

## SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JULY 1, 2026

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: Yura Chong-Elverud

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

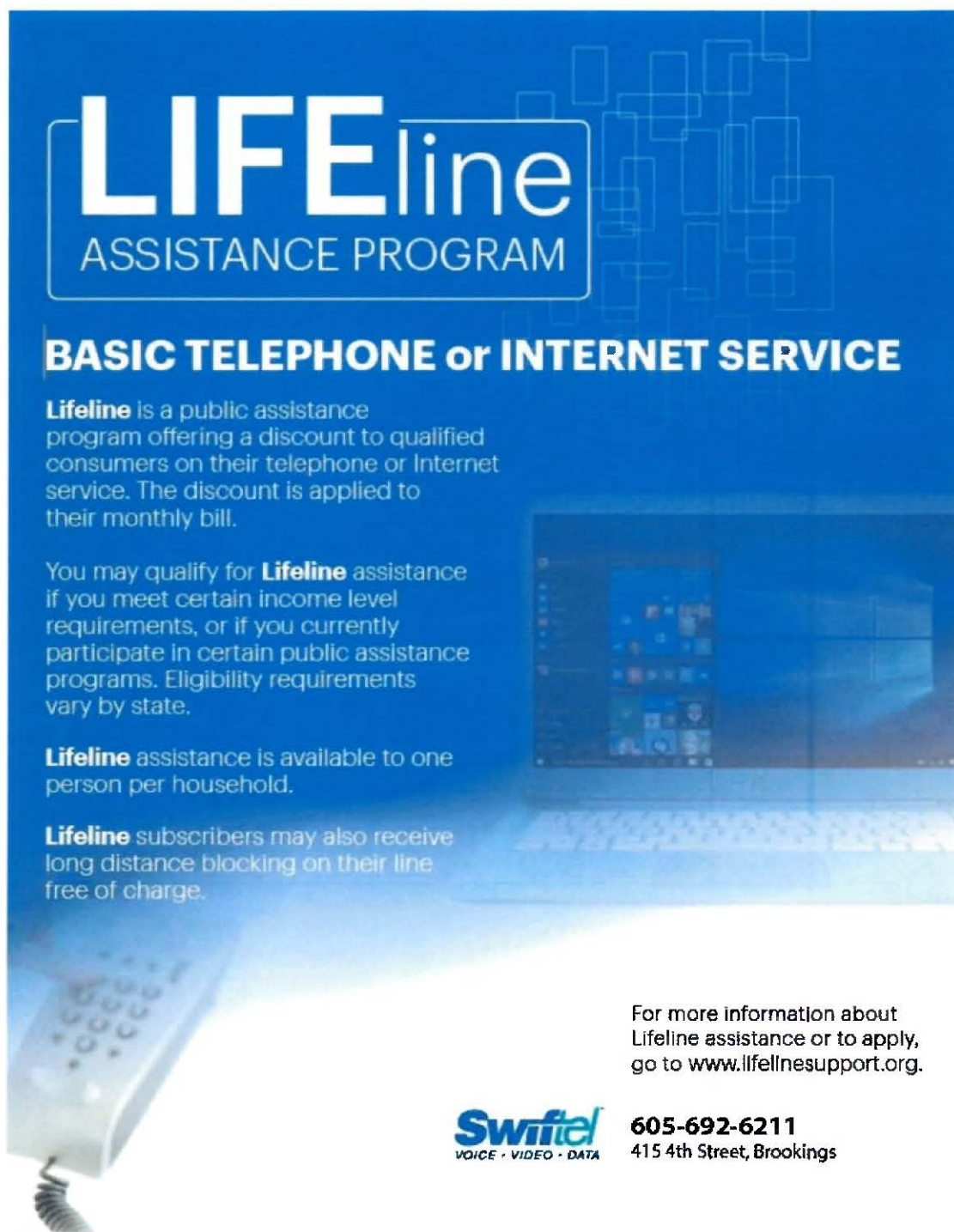
  
Yura Chong-Elverud  
Chief Financial Officer

Date

  
May 27, 2026

## 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.

The poster features a blue background with a pattern of white-outlined rectangles of various sizes. At the top left, the word "LIFEline" is written in a large, white, sans-serif font, with "LIFE" in all caps and "line" in lowercase. Below it, the words "ASSISTANCE PROGRAM" are written in a smaller, white, all-caps font. In the center, the text "BASIC TELEPHONE or INTERNET SERVICE" is displayed in a bold, white, all-caps font. To the right of this text is a photograph of a laptop computer with a Windows operating system interface on its screen. In the bottom left corner, there is a photograph of a white corded telephone handset. The overall design is clean and professional, using a consistent color palette of blue and white.

**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](http://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](http://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.



**LIFEl**ine  
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,



**LIFEl**ine  
ASSISTANCE PROGRAM

please go to [www.lifelinesupport.org](http://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:**

- June 3, 2025 - June 17, 2025
- November 4, 2025 - November 18, 2025

Like us on FACEBOOK

**Blinds by Nancy**

www.TownAndCountryShopper.net

**L.E.T.S. Bike with Faith Church**

**NEED A BIKE? HAVE A BIKE YOU NO LONGER USE? LIKE FIXING UP BIKES?**

Making bikes for kids and adults accessible. We will help you learn to take care of them.

Call 605-692-7049 for more info.

Faith Reformed Church  
1330 Main Ave. S., Brookings

The Town & Country SHOPPER June 3, 2025 Page 3

Do you need assistance with affording basic telephone or Internet service?

**Swiftel** is proud to offer

**LIFeline** ASSISTANCE PROGRAM

For more information & to apply Go to: [www.lifelinesupport.org](http://www.lifelinesupport.org)

Like us on FACEBOOK

Do you need assistance with affording basic telephone or Internet service?

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**LIFeline** ASSISTANCE PROGRAM

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www.TownAndCountryShopper.net

**GUINERGUYS**

Custom suits are vital for your business foundation. We are committed to keep your pocket full and your image & your year intact. At Guinerguys, we will get you dressed right for your industry or membership gathering.

**CALL / TEXT TODAY**  
605-291-5634

The Town & Country SHOPPER June 17, 2025 Page 5

**COMMERCIAL ■ RESIDENTIAL**  
Plumbing • Heating • Cooling • Geothermal

**BROOKINGS**  
605-682-4711

**FLANDREAU**  
605-687-3332

Emergency Service

Page 4 November 4, 2025 The Town & Country SHOPPER

Do you need assistance with affording basic telephone or Internet service?

**Swiftel** is proud to offer

**LIFeline** ASSISTANCE PROGRAM

For more information & to apply Go to: [www.lifelinesupport.org](http://www.lifelinesupport.org)

www.TownAndCountryShopper.net

**NEW HORIZONS ROOFING & GUTTERS**

**20+ YEARS EXPERIENCE**

VETERAN OWNED

Kate Skogen  
605-690-4797

www.TownAndCountryShopper.net

**TEE'D OFF GOLF SIMULATORS**

**JOIN A GOLF LEAGUE**

OPEN DAILY  
7500 Wilbert Ct., Brookings  
Call 605-492-7273 or book online [www.tee'doffgolfbrookings.com](http://www.tee'doffgolfbrookings.com)

Email: [SHOPPER@Brookings.net](mailto:SHOPPER@Brookings.net)

**Lake Campbell Sportsmen's Club**

**BINGO FEST**  
Friday, November 7, 2025

**5:30 PM - Sandwich Supper**  
\$6.00 - BBQ, Chips, Soft Drink  
\$3.00 - Homemade Pie

**6:30 PM - Bingo**  
Cards: 1/\$1.00 or 50¢ each

Page 4 November 18, 2025 The Town & Country SHOPPER

Do you need assistance with affording basic telephone or Internet service?

**Swiftel** is proud to offer

**LIFeline** ASSISTANCE PROGRAM

For more information & to apply Go to: [www.lifelinesupport.org](http://www.lifelinesupport.org)

www.TownAndCountryShopper.net

**Liberty Septic, Inc.**

Licensed Septic Services  
Commercial & Residential  
Portable Toilets for Rent

**605-592-6369**  
**507-287-5163**

Ritchie & Becky Peterson

Proudly serving Brookings, SD and surrounding areas.

In God We Trust

Email: [SHOPPER@Brookings.net](mailto:SHOPPER@Brookings.net)

**Manage your Account Online:**[www.swiftel.net](http://www.swiftel.net)

- View your bill
- Pay your bill
- Go paperless
- Sign up for Autopay
- Update Contact Information

Current Invoice Number: 10115052

**How to Contact Us:****Website:** www.swiftel.net**Pay-by-Phone:** 605-697-8468**Changes to your service?:** 605-692-6211**Questions about your bill?:** 605-697-8467**Technical Support:** 605-696-HELP (4357)**Office Hours:** Monday - Friday, 8:00am-5:00pm**Email Address:** swiftelsales@swiftel-bmu.com**Main Office Location:**Swiftel Communications  
415 4th St  
Brookings, SD 57006**Mail Payments to:**Swiftel Communications  
PO Box 588  
Brookings, SD 57006**Go Paperless** I would like to go paperless and receive my monthly bill by email.

Email Address: \_\_\_\_\_ Signature: \_\_\_\_\_

**Has your billing or contact information changed?**

Update your records by providing this new information.

New Mailing Address: \_\_\_\_\_ Effective Date: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Daytime Contact #: \_\_\_\_\_

Email Address: \_\_\_\_\_ Signature: \_\_\_\_\_

**Charge Detail****Phone & Internet**

<b>Bundled Services (May 21 - Jun 20)</b>	56.00
342 Lincoln Ln S Brookings, SD 57006-2741	
Residential Voice (605-697-7767)	
Phone Features for 605-697-7767	
Caller ID - Call Waiting for 605-697-7767	
Call Waiting for 605-697-7767	
Caller ID - Name & Number for 605-697-7767	
Call Forwarding for 605-697-7767	
3-Way Calling for 605-697-7767	
Phone Service for 605-697-7767	
Residential Line Access for 605-697-7767	
Residential Internet	
Internet Speed	
Residential FiberNet 120/20 Mbps	

**Taxes, Fees, and Surcharges**

Brookings City Tax	0.32
Enhanced 911	2.00
Federal Tax	0.48
Federal USF Charge	2.38
SD Communication Impaired Fund	0.15
South Dakota State Sales Tax	0.68

**Total for Phone & Internet****\$ 62.01****Residential Voice (605-697-7767)****342 Lincoln Ln S Brookings, SD 57006-2741****Taxes, Fees, and Surcharges**

Brookings City Tax	0.13
Federal Tax	0.20
Residential Access Recovery Charge	3.00
Residential End User	6.50
South Dakota State Sales Tax	0.27

**Total for 605-697-7767****\$ 10.10****Residential TV****342 Lincoln Ln S Brookings, SD 57006-2741****Recurring Charges (May 21 - Jun 20)**

Video Stream (qty 3)	0.00
HBO	19.95
TV-Ultimate Residential	115.95
DVR Service	0.00
2 Year Contract	0.00

**Taxes, Fees, and Surcharges**

Brookings City Tax	2.72
South Dakota State Sales Tax	5.71
Video Franchise Surcharge	6.80

**Total for Residential TV****\$ 151.13**

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
- 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.checklifeline.org](http://www.checklifeline.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

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 TDORA, 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 subscription 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 Title II or III of the TDORA.

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 PROGRAM INFORMATION

Swiftel Communications is authorized to provide the Lifeline assistance program which offers a discount to qualified consumers on their telephone and internet service.

To qualify for Lifeline, the person applying for assistance must have service in their name, and must participate in at least one of the following programs:

• 80% Federal Public Housing Assistance, Medicaid, Supplemental Security Income, Veteran's or Survivor's Pension, or if your household income is at or below 125% of the Federal Poverty Guidelines.

To apply or get more information visit [www.lifelinesupporting.org](http://www.lifelinesupporting.org).

### TELEPHONE SERVICES FOR HEARING & SPEECH IMPAIRED

#### USA RELAY S.D.

Office 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.

## Consumer Tips

### 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](http://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.

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**swiftel.net**  
605-692-6211

## ATTACHMENT D

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



The image shows the top portion of the Swiftel website. The header features the Swiftel logo on the left with the tagline "VOICE • VIDEO • DATA". To the right, there is a "Swiftel/DIRECTORY" section with "Print Mobile Online" and social media icons for Facebook, LinkedIn, and YouTube. Further right, it displays "Current Temp: 56.7°" and several utility icons: "ONLINE SERVICE APPLICATION", "ONLINE BILL PAY", "WEBMAIL", and "CONTACT US". Below the header is a navigation menu with links for "HOME", "SIGN UP HERE!", "PHONE" (highlighted in a blue box), "TV", "INTERNET", "BUSINESS SOLUTIONS", and "SUPPORT".

Traditional yet Reliable: Landline Communication in a Digital Era.

### PHONE Package Pricing

[Voice and Online Message Guide](#)

[Voicemail Quick User Guide](#)

### LIFELINE Assistance Program

For more information, or to apply, please go to  
[www.lifelinesupport.org](http://www.lifelinesupport.org)

Downtown Office Hours: M-F 8:00am-5:00pm  
Phone: 605-692-6211

CUSTOMER SUPPORT 605-696-HELP (4357)

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, which can reduce the cost of your phone or internet service by providing a monthly discount.

#### Find a Company

Enter Your Zip Code

OR

Enter Your City and State

Example: 12345

Select a Program:

Lifeline

Type of Service (Optional)

Home Service

Mobile Service

Search

[Clear Results](#)

#### Companies near 57006

The order of these companies are random and may be different the next time you search.

Showing 5 of 5 companies

[Download List](#)

Company Name	Phone	Type of Service
<a href="#">ITC Telecom</a>	<a href="#">800 417 8867</a>	Home Service
<a href="#">Gen Mobile</a>	<a href="#">833 528 2380</a>	Mobile Service
<a href="#">CenturyLink</a>	<a href="#">800 201 4099</a>	Home Service
<a href="#">TruConnect Communications, Inc</a>	<a href="#">800 488 0443</a>	Mobile Service
<a href="#">Saville Communications</a>	<a href="#">905 692 6211</a>	Home Service

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

#### More About the Data

- Search results are based on program enrollment and information provided by the companies.
- The search results may include a company listed in your area that may not provide service to your address.
- Also, the search results might not show every company that is nearby. A company may still offer Lifeline service even if it is not on the list. Please contact the company to confirm if they offer Lifeline service for your address.

June 2026

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? \_\_\_\_\_ |  NFL RedZone (entire season) \$95.00

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.

Step 4 of 4 Page 34 of 45 0722