

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

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



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 Fiber Optic Internet service to all customers including our Whole Home Wifi router and access point. A santel.net email is included free if needed.
- 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 Santel Smart Stream service to all customers. Our TV service can be installed on up to 19 devices and includes network and cable channels, Weather, Restart TV, Watch TV Everywhere, For You recommendations, and ability to record content that can be watched from anywhere you have a solid Internet connection.
- We are proud to be the only TV provider giving you Local Content area schools, USD and the World's Only Corn Palace!
- We offer scholarships annually to graduating high school seniors whose parents are active residential customers.
- 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. We offer 24/7 helpdesk services.
- 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 (we also have an app for this), contact us via email, access the voicemail portal, see monthly specials, read company By-Laws, and much more!
- Bills are sent the beginning of the month and are due on the 20<sup>th</sup> of each month. Accounts can be paid via autopay (5<sup>th</sup> or 20<sup>th</sup> of the month), traditional mail, online portal, or the eBill app!

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 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, 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, employer, and lender.

- **Who is eligible through Santel?**

We offer Lifeline to customers with Broadband or Telephone in our cooperative territory only. Huron/Mitchell customers can receive Lifeline on cellular services. We offer the ACP discount to all Internet customers in all communities.

- **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](http://www.lifelinesupport.org).

Household Size	Annual Income
1	\$20,331
2	\$27,594
3	\$34,857
4	\$42,120
5	\$49,383
6	\$56,646
7	\$63,909
8	\$71,172
For each additional person, add \$7263	

**2024 Lifeline Guidelines  
for Household at or Below  
135% of the Federal  
Poverty Guidelines**

Household Size	Annual Income
1	\$20,331
2	\$27,594
3	\$34,857
4	\$42,120
5	\$49,383
6	\$56,646
7	\$63,909
8	\$71,172

For each additional person, add \$7263

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, employer, & lender.

PO Box 67, Woonsocket, SD 57385



# Lifeline Assistance 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.**

## **How much is the discount?**

Telephone customers that do not have broadband will see a monthly savings of \$5.25. 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 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 go to [www.lifelinesupport.org](http://www.lifelinesupport.org). You can also 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. 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.

another hand on pur- for the s were ases. It someone ts back both d Judy 21, the g their dinner not at join us starting ds at 1

speech and talked about how the entire Sanborn Central School has had a great year with several awards being earned by students, classes and fellow teachers. She said they all have a lot to be proud of, and that she is not only honored to receive this award, but she is also honored to teach at such a great school.

A panel will now select one of the regional finalists to represent the state as the 2025 South Dakota Teacher of the Year. That individual will be South Dakota's candidate for the National Teacher of the Year Award.

### cket Mayor Says

l to install the sanitary sewer, storm utilities at the construction site of the ol Shop. Things did not go necessarily ephone cables that had to be worked to be vacuumed around so as not to water and sewer had to be continuously old work; and three crews are working at the same time. Then, they worked for some time. To top it off, the water ng to hook up was an old one that had hey found the new one, and the hook erground is getting mighty crowded. get the road in the best shape they can road couldn't be pushed under, so they up the beautiful pavement. our beautiful lady swan have taken to ll. In fact, I think they got married last y their actions, I think they should be. ng is that an adult swan can eat up to 8 hen you stop to think they are birds

## 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 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 percent of the Federal Poverty Guidelines as shown below.

Household Size	ANNUAL INCOME
1	\$20,331
2	\$27,594
3	\$34,857
4	\$42,120
5	\$49,383
6	\$56,646
7	\$63,909
8	\$71,172
For each additional person, add	7,263

Contact Santel Communications at 796-4411 or visit Santel.coop for more information. To apply, go to [www.lifelinesupport.org](http://www.lifelinesupport.org).



ity for crushing my driver's side fender at 12:30 a.m., Saturday, May 4, when you backed all the way across the street after an evening at Skeeter's prior to heading to the Mt. Vernon road. Many people out in front of the bar saw you.

Kenny Anderson



## City of Woonsocket RESIDENTS

Free Dump the month of May during regular open hours For appointment outside of hours, contact the City Shop at 796-4275

Image by bgrfx / Freepik

### Sanborn Weekly Journal

USPS 69-1200 • (805) 796-4221 FAX (805) 796-4221

Owners ROD AND TARA WEBER Editor and Publisher CARRIE HOWARD

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SUBSCRIPTION RATES



4-24

## Handicap Accessibility

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers such as Santel to make its services and products accessible to people with disabilities, if such access is available.

These rules implement Section 255 of the Federal Communications Act which requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable.

Please contact us at 605-796-4411 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

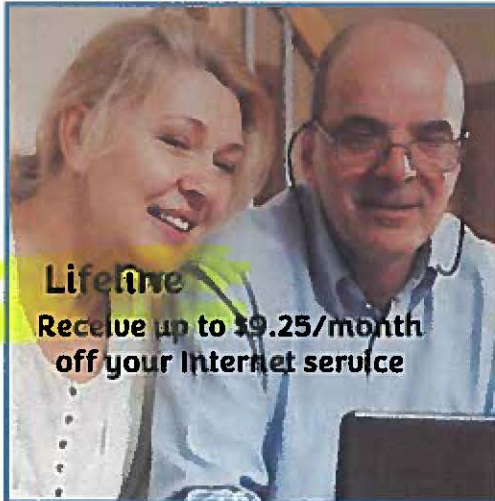


With the recent renewal of contracts, Santel has added two new channels to our lineup (in every package) and two existing channels have made changes. Here is what you need to know:

**StartTV** can now be found on Santel channel 186 and it features shows with strong and resourceful female leading characters in procedural dramas such as *The Good Wife*, *Touched by an Angel*, *Elementary*, *Ghost Whisperer*, *Cold Case* and many more.

**Outlaw** is now on Santel Channel 176 and it features western movies as well as fan-favorite western series such as *Longmire*, *F Troop*, *Kung Fu*, *Bonanza* and more. We know our customers love those westerns!

Also making changes, Hallmark Drama is now Hallmark Family (Channel 73) with more of a focus on family-friendly dramas while Antenna TV has been replaced with The 365 (Channel 180) featuring the best in African-American movies and series.



**Lifetime**  
Receive up to \$9.25/month off your Internet service

**YOU QUALIFY IF:** *April 2024 Newsletter*

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)
- OR —
- Your income is at or below 135% of the federal poverty guidelines



**Pay your bill from anywhere— It's quick, it's easy and it's**

### eBill Mobile App

With the eBill Mobile app, it's easier than ever to log into your Santel account from anywhere, anytime. Safely and securely make one-time payments or establish auto-pay. View all of your current or past invoices.

Download the eBill Mobile app from the Apple Store or from Google Play. When you open the app, enter your zip code and select Santel Communications as your provider. Enter your username (email address) and the password established for your online Santel account. If you forgot your password or need help with the initial login, please contact customer service at 605-796-4411.

This isn't  
**"INTERNET"**  
It's the **ULTIMATE**  
WI-FI SERVICE

You deserve more than a connection. With Santel Smart Home you get an experience.

Your whole-home service is fully installed by our local, highly skilled technicians so you have high-speed connectivity throughout your home.



Call 605-796-4411  
FREE with most Santel residential Internet packages



## Esports: Coming Soon to a School Near You

Esports, short for electronic sports, is a form of competition using video games. Esports often takes the form of organized, multiplayer video game competitions individually or as teams.

Research indicates that esports programs have the potential to positively impact the development of communication, teamwork and problem-solving skills. For many teens who aren't involved in music, theater or athletics, esports gives them the opportunity to use their skills in an environment that promotes mental health and social belonging. These programs have identified students who may have previously felt isolated and left out. Esports provides a multitude of benefits for personal growth and future professional development.

Esports have been around for many years, but the rise in popularity has exploded since the COVID-19 pandemic. It became a social lifeline for students in lockdown and esports clubs launched during that time have become the springboard for school programs. We've seen some schools in our service territory adding esports programs to their districts and we expect that it will only become more popular over the next few years.

Santel Communications is proud to deliver robust fiber-optic Internet to everyone in our service territory. With a Gigabit-capable network, gamers can be assured that both the download and upload speeds necessary for competitive gaming will be there when they need it.

*Dec 2023 newsletter*

## \$ Broadband Assistance Available \$

With inflation soaring, many households can use a little assistance. Because Internet has become more of a necessity than ever before, the federal government has two programs available to assist with the monthly cost. The **Affordable Connectivity Program (ACP)** provides a service discount of \$30 per month. The **Lifeline Program** provides a service discount of \$9.25 per month. To qualify, Santel customers or their dependents must be enrolled in one of several eligible assistance plans (such as SNAP) or be eligible due to household income.

To see if you qualify, go to [www.affordableconnectivity.gov](http://www.affordableconnectivity.gov) or [www.lifelinesupport.org](http://www.lifelinesupport.org). We can also answer questions at 605-796-4411.



Santel proudly supports all of our local schools. Catch all the action on Santel TV channels 90 - 91 and 101 - 108.

Parkston \* Mitchell \* Mt Vernon  
Sanborn Central \* Tripp-Delmont  
Woonsocket \* Wolsey-Wessington  
Ethan \* Wessington Springs

Watch Santel's on-screen guide for the expected broadcast schedules!



**Pay your bill from anywhere—  
It's quick, it's easy and it's free**

## eBill Mobile App

With the eBill Mobile app, it's easier than ever to log into your Santel account from anywhere, anytime. Safely and securely make one-time payments or establish auto-pay. View all of your current or past invoices.

Download the eBill Mobile app from the Apple Store or from Google Play. When you open the app, enter your zip code and select Santel Communications as your provider. Enter your username (email address) and the password established for your online Santel account. If you forgot your password or need help with the initial login, please contact customer service at 605-796-4411.



# General Rules & Regulations

## Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

## Allowance For Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

## Billing And Payment For Service

If you desire assistance or explanation regarding your bill, please call the Business Office at (605) 796-4411.

## Handicap Accessibility

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers such as Santel to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the federal Communications Act. Section 255 requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at (605) 796-4411 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

## 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, & Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 21 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 \$9.25 per month on their broadband service or \$5.25 per month for those who have telephone service only. 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 (605) 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.

## Affordable Connectivity Program

The Affordable Connectivity Program (ACP) helps many low income households to pay for broadband service. A monthly credit of \$30 will be applied to qualifying accounts.

To see if you qualify, go to [www.affordableconnectivity.gov](http://www.affordableconnectivity.gov).

For more information, call Santel Communications Customer Service at 1-888-978-7777 or (605) 796-4411.

Email: [info@santel.coop](mailto:info@santel.coop)

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

# 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 money on the basic monthly bill. These benefits apply to your local telephone service (\$5.25 mo. credit) or broadband services (\$9.25 mo. credit) 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 service in a household. You may purchase any 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 605-796-4411 with any Lifeline questions you may have. Applications can be completed online.

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.

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.**

# Applications

Online Application