
DAKOTA ACTION ROCKET Friday at noon

NEWS & ADVERTISING Friday at 5 p.m.

OFFICE HOURS

Monday 9-5 • Tuesday 9-11

Wednesday-Friday 9-5



Saturday, Ma

Prime Rib
New York
T-B

Served With Po
Soup, Salad &
Reservations
5:00 p.m.

TAKING RES
NO
Mother
3-Meat
Sunday,
11 a.m.

All our meals are made

Regular
Menu Availa

Ron's Se
Tripp, SD 605-935-

Find it.
Sell it..

Classi

The Parksto
Tripp Sta
ptp/
Dakota Acti

New Directories Printed

The 2019 Central Connections telephone directories have been printed. Active Santel customers should have received one directory in the mail, but if you wish to have additional copies, they are available in your community.

You can get copies at the banks in Alpena, Artesian, Letcher, Mt Vernon, Parkston, Tripp and Wolsey as well as at Country Pumper of Forestburg, Larson Grocery in Fedora, Ethan Coop Lumber in Ethan, or the City offices in Ethan, Tripp and Parkston.

We encourage you to look through the directory for helpful tips to using your Santel Internet, digital TV and telephone services.

Differentiating the Internet from Wi-Fi

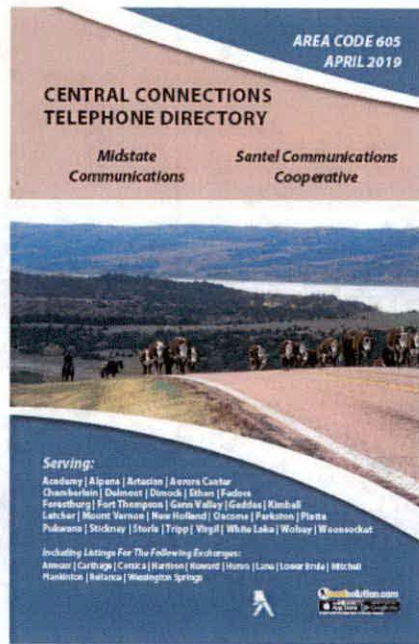
While these two terms are related, they do not mean the same thing!

Most of us access the internet multiple times per day and more often than not, we are using a wireless network. Many people use the terms "Internet" and "Wi-Fi" interchangeably, but they are two different elements of the technology ecosystem.

The Internet is a Highway. The Internet is oftentimes called the Information Superhighway. Just like a road that connects cities and moves people and goods, the Internet is a digital road that connects thousands of devices and people so that they can exchange information. You connect to your Internet Service Provider (ISP / Santel) through a physical line and possibly a modem depending upon which platform serves your location. Fiber optics eliminate the need for a modem. You can connect to your ISP either through a direct wired connection or by using a Wi-Fi router.

Wi-Fi is an Access Ramp. Wi-Fi refers to a wireless network (router) that allows your computers, smartphones and other devices to connect to your ISP without being physically connected by a cable. Because information is transferred using wireless transmitters and radio signals, you must be within physical proximity for a good connection.

Understanding the Challenges of Wi-Fi. As convenient as Wi-Fi can be, it doesn't automatically ensure a stress-free Internet experience. You need a strong Wi-Fi signal and you also need a good, reliable ISP. Wi-Fi has security risks and it's critical that you password-protect your Wi-Fi connection and keep it up-to-date with the latest security settings. **Santel Whole Home Wi-Fi is a managed router solution that takes all the stress and confusion away. Call 796-4411 to schedule your FREE install.**



Directory Additions

ARTESIAN

Holbrook, Angel 527-2681

ETHAN

Frazier, Casey 227-4370

MOUNT VERNON

Nicolaisen, Richard 236-5581

WOLSEY

Schumacher Repair LLC 883-4722



We know our customers here in rural South Dakota rely on telephone and high speed broadband services to stay connected with the rest of the world. **The Lifeline program** helps make sure that families in need can afford these services. You can receive a monthly discount on your Santel phone or broadband services when eligible. To qualify, you must be enrolled in one of these programs or have household income that is less than 135% of the federal poverty guidelines:

- Medicaid (Title XIX)
- Supplemental Nutrition (SNAP)
- Federal Public Housing Assistance (Section 8)
- Supplemental Security Income
- Veteran's or Survivor's Pension

Call our office today at 796-4411 to learn more about the **Lifeline** program.

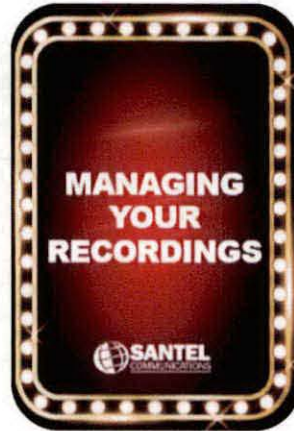


Connected



May 2019

Volume 25, Issue 5



Santel customers frequently have questions about how various features of the digital TV system work. We now provide quick how-to videos on 14 different topics related to your Santel service. To view these free tutorials, click the On Demand **ON DEMAND** button found in the middle of your Santel remote. Along with the other VOD categories such as Blockbusters, Just In and Free Movies, you'll find a category labeled "Santel TV How-To". The topics covered in our videos include:

- Controlling Live TV
- Managing Your Recordings
- Parental Controls
- Pay Per View
- Phone Menu-Recent Call List
- Phone Menu-Voicemail on TV
- Recording Programs & Reminders
- Restart TV
- Settings
- Using the On-Screen Guide
- Weather App
- What's Hot App
- What's on TV
- Working with Favorites

Did you know...

1. The Internet requires approximately 50 million horsepower in electricity per day?
2. Of the 7 billion people on Earth, over 2.4 billion use the Internet?
3. 1.7 billion of the Internet's users are in Asia?
4. Over 78% of North Americans use the Internet?
5. The Internet weighs as much as one strawberry?
6. Over 8.7 billion machines are currently connected to the Internet?
7. Every 60 seconds, 72 hours of YouTube video is uploaded?
8. Over half of web traffic is media streaming and file sharing?
9. Online dating generates over 1 billion dollars each year?

<https://www.lifewire.com/surprising-facts-about-the-web-3862898>



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

www.santel.coop

Email: info@santel.coop 796-4411

Santel is an equal opportunity provider and employer.





Welcome to Santel Communications. As a customer, you are now a cooperative member/owner and you will accrue patronage capital credits which will be paid out to you in the future allowing you to share in the profits of the cooperative.

A few things to know about Santel Communications:

- We were incorporated in 1952 and have been bringing our members the latest telecommunications services since that time.
- We offer high speed broadband access to all customers. Packages include email if you wish.
- We offer a top-of-the-line whole home WiFi service to ensure a great Internet experience.
- We offer business website hosting.
- 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!**
- On our website you can also view/pay your monthly bill, contact us via email, access the portal for voice mail or DVR programming and much more.
- 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

When new Central Connections telephone directories are printed in April of each year, a copy is mailed to each Santel 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, or the banks in our other communities. You can also access our online directory at <https://ebill.santel.net/ebill/login> once you've created your online account.

Lifeline is a program designed to provide discounts to eligible low-income consumers to help with affordable telephone or broadband services. The basic monthly credit is \$9.25 and lifeline consumers also do not pay USF charges. To see if you qualify for the Lifeline program, see the enclosed documentation.

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

Your Santel Team

SANTEL COMMUNICATIONS
PO Box 67
Woonsocket, SD 57385



1-888-978-7777
Fax: 605-796-4419
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 and 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 and TLS support 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.

Annual Income @ 135% of FPG	Household Size	
\$16,862	1	<u>NOTE: Proof of program participation or income will be required to qualify</u> 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.
\$22,829	2	
\$28,796	3	
\$34,763	4	
\$40,730	5	
\$46,697	6	
\$52,664	7	
\$58,631	8	
\$5,967	Add for each add'l person	

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

To apply for Lifeline, or if you have any questions, please contact our billing office at 796-4411 (toll free from your home phone).

General Rules & Regulations

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 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 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 28 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.lifelinesupport.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)

Notice: As of December 2, 2016, customers can no longer use the Low Income Home Energy Assistance Program (LIHEAP), Temporary Assistance for Needy Families (TANF), or the NSLP free lunch program to prove their eligibility for Lifeline.

Lifeline provides eligible subscribers with a credit of \$9.25 per month on the basic service portion of their bill. 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 796-4411.

Email: info@santel.coop

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

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

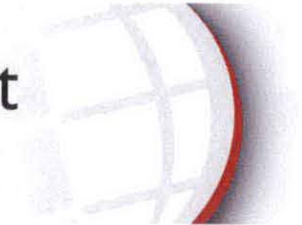


Residential Business About Us Support My Account Blog

Search ...



Santel at Home



Home > Santel at Home – Alpena > Alpena – Lifeline

Alpena – Lifeline

Alpena – Cloud Video Surveillance

Alpena – Internet >

Alpena – Lifeline

Alpena – Phone

Alpena – Television

Alpena – Traditional Bundle

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

Eligible customers will save \$9.25 on the basic monthly bill. These benefits apply to your local telephone service or broadband services 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 line in a household. You may purchase 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 796-4411 with any Lifeline questions you may have. Applications can be completed online at the link below or printed and mailed to:

USAC
Lifeline Support Center
PO Box 7081
London, KY 40742

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

Alpena – Lifeline – Santel Communications

- 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.

Click here for the application

[Lifeline application PDF](#)

Click here for the Online Application

<https://nationalverifier.service-now.com/lifeline>

SANTEL COMMUNICATIONS

PO Box 67, Woonsocket, SD 57385
Phone: 605-796-4411 or 777



SERVICES

> My Account

> TV Support

> Phone and Phone Features

> Internet Support



**Know what's below.
Call before you dig.**

Feedback

GOOGLE SEARCH

**2019 Guidelines for
Household at or Below
135% of the Federal
Poverty Guidelines**

Household Size	Annually	Monthly
1	\$16,862	\$1,405.17
2	\$22,829	\$1,902.42
3	\$28,796	\$2,399.67
4	\$34,763	\$2,896.92
5	\$40,730	\$3,394.17
6	\$46,697	\$3,891.42
7	\$52,664	\$4,388.67
8	\$58,631	\$4,885.92
Add for each addt'l person	\$5,967	\$497.25

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
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.

What type of discount is available?

Lifeline assistance provides a monthly credit of \$9.25 per month towards your Santel Communications telephone or broadband Internet service. You also save approximately \$1.20 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 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 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. You can also learn more at www.lifelinesupport.org.