

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2021**

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 1<sup>st</sup> 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.

Company's information posted on USAC website.

Other (describe):

\*Required



Enjoy slow-roasted turkey  
with a side of *fast* internet

Preparing for Thanksgiving involves lots of online activities – researching recipes, ordering groceries, compiling playlists, reviewing Black Friday ads, and planning your holiday shopping. Then on the day itself, you'll be streaming football games and the Macy's Thanksgiving Parade.

Make this holiday (and all the holidays and regular days to come) go more smoothly.

Call 605-796-4411 to order faster internet and pay just your current rate for the first month.\*

*Happy Thanksgiving*

and thanks for being  
a loyal customer!



\*Some restrictions apply. Contact us for complete details.



## Directory Additions


### WOLSEY

Leddy, Cherie 883-4499

### WOONSOCKET

Hollingsworth, Seth & Shawna  
796-2323

**Nov 2020**



**Universal Service Administrative Co.**

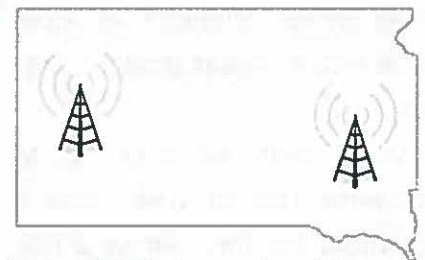
Santel subscribers that are enrolled in USAC's Lifeline program will see a reduction in the monthly credit if you have telephone services only. Broadband customers will continue to receive credit of \$9.25 per month; however customers with Phone-Only credit will reduce from \$7.25 to \$5.25 as of December 1, 2020.

## South Dakota is Part of Locast Nation

**Locast** is a not-for-profit service that offers viewers access to broadcast television stations over the Internet. Their programming includes KELO, KSFY, KDLT, KTTW and other smaller networks. The **Locast** website boasts that their mission is "So you can enjoy TV anytime, anywhere..." It goes on to say that access to broadcast TV is our right, and existing antiquated technology doesn't come close to meeting the needs of average users. In addition to the convenience of being mobile, there is also need in rural areas because many households cannot get proper signal over-the-air.

You can access **Locast** at [locast.org](http://locast.org) website, via streaming providers such as Amazon, Roku, Apple TV or Google Play and via app stores.

Check it out for yourself!







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 have been bringing our members the latest telecommunications services since 1952.
- We offer high speed Internet access to all customers. Email is included free if needed.
- We offer a top-of-the-line residential whole home WiFi service to ensure a great Internet experience.
- 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!
- 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](http://www.santel.coop). From there you can view/pay your monthly bill, contact us via email, access the portal for voicemail or DVR, see monthly specials, and much more!

When new Central Connections telephone directories are printed, a copy is mailed to each active 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. To see if you qualify for the Lifeline program, see the reverse side of this letter.

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

Your Santel Team

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SANTEL COMMUNICATIONS  
PO Box 67  
Woonsocket, SD 57385



Voice: 605-796-4411  
Fax: 605-796-4419  
[www.santel.coop](http://www.santel.coop)

Santel is an equal opportunity provider and employer.

- **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 on stand-alone broadband service or broadband bundled with telephone, or a discount of \$7.25 on telephone-only services. Lifeline customers 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 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.

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

To apply for Lifeline, or if you have any questions, please contact USAC at 1-800-234-9473 or go to [www.lifelinesupport.org](http://www.lifelinesupport.org).

Persons in Family/Household	Poverty Guideline
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200
5	\$30,680
6	\$35,160
7	\$39,640
8	\$44,120

For families/households with more than 8 persons, add \$4480 for each additional person.



# 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](http://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](http://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](http://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)

Lifeline provides eligible subscribers with a credit of up to \$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](mailto:info@santel.coop)

For more information, you may also visit: [www.lifelinesupport.org](http://www.lifelinesupport.org)

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

*2020 directory*

Website  
[www.santel.coop](http://www.santel.coop)

## LIFELINE

# WHAT IS LIFELINE?

**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
- 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.

**2020 Guidelines for  
Household at or Below  
135% of the Federal  
Poverty Guidelines**

<b>Persons in Family/Household</b>	<b>Poverty Guideline</b>
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200
5	\$30,680
6	\$35,160
7	\$39,640
8	\$44,120

For families/households with more than 8 persons, add \$4480 for each additional person.

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 Internet or 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.**

## How much is the discount?

Effective December 1, 2019, telephone customers that do not have broadband will see a monthly savings of \$7.25. Customers with broadband only, or broadband with telephone, will see a monthly savings of \$9.25.

## 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 Internet or telephone 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 or that of their parent/guardian.



## 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 call USAC at 1-800-234-9473 or go to [www.lifelinesupport.org](http://www.lifelinesupport.org). You can also contact our Santel billing office by calling 777 or 796-4411 toll free from your home phone. We are happy to answer any questions we can; however, USAC will be the ones to approve the application and to handle the annual re-verification process.