



Welcome to Santel Communications. As a customer, you are now on track to becoming a cooperative member/owner. Once you have been a customer for 12 consecutive months, you will begin to accrue patronage capital credits which will be paid out to you in the future allowing you to share in the profits of the cooperative. You will also be eligible to serve on our board of directors and to vote in the event of elections or proposed By-Law changes.

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. 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 telephone 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, Larsen's Grocery in Fedora, some city offices, and at the banks in each community. You can also access our online directory at <https://ebill.santel.net/ebill/login> once you've created your online account.

Lifeline and **ACP** are programs designed to provide discounts to eligible low-income consumers to help with affordable telephone or broadband services. To see if you qualify for these programs, 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

SANTEL COMMUNICATIONS
PO Box 67
Woonsocket, SD 57385



Voice: 605-796-4411
Fax: 605-796-4419
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 \$5.25 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.

Household Size	Annual Income
1 person	\$19,683
2 people	\$26,622
3 people	\$33,561
4 people	\$40,500
5 people	\$47,439
6 people	\$54,378
7 people	\$61,317
8 people	\$68,256
For each addt'l person, add \$6,939	

ACP (Affordable Connectivity Program) is another program designed to make broadband more affordable by providing a \$30/month discount. Visit ACPBenefit.org to see if you qualify.