

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL
REPORT JULY 1, 2024**

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

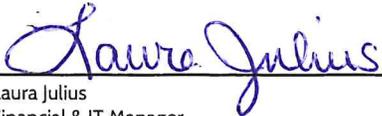
Company Contact: Laura Julius

Study Area Code: 391650

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- ✓ Advertise in media of general distribution. **(See Attachment A – attached advertisements 1-3)*
- ✓ Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1st 30 days of service. **(see Attachment B)*
- ✓ Company's Lifeline/Tribal Link Up information in directory. *(see Attachment C)*
- ✓ Company's Lifeline/Tribal Link Up information available on Company website at <https://swiftel.net/phone/> *(see Attachment D)*
- ✓ Company's information posted on USAC website. *(see Attachment E)*
- ✓ Other (describe): *Posters and brochures placed in offices and other public places where customers who qualify are likely to see them. (See attachment F, 1-2).*

*Required

Signed  Date June 10, 2024
Laura Julius
Financial & IT Manager

ATTACHMENT A.1

This standard advertisement is on display for customers applying for service. This poster is posted in the lobbies of Swiftel Communications and Brookings Municipal Utilities. This brochure is also distributed around the city of Brookings and is displayed in the public places listed on Attachment F.1.

LIFeline

ASSISTANCE PROGRAM

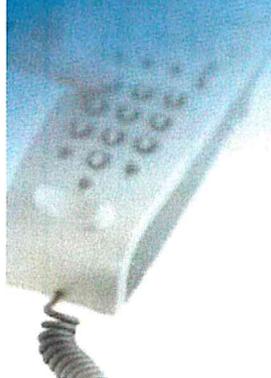
BASIC TELEPHONE or INTERNET SERVICE

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.lifelinesupport.org.

Swiftel
VOICE • VIDEO • DATA

605-692-6211
415 4th Street, Brookings

ATTACHMENT A.2

This brochure advertisement is posted on www.swiftel.net website. This brochure is also distributed around the city of Brookings and is displayed in the public places listed on Attachment F.1.

LIFeline

ASSISTANCE PROGRAM

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Swiftel
VOICE • VIDEO • DATA

See other side for how to qualify

How to qualify for the Lifeline discount.

1. Participation, with supporting documentation, in at least one of the following programs -
 - Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Veteran's Pension or Survivors Benefit Programs
2. Qualify by household income level:
 - Income must be at or below 135% of the Federal Poverty Guidelines based on the number of individuals in your household.
 - You will need to provide documentation to support income eligibility.
Documentation may be:
 - Prior year's state/federal/tribal tax return
 - Three consecutive months of income statements or paycheck stubs
 - Social Security statement of benefits
 - Veteran's Admin statement of benefits
 - Retirement/pension statement of benefits
 - Unemployment/Workmen's Compensation statement of benefits
 - A divorce decree, child support award, or other official court document with income information

For more information, or to apply,

LIFeline
ASSISTANCE PROGRAM

please go to www.lifelinesupport.org.

Swiftel
VOICE • VIDEO • DATA

605-692-6211
415 4th Street, Brookings

ATTACHMENT A.3

Attached are the Lifeline Ads that were published in our local paper, The Town & Country Shopper. The Town & Country Shopper is a free weekly paper delivered to all residents in the Brookings, SD area. This publication is also available to view online at <https://www.townandcountryshopper.net>.

Advertisement Run Dates:

- May 9, 2023
- May 16, 2023

Like us on FACEBOOK

BROOKINGS, SD
ACE
HARDWOOD FLOOR REFINISHING
605.695.6760

MORTLAND'S BURGERS & MORE
BURGERS - PIZZA - CHICKEN DONUTS - ICE CREAM
Tuesday - Saturday
7:30 - 9:00am (Donuts & Breakfast)
11:30am - 2:00pm & 4:00 - 8:00pm
100 E. 1st St., Elkton, SD • 605-542-9831
Facebook: Mortland Burgers & More

TownAndCountryShopper.net

NICK'S HAMBURGER SHOP
Since 1929
"BUY 'EM BY THE BAG"
427 Main Avenue, Brookings
605-692-4324
www.nickshamburger.com
HOURS: MONDAY-FRIDAY • 11AM-7PM | SATURDAY • 10AM-4PM

The Town & Country SHOPPER May 9, 2023

RABBIT ON THE RAIL
Antiques, Collectibles, Refurbished Items, & So Much More!
Unique finds for your home.
Thurs. thru Sat. • 10am-5pm
219 1st St. S., Brookings (The Old AgFirst Elevator)
605-697-5155
Follow us! [fRabbitOnTheRail](#)

EXCAVATION
DEMOLITION • TRENC BASEMENTS & FOOT WATER & SEWER/SEPTICS TREE & HEDGEROW RE
Call Tom, 605-295

BUSINESS & RESIDENTIAL **DISINFECTANT SPRAY SERVICES**
Disinfect all surfaces from common viruses including Covid-19
Total MAINTENANCE SYSTEMS
425 5th Avenue South, Brookings • 605-692-9056

OWL LODGE
Bruce, SD
PERFECT FOR: **WEDDINGS REUNIONS RETREATS PARTIES**
Lodging for large groups. Campsites also available.
605.690.1248
Ryan & Stacy Ness
Owner/Operators

SCHMIDT'S DRYWALL:
Quality comes first. Licensed and insured. Call Tim, cell 605-690-8597.

LEREAS PLUMBING AND EXCAVATING: Plumbing repair, remodels, water heaters, sewer repair and replacement, water lines, garbage holes, etc. 605-690-4875.

TAKE BACK YOUR TIME THIS SUMMER and let Dakota Lawn Care take care of your weekly mowing and thatching! Text or Call Caleb at 605-695-3730.

BACK IN MOTION CHIROPRACTIC
Sports Injury and Fa Wellness Center
Drs. Rod and Shelly Brande
Spine and Extremity Chiropractic Care
Nutritional Counseling
Sports, Auto and Work Comp Injuries
Acupuncture | Sports Physicals
Accept Most Ins (Monday) Saturday by appt Available 24 Hrs. for Em
605-692-BACK (2225)
1453 6th Street, Brookings

Do you need assistance with affording telephone service?
Switel is proud to offer **LIFEline ASSISTANCE PROGRAM**
For more information & to apply Go to: www.checklifeline.org

The Lawn Rangers

BC DRYWALL
• NEW CONSTRUCTION • DRYWALL REPAIRS • HANGING • TEXTURING • PAINTING • ANY OTHER CONSTRUCTION NEEDS •
605-203-0581

LOU'S GREENHOUSE
605-862-8124 • 808 4th Ave., Big Stone City, SD
Located Two Blocks South of MacDaddy's Drive-In
WHOLESALE PRICES
ALL 9-PACKS **\$3.29**
ALL VEGETABLES
Perennials OVER 400 Petunias

Like us on FACEBOOK

Do you need assistance with affording basic telephone or Internet service?
Switel is proud to offer **LIFEline ASSISTANCE PROGRAM**
For more information & to apply Go to: www.lifelinesupport.org

TownAndCountryShopper.net

LEREAS PLUMBING AND EXCAVATING: Plumbing repair, remodels, water heaters, sewer repair and replacement, water lines, garbage holes, etc. 605-690-4875.
CALL ME WHEN YOU NEED TILLING DONE. Tim Halbersma, 605-695-4163, if no answer please leave a message.

J&J PAINTING: Interior and exterior painting, Sheetrocking, tape, texture and plastering. Insured, licensed, experienced. Call Mike Johnson at 605-690-1636 or 605-697-6536 for your free estimates. No job is too small.

BC DRYWALL
• NEW CONSTRUCTION • DRYWALL REPAIRS • HANGING • TEXTURING • PAINTING • ANY OTHER CONSTRUCTION NEEDS •

The Town & Country SHOPPER May 16, 2023

THE TOWN & COUNTRY SHOPPER EARLY AD DEADLINE NOTICE
WE ARE CLOSED MONDAY, MAY 29TH - GET YOUR AD NOON, THURSDAY, MAY 25TH FOR THE MAY 30TH ISSUE

Schomp's Mechanical Service

KRUEGER & CO: Remodel-

BROOKINGS SD 57006

Service Summary

	Recurring Charges	One Time Charges	Long Distance	Taxes and Surcharges	Total
(605)XXX-XXXX Internet					
Subtotal	\$XX.XX	\$XX.XX	\$XX.XX	\$XX.XX	\$XX.XX

Charge Detail

(605) XXX-XXXX

Description	Quantity	Amount
Recurring Charges May 21 to Jun 20		
Total Recurring Charges		\$XX.XX
Taxes and Surcharges		
Total Taxes and Surcharges		\$XX.XX
LONG DISTANCE PROVIDER		
SUBTOTAL FOR (605) XXX-XXXX		\$XX.XX

Internet Charges

Description	Quantity	Amount
Recurring Charges May 21 to Jun 20		
SUBTOTAL FOR INTERNET CHARGES		\$XX.XX

Annual Lifeline Message

Swiftel Communications is authorized to provide the Lifeline assistance program. 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.

To qualify for Lifeline, 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 Lifeline program provide?

Lifeline provides eligible subscribers with a monthly credit of \$5.25 on their basic home telephone service charges or a monthly credit of \$9.25 for bundled broadband services.

If you meet eligibility requirements and would like to apply, please go to www.lifelinesupport.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.

Swiftel Communications

Consumer Tips

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.

Swiftel
swiftel.net
605-692-6211

ATTACHMENT D

Lifeline information found on our website: <https://swifotel.net/phone/>

The screenshot shows the Swiftel website homepage. At the top, there is a dark navigation bar with the Swiftel logo on the left. To the right of the logo, it says "Swiftel/DIRECTORY Print-Mobile-Online" and "Current Temp: 46.9°". Below this are social media icons for Facebook, LinkedIn, and YouTube, and buttons for "ONLINE SERVICE APPLICATION", "ONLINE BILL PAY", "WEBMAIL", and "CONTACT US".

Below the navigation bar is a horizontal menu with the following items: HOME, SIGN UP HERE!, PHONE (highlighted in blue), TV, INTERNET, PACKAGES, BUSINESS SOLUTIONS, and SUPPORT.

The main content area features a large image of a smiling man and woman sitting at a table, talking on a corded telephone. Below the image is the text: "Traditional yet Reliable: Landline Communication in a Digital Era."

Below the main image, there are several links and buttons:

- [PHONE Package Pricing](#) (in a light blue box)
- [Voice and Online Message Guide](#)
- [Voicemail Quick User Guide](#)
- [LIFELINE Assistance Program](#) (in a yellow box)

Below the yellow box, there is text: "For more information, or to apply, please go to www.lifelinesupport.org".

At the bottom of the page, there is contact information: "Downtown Office Hours: M-F 8:00am-5:00pm" and "Phone: 605-692-6211".

Below the contact information is a button with a laptop icon and the text "ONLINE SERVICE APPLICATION".

Below the button is the text: "CUSTOMER SUPPORT 605-696-HELP (4357)".

At the very bottom, there is a small link: "Click for 'Do Not Call' registration to block unwanted calls".

ATTACHMENT E

Company's information posted on the USAC website.



Companies Near Me

This tool can help you find companies in your area that offer Lifeline and the Affordable Connectivity Program (ACP) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

ACP service providers may have their own application process, so consumers should contact their preferred service provider for more information. Consumers may also be eligible for a one-time discount on a laptop, desktop computer, or tablet through ACP. Ask your service provider if they offer devices or use this tool to see a list of providers who offer discounted devices.

Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Select a Program:

Affordable Connectivity Program (ACP)

Lifeline

Type of Service (Optional)

Home Service

Mobile Service

Search

Clear Results

Companies near Brookings,SD

The order of these companies are random and may be different the next time you search. An asterisk (*) after the company name means that this company offers both ACP and Lifeline.

Showing 5 of 5 companies

Download List: 

Company Name	Phone	Type of Service
CenturyLink	1 800 244 1111	Home Service
Midcontinent Communications*	1 800 888 1300	Home Service
Swiftel Communications	605 692 6211	Home Service
ITC Telecom*	800 417 8667	Home Service
Swiftel Communications	605 692 6211	Mobile Service

If you want to see more companies, see the list of companies in SD.

June 2024

RE: LIFELINE OUTREACH - Attachment F.1

For wireline 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
- Additional locations not listed here

ATTACHMENT F.2

Lifeline information located on our service application:

Swiftel Communications is required to provide this information to all new customers.

LIFELINE DISCOUNT FOR TELEPHONE SERVICE IS AVAILABLE – DO YOU QUALIFY?

Swiftel Communications is authorized to provide the Lifeline telephone discount program to our customers. The program was developed in response to concerns about the affordability of service for low-income citizens. Participants in the following programs qualify for a monthly discount on their Swiftel bill.

- Medicaid
- SNAP – Supplemental Nutrition Assistance Program
- Veteran's Pension or Survivor's Pension
- Federal Public Housing Assistance
- SSI – Supplemental Security Income

OR – if household income is at or below 135% of the Federal Poverty Guidelines

If you qualify, ask sales representative how to apply for this discount.

How many need true HD? _____ || NHL RedZone (entire season) \$65.00 ||

I acknowledge that I have read and understand all terms and conditions of this contract and assume all responsibility of any charges as of the connect date. Responsibility will continue until term of service is met or service is terminated. An early termination fee will be applied to the account if length of service not fulfilled. I acknowledge that I was informed of the Swiftel's Lifeline discount availability. I received the Swiftel's Acceptable Use Policy.

Signature * _____ Date: May 15, 2023