

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2018**

Company: Santel Communications Cooperative Inc

Address: PO Box 67
Woonsocket, SD 57385605

Telephone number: 605-796-4411

Company contact: Pamela Kopfmann

Study Area Code: 391676

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. www.santel.coop
- ✓ Company's information posted on USAC website.
- ✓ Other (describe):

Brochure attached; available at city & county offices

*Required

Sanborn Weekly Journal
 Parkston Advance } May 2018

Need help paying for broadband or telephone services?

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 only 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

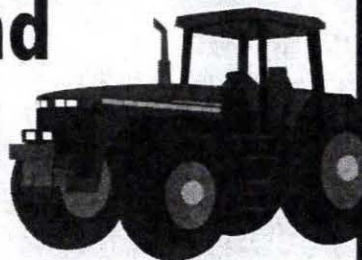
If you do not qualify through one of the programs above, you may also qualify if your household income is below 135% of the Federal Poverty Guidelines as shown below.

Household Size	Annually	Monthly
1	\$16,389	\$1,365.75
2	\$22,221	\$1,851.75
3	\$28,053	\$2,337.75
4	\$33,885	\$2,823.75
5	\$39,717	\$3,309.75
6	\$45,549	\$3,795.75
7	\$51,381	\$4,281.75
8	\$57,213	\$4,767.75
Add for each add'l person	\$5,832	\$486.00



Visit santel.coop/services/lifeline to learn more or call us at 796-4411 to get signed up now!

For your all around Custom Farming needs



Planting, Pro-Tilling, Packing, Spreading,
 Combining & Silage Cutting.

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Welcome to Santel Communications. As a customer, you are now a cooperative member/owner and you will accrue patronage capital credits which will be paid out to you in the future allowing you to share in the profits of the cooperative.

A few things to know about Santel Communications:

- We were incorporated in 1952 and have been bringing our members the latest telecommunications services since that time.
- 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 and in the telephone directory.
- We offer high speed broadband access to all customers. Packages include email if you wish.
- We offer business website hosting.
- We offer digital television service to customers living in communities served by Santel TV as well as to rural customers served by Fiber to the Premises. Our TV service includes network and cable channels, digital music channels, the Weather App, Restart TV, Watch TV Everywhere, Pay Per View, High Definition (HD), and Whole Home Digital Video Recording (DVR).
- **We are proud to be the only TV provider giving you Local Content channels from area schools and the Corn Palace so that you can watch sporting events, music concerts, and more.**
- On our website you can also view/pay your monthly bill, contact us via email, access the portal for voice mail or DVR programming and much more.
- We offer 10 scholarships annually to graduating high school seniors whose parents are active residential cooperative members of Santel Communications.
- To reach us from your home phone, simply dial 796-4411 (toll free) for Customer Service or to report a trouble.
- You can find more detailed information about Santel Communications at our website www.santel.net

When new Central Connections telephone directories are printed annually, a copy is mailed to each Santel 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, Agland Coop in Ethan, or the banks in our other communities. 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 them establish or maintain telephone or broadband services. The basic monthly credit is \$9.25 and lifeline consumers also do not pay USF charges. To see if you qualify for the Lifeline program, see the enclosed documentation.

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

Your Santel Team

SANTEL COMMUNICATIONS
PO Box 67
Woonsocket, SD 57385



1-888-978-7777
Fax: 605-796-4419
www.santel.net

- **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 and 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 and TLS support 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.

Annual Income @ 135% of FPG	Household Size	
\$16,389	1	<u>NOTE: Proof of program participation or income will be required to qualify</u> Examples include: a copy of your benefit ID card, eligibility letter from the authorizing agency or the prior year's statement of benefits. Sources of income include prior year's tax return, three (3) months of paychecks from all employers, or benefit statements from retirement/pension.
\$22,221	2	
\$28,053	3	
\$33,885	4	
\$39,717	5	
\$45,549	6	
\$51,381	7	
\$57,213	8	
\$5,832	Add for each add'l person	

- **How do I apply to receive Lifeline?**

To apply for Lifeline, or if you have any questions, please contact our billing office at 796-4411 (toll free from your home phone).

**2018 Guidelines for
Household at or Below
135% of the Federal
Poverty Guidelines**

Household Size	Annually	Monthly
1	\$16,389	\$1,365.75
2	\$22,221	\$1,851.75
3	\$28,053	\$2,337.75
4	\$33,885	\$2,823.75
5	\$39,717	\$3,309.75
6	\$45,549	\$3,795.75
7	\$51,381	\$4,281.75
8	\$57,213	\$4,767.75
Add for each addt'l person	\$5,832	\$486.00

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 and employer.

PO Box 67, Woonsocket, SD 57385



**LIFELINE
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.

What type of discount is available?

Lifeline assistance provides a monthly credit of \$9.25 per month towards your Santel Communications telephone or broadband Internet service. You also save approximately \$1.20 per month with the waiving of the FUSC.

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 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. You can also learn more at www.lifelinesupport.org.