

EXHIBIT E

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JULY 1, 20_____

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 1st 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. We encourage you to download the Santel Smart Home App so that you can monitor the health of your home network and be alerted to any risky sites that have been blocked by the WiFi Smart Security features.
- 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 605-796-4411 for Customer Service or to report a trouble. We offer 24/7 helpdesk services with techs from right here in South Dakota.
- You can find more detailed information about Santel Communications at our website 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 20th of each month. Accounts can be paid via autopay (5th or 20th of the month), traditional mail, online portal, or the eBill app!



This app can be downloaded from the Apple Store or Google Play.

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.

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.

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, employer, and lender.

- **Who is eligible for Lifeline 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.

Household Size	Annual Income
1	\$21,128
2	\$28,553
3	\$35,978
4	\$43,403
5	\$50,828
6	\$58,253
7	\$65,678
8	\$73,103
For each additional person, add:	\$7,425

- **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.

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

Your Santel Team

**2025 Lifeline Guidelines
for Household at or Below
135% of the Federal
Poverty Guidelines**

Household Size	48 Contiguous States
1	\$21,128
2	\$28,553
3	\$35,978
4	\$43,403
5	\$50,828
6	\$58,253
7	\$65,678
8	\$73,103
For each additional person, add:	\$7,425

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.



Survivors of domestic violence or human trafficking are eligible for emergency discounted services. See <https://www.lifelinesupport.org/survivor-benefit/>

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. 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.

PTPLUS

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)
- Supplemental Security Income (SSI)
- Medicaid
- 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% of the 2024 Federal Poverty Guidelines as shown below.

Household Size	48 Contiguous States, D.C. and Territories
1	\$21,128
2	\$28,563
3	\$35,978
4	\$43,403
5	\$50,828
6	\$58,253
7	\$65,678
8	\$73,103
For each additional person, add: \$7,425	



Contact Santel Communications at 605-796-4411 for more information. To apply, go to www.lifelinesupport.org.

commercial sites. Contact us today for your next project.

Tuesday is Parkston Day!
Driving time and mileage are FREE on Tuesday!

1-800-636-2752
605-996-2752

DEADLINES

The Parkston Advance, Inc.

LEGAL NOTICES

Thursday at 5 p.m.

ADVERTISING

Friday, 12 noon

NEWS Friday, 5 p.m.

Settje Construction
Roofing • Siding
605-660-7343
FREE Hail Inspections
FREE Estimates

WOLF CR
UNDERGROUND
CALL WADE S

Santel Statement of Non-Discrimination

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
Fax: (833) 256-1665 or (202) 690-7442; or
Email: Program.Intake@usda.gov

This institution is an equal opportunity lender, provider and employer.

The City of Parkston
apply
part-time su

- Mow, trim, and weed ea property
- Operate power mowers
- Clean and maintain parl and other facilities
- Must be 18 to apply

Applications m
City F
207 West N

ATION

dance with federal civil and U.S. Department ure (USDA) civil rights s and policies, this is prohibited from dis- g on the basis of race, onal origin, sex (includ- ar identity and sexual), disability, age, or retaliation for prior civil vity.

n information may be available in languages) English. Persons with s who require *altern- ns of communication program information like, large print, audio- rican Sign Language), ontact the responsible local agency that ad- the program or USDA's Center at (202) 720- ce and TTY) or contact ough the Federal Relay t (800) 877-8339.

a program discrimina- plaint, a Complainant mplete a Form AD- 3DA Program Discrim- Complaint Form which tained online at: [https:// a.gov/sites/default/files/ ts/ad-3027.pdf](https://a.gov/sites/default/files/ts/ad-3027.pdf), from A office, by calling (866) !, or by writing a letter d to USDA. The letter tain the complainant's dness, telephone num- a written description of ed discriminatory ac- fficient detail to inform stant Secretary for Civil (SCR) about the nature of an alleged civil rights

The completed AD- n or letter must be sub- USDA by:

motor regarding parking a walking trail around the three sides of the ballpark. Meier talked with the

viewed free of charge at www.sd-publicnotices.com.

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	\$22,329
2	\$28,553
3	\$34,778
4	\$41,003
5	\$47,228
6	\$53,453
7	\$59,678
8	\$65,903
For each additional person, add	\$7,425

Contact Santel Communications at 796-4411 or visit Santel.coop for more information. To apply, go to www.lifelinesupport.org.



*Sanborn Weekly Journal
May 1, 2025*

Free Participation**

COMING SOON**



Mitchell Area Community Theatre welcomes aspiring youth performers to learn and grow on the STAGE!

Each production is designed with suitable parts for every age, skill and experience level involved. Intensive FREE rehearsals will be held (tentatively 4pm - 8:30pm) in which the lines, staging, songs and even dances will be learned, culminating in brilliant performances on a Friday and Saturday*!

Auditions are a way for directors to see all the students and determine where they best fit in the process.

WATCH FOR POSTED DATES FOR EACH SHOW.

In addition to the on-stage roles, there are also older children needed to assist the directors and learn how to operate sound and lighting jobs adding to the fun-filled, motivating, magical theatre experience!

*Admission Prices vary per Production. Group rates available at door.

Made possible by Area Community Theatre in Mitchell with support provided by funds from the State of South Dakota, through the Department of Education and Cultural Affairs, and the National Endowment for the Arts.

Scheduled between June 2 to June 7

1st through 12th grades
NO EXPERIENCE
OR ADVANCED PREPARATION
NEED

Scheduled between to August 9



theatre | 700 N. Main St. Mitchell, SD 57301
mitchellact.org | mitchellact@santel.net



Connected



May 2025

Volume 31, Issue 5



It's been a busy spring at Santel. We have participated in career/job fairs at local high schools, grilled and fed a hungry group of kids at the SD Farmers Union Day Camp, cleaned a 2.5 mile stretch of ditches along Hwy 37 near Ethan and much more!

Fiber construction has begun for future customers in rural Vermillion and a shared warehouse in the Yankton area is being built.

The annual community donation for Woonsocket was used to provide a new AED at the community center.

Does your community have a project that could benefit from a Santel donation? To submit an application, visit our website at <https://santel.coop/about-us/in-the-community/>



Lifeline Assistance - Available to Telephone and Internet Customers in Coop Territory



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

www.santel.coop

Email: info@santel.coop 605-796-4411

Santel is an equal opportunity provider, lender and employer.



Receive up to \$9.25/month off your Internet service or \$5.25 off of Telephone service.

YOU QUALIFY IF:

- 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

Holiday MOVIES 24/7

VERY MERRY GIVEAWAY Enter Daily for a Chance to Win a Trip to Universal Orlando Resort!

ENTER DAILY

YOU COULD WIN \$10,000 and a Balsam Hill Holiday Decor Package, Plus Weekly Prizes!

ENTER DAILY

Visit Hallmarkchannel.com daily for all of your gift ideas, giveaways, and more while you count down to Christmas.

December

- The Finnish Line 6/1c
- The Christmas Quest Sunday 12/1
- Private Princess Christmas Friday 12/6
- Sugarplummed Saturday 12/7
- Leah's Perfect Gift Sunday 12/8
- Hanukkah on the Rocks Friday 12/13
- The Santa Class Saturday 12/14
- Following Yonder Star Sunday 12/15
- Happy Howlidays Saturday 12/21

Directory Additions

WOONSOCKET

IrmaLea Fields 605-796-4943

LIVE local sports

Catch all the action on Santel TV channels 90 - 91 and 101 - 108.

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



The Cows...They are Mooooving!

For many years, our TV subscribers have been able to tune in each week to live cattle sales from Herried Livestock Auction. Unfortunately, we've been advised that these will no longer be broadcast on our special events channels; however, they will still be livestreamed.

The Herried sales can be viewed at <https://www.cattleusa.com/> as well as many other sales. You will need to create a login (username & password)...but it is still free. If you wish to bid through the website, you'll need to create an account and receive approval to bid.

There is also a free ios (Apple) app which requires a login. This can be downloaded from the Apple Store: <https://apps.apple.com/us/app/cattleusa/id1673147759>.

According to cattleusa.com, an android app will be available soon.

Broadband Assistance Program Available

The Internet has become a necessity more than ever before, and the **Lifeline Program** provides a service discount of \$9.25 per month to qualifying households. To qualify, Santel customers, or their dependents, must be enrolled in one of the eligible assistance plans (such as SNAP, Medicaid, Veteran's Pension or SSI). Households may also be eligible based upon household income and must live in our cooperative service territory.

To see if you qualify, go to www.lifelinesupport.org or call our office at 605-796-4411 if you need assistance to apply.

Dec 2024

2024 directory

General Rules & Regulations

Taxes

Federal law requires a 3 percent excise tax on telephone rental and interstate 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 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 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.lifeline-support.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 1-888-878-7777 or (605) 796-4411.

Email: info@santel.coop

For more information, you may also visit: 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.

For more information, call Santel Communications Customer Service at 1-888-878-7777 or (605) 796-4411.

Email: info@santel.coop

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

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.

There are three ways to qualify

- **Enrollment in one of the following programs:**
 - Federal Public Housing Assistance / Section 8
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Supplemental Security Income (SSI)
 - Veteran's Pension and Survivor's Pension Program
- **Household income being at or below 135% of the [Federal Poverty Guidelines](#).**
- **Survivors of domestic abuse and/or human trafficking ([see if you qualify by clicking here](#))**

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

[Residential](#) [Business](#) [Support](#) [My Account](#) [Careers](#)
[Contact Us](#)