

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT JULY 1, 2020**

Company: City of Brookings Municipal Utilities Telephone Department d/b/a
Swiftel Communications

Address: PO Box 588
525 Western Ave
Brookings, SD 57006

Telephone number: 605-692-6325

Company Contact: Laura Julius

Study Area Code: 391650 & 399009

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- X Advertise in media of general distribution.* (See Attachment A - attached advertisements 1-6)
- X Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1st 30 days of service.* (Attachment B)
- X Company's Lifeline/Tribal Link Up information in directory. (Attachment C)
- X Company's Lifeline/Tribal Link Up information available on Company website at (<http://swiftel.net/phone/>) (Attachment D)
- X Company's information posted on USAC website. (Attachment E)
- X Other (describe): Posters and brochures placed in offices and other public places where customers who qualify are likely to see them. (Attachment F)

*Required

Signed



Laura Julius
Finance & Accounting Manager
Swiftel Communications

Date 6/1/2020

LIFeline

ASSISTANCE PROGRAM

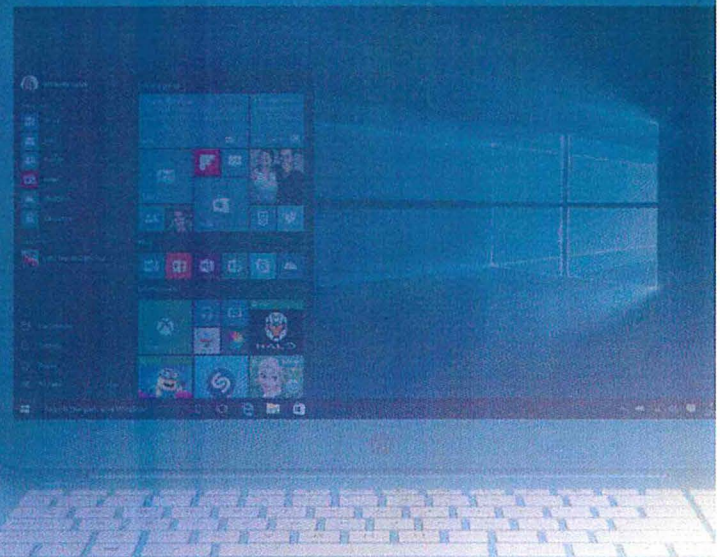
BASIC TELEPHONE or INTERNET SERVICE

Lifeline is a public assistance program offering a discount to qualified consumers on their telephone or Internet service. The discount is applied to their monthly bill.

You may qualify for **Lifeline** assistance if you meet certain income level requirements, or if you currently participate in certain public assistance programs. Eligibility requirements vary by state.

Lifeline assistance is available to one person per household.

Lifeline subscribers may also receive long distance blocking on their line free of charge.



For more information about Lifeline assistance or to apply, go to www.checklifeline.org.

The Swiftel logo, featuring the word "Swiftel" in a stylized font with a green-to-blue gradient.

605.692.6211

415 4th Street, Brookings

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See other side for how to qualify



See other side for how to qualify



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Do you need
assistance with
affording
telephone service?

Swiftel[™]

is proud to offer

LIFEline
ASSISTANCE PROGRAM



For more information & to apply

Go to: www.checklifeline.org

Do you need assistance with affording
telephone service?



Sprint[®]

is proud to offer

LIFeline
ASSISTANCE PROGRAM



For more information to apply
Go to: www.checklifeline.org

LIFeline

ASSISTANCE PROGRAM

WIRELESS PHONE SERVICE

Lifeline is a public assistance program offering a discount to qualified consumers on their wireless telephone service. The discount is applied to their monthly bill.

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BROOKINGS
415 4th St
605.697.8818

SIOUX FALLS
2422 Louise Av
605.367.6670
1524 S Sycamore
605.275.0222

SIOUX CITY
4115 Gordon Dr
712.266.8899

WATERTOWN
107 9th Av SE
605.886.0951

LIFeline

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See other side for how to qualify

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See other side for how to qualify

Previous Balance

Balance Forward

Service Summary

Charge Detail

Bundled Services

Description	Quantity	Amount
-------------	----------	--------

Description	Quantity	Amount
-------------	----------	--------

Description	Quantity	Amount
-------------	----------	--------

Annual Lifeline Msg

Swiftel Communications is authorized to provide the Lifeline telephone assistance program that was developed in response to concerns about the affordability of telephone service for low-income citizens.

* The Lifeline program provides reduced monthly charges to telephone subscribers who qualify.

The person applying for assistance must have telephone service in their name, and must participate in at least one of the following public assistance programs:

- SNAP (formerly Food Stamps)
- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- Veteran's Pensions, or Survivor's Pension

OR - Household income is at or below 135% of Federal Poverty Guidelines

WHAT DOES THE PROGRAM PROVIDE?

Lifeline provides eligible subscribers with a monthly credit of \$9.25 on their basic home telephone service charges.

If you meet eligibility requirements, you may pick up an application form at Swiftel Communications, 415 4th St, Brookings, OR apply online at www.checklifeline.org.

If you no longer participate in any of the qualifying programs, you are no longer eligible for Lifeline. You are obligated by law to notify Swiftel Communications of the change.

If you have questions about Lifeline, contact Swiftel Communications at 605-692-6211 for more information.

they have no further responsibility if you continue to make substantially the same allegation.

You cannot be charged for a billing review.

The amount still due on your billing account needs to be paid in full. Your local company, or the long-distance company providing the pay-per-call service, may take action to collect the amount outstanding if you continue to withhold payment once the billing review is done.

Failure to pay the amount outstanding may subject you to collection action, including being reported to a collection agency or credit bureau. If you continue to dispute any portion of your billing error claim, your telephone company will include it and identify the disputed amount to the collection agency or credit bureau. Your company will attempt to inform you if your account is turned over for collection and to what agency it will be sent. If the dispute is resolved, that fact will be reported to all who received notice that the account was delinquent.

If your billing entity, or the long-distance company involved, fail to follow the billing and collection procedures prescribed by Section 308.7 of the Federal Trade Commission rule implementing the TDDRA, they are obligated to forfeit any disputed amount, up to \$50 per transaction.

DISCLOSURE UNDER FCC RULE 64.1509(b)

The FCC requires the following disclosures to telephone subscribers:

Your local exchange and long-distance service cannot be disconnected or interrupted as a result of your failure to pay charges for interstate pay-per-call services, charges for interstate information services provided pursuant to a presubscription or compatible arrangement, or charges you have disputed for interstate tariffed collect information services.

You can obtain blocking of access to 900# services where it is technically feasible, at no charge, on a one-time basis.

You have a right not to be billed for pay-per-call services offered which are not in compliance with Federal laws and regulations established under Titles II or III of the TDDRA.

Your access to pay-per-call services may be involuntarily blocked for failure to pay legitimate pay-per-call charges.

Contact your local telephone company's business office with questions about pay-per-call charges or to request a 900# block.

LIFELINE/LINK-UP DISCOUNT INFORMATION

Swiftel Communications customers who qualify may be eligible for monthly telephone service discount.

Participation in one or more of the following assistance programs qualifies you for the Lifeline and/or Link-Up discount:
SNAP (Food Stamps), Federal Public Housing Assistance, SSI, Medicaid, Veteran's or Survivors Pension, or if your household income is at or below 135% of the Federal Poverty Guidelines.

To apply or get more information, go to:
www.checklifeline.org
www.lifelinesupporting.org
or, call 1-800-234-9473

TELEPHONE SERVICES FOR HEARING & SPEECH IMPAIRED USA RELAY S.D. 711 or Toll Free 1-800-877-1113

Questions or Additional Information
Toll Free 1-800-642-6410

COMMUNICATION SERVICE FOR THE DEAF

If you require assistance using the telephone system due to a hearing or speech impairment, or need to communicate with someone who has such an impairment, contact Communication Service for the Deaf. They are equipped with TDDs (Telecommunication Devices for the Deaf) and provide service. For information on Voice Carry-Over and Hearing Carry-Over services, call 1-800-642-6410. To contact and use the USA Relay for call processing, call 711 or 1-800-877-1113.

Brookings Police and Fire (911) as well as the Brookings County Sheriff's Office (rural 911) are equipped to handle Emergency and Non-Emergency Calls with TDDs.

HOW TO HANDLE ANNOYANCE CALLS

It is against the law in the state of South Dakota to make an obscene, harassing or threatening telephone call. When you receive such a call, follow these suggestions:

1. When answering your telephone, say "hello" twice. If no answer, HANG UP.
2. Do not give information until you are absolutely certain you know who is speaking.
3. Instruct children not to give any information to strangers over the phone.
4. Hang up when you hear something off-color or obscene. Never reveal you are alone.
5. When annoyance calls persist, contact your local law enforcement agency.
6. Calls of a threatening nature should be reported to the local law enforcement agency immediately.
7. Customer-Originated Trace is another available service.

CUSTOMER ORIGINATED TRACE

When you are serious about prosecuting an offender, Call Trace lets you automatically trace an obscene or threatening phone call and delivers the number to local law enforcement. If the caller has violated South Dakota Codified Law 49-31-31 and you decide to prosecute, the police may use the trace as evidence.

Note: Every time you complete a call trace, you will be charged, whether or not you follow up with authorities. The traced number will be delivered ONLY to law enforcement.

1. Automatically available on every line at no charge, unless you use it.
2. If you receive a call that you would like to trace:
 - Hang up.
 - Dial *57 (Rotary 1157).
 - You will hear an announcement: You have accessed the Call Trace Feature. Cost for a successful trace is \$4.00.
 - To discontinue the trace, hang up.
3. To continue the trace, dial 1. You will hear an announcement telling you that your trace has been successful and to call local law enforcement for further assistance.

UNLAWFUL WIRETAPPING MAY BE SUBJECT TO PROSECUTION

Under federal and state laws, it is a crime for any person to wiretap or otherwise intercept a telephone call without the consent of one or both parties actually participating in the call. When proceeding under court orders, authorized law enforcement officers can take part in interception without the consent of either party. The penalty for illegal wiretapping is imprisonment and/or a fine.

USE OF TELEPHONE FOR DEBT COLLECTION PURPOSES

The Federal Communications Commission regulates the use of interstate telephone service for the collection of claimed debts. Disallowed practices include calling at odd hours of the day or night; repeated calls; calls to friends, neighbors, relatives, employers, and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment, and calls misrepresenting the terms and conditions of existing or proposed contracts. Tariffs of the telephone companies forbid use of the telephone "for a call or calls" expected to frighten, abuse, torment, or harass another, or for calls that interfere unreasonably with the use of the service by one or more other customers, or for calls for "unlawful purpose". Upon violation of any of these conditions, the telephone company can, by written notice, discontinue service immediately. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. (Rules & regulations referenced in this directory are subject to change. For the most current information, contact the FCC at 1-800-CALL-FCC or <http://www.fcc.gov>; OR SD PUC Office of Consumer Affairs, 1-800-332-1782 or <http://www.state.sd.us/puc>)

"Do Not Call" SIGN-UP

South Dakota consumers may sign up to stop most telemarketing calls. The sign-up is free and consumers have two ways to register their home telephone and personal cell phone numbers:

1. Call 1-888-382-1222 from the home or personal cell phone you wish to be registered; or
2. Register via Internet at www.donotcall.gov for wireline and/or wireless phones.

Consumers can register just once to be covered by both the national and state Do Not Call lists. South Dakotans can register complaints with the PUC at 1-800-332-1782.



Stay **connected**, even when **emergencies** happen.
Landlines can be **lifelines**.

Our local phone service includes free Call Waiting, Call Forwarding, 3-Way Calling, and extra calling features are available so you can customize your home phone service your way.



PHONE

RESIDENTIAL TELEPHONE SERVICE – \$18.00/month
 Unlimited local calling in the Swiftel service area, 411 Directory Assistance and Enhanced 911.

FREE CALLING FEATURES

- CALL WAITING**
Alerts you of an incoming call while you're on the phone.
- CALL FORWARDING**
Allows you to forward your phone call to another location.
- 3-WAY CALLING**
Allows you to set up a conference call with two other parties.
- PER CALL CALLER ID BLOCK**
Prevents your phone from being displayed to the party receiving your call.
- FREE BILLING RESTRICTIONS**
900 Block, Block 3rd number billing & Collect Block are offered at no charge.
One-time free installation per line.

EXTRA CALLING FEATURES

- BUSY REDIAL – \$1.75/month**
Continuously monitors busy or an unanswered number until it's available then notifies you.
- CALLER ID – \$4.00/month**
Allows you to see the name & number calling before you answer.

Landline Phone Advantages

Your landline offers security and guarantees service at all times, especially in the event of an emergency.



Click box to view brochure

For more information, or to apply, please go to www.checklifeline.org.

Brookings Municipal Phone, TV and Intern ESP CHR Solutions Suppo Google City of Brookings

Do I Qualify?
How to Get Lifeline
Companies Near Me
National Verifier
How to Use it
Documents Needed
Eligibility Error Messages
Identity Error Messages
Address Error Messages
Current Customers
Lifeline Rules & Rights
Change My Company
Help
Community
Tribal Lands
Community Outreach

Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Search Clear Results

Note: The search results may not show every company that is near you. A company may still offer Lifeline even if it is not on this list. Please ask the service provider if they offer Lifeline in your area.

Companies near 57006

The order of this list is random and may change next time you search. The results will still be the same.

Showing 4 of 4 companies [Print List](#) Download List: [CSV](#) [XML](#) [PDF](#)

Company Name	Phone	Type of Service	State
Midcontinent Communications dba Midco	800-888-1300	Home Phone	SD
ITC Telecom	800-417-8667	Home Phone	SD
Swiftel Communications	605-692-6211	Home Phone	SD
Swiftel Communications	605-692-6211	Mobile	SD

June 2020

RE: LIFELINE OUTREACH

For wireline and wireless service areas

Types of public places we display posters and brochures promoting the Lifeline discount:

- Nursing homes
- Senior Living Centers
- SD Social Services offices
- Women's shelters
- Food Pantry
- Apartment Rental Offices
- Apartment Management Companies
- Country Welfare offices
- Others not listed here