



The Private Line

February 2018

Volume 24, Issue 2

Telecommunication

Relay Service

Relay South Dakota enables deaf, hard-of-hearing or speech disabled persons to communicate via telephone. The service is available 24 hours per day, 365 days per year with no restrictions on length or number of calls placed. All calls are strictly confidential and no records of conversations are ever kept. To use TRS:

1. Dial 7-1-1 from anywhere in South Dakota or 1-800-544-1113 from anywhere outside the state.
2. Ask the communication assistant to dial the number you're calling.
3. The assistant will type the spoken words to the TTY user and voice the typed words back to your standard phone.
4. Speak slowly and clearly to the person you are calling, not the assistant.
5. Remember to say "go ahead" each time you finish speaking to let the other party know it's their turn.

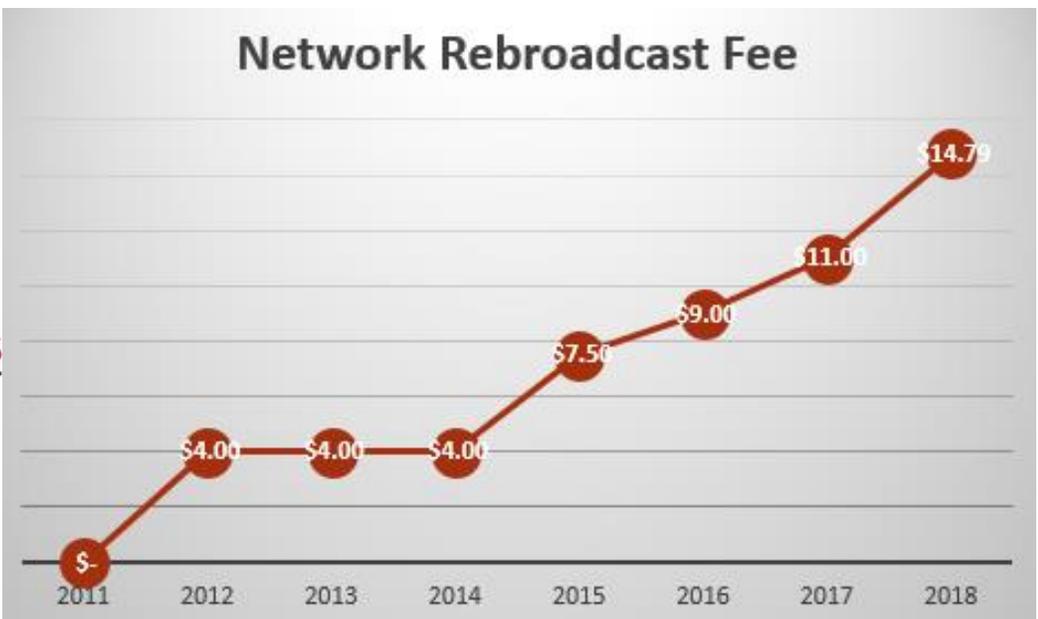
2018 Price Changes

We want to thank you for choosing Santel. We know you have options and as your locally-owned cooperative, our top priority is to provide our member-owners with the best experience possible for the best price. There will be no price increases in 2018 for telephone or broadband services, but we want to be completely honest and transparent with regards to the planned increases in TV charges.

The largest cost for Santel TV is the amount we pay to programmers who own the content you watch. As we stated in November, the fastest growing costs relate to your local channels (ABC, CBS, NBC and FOX) which, up until 2012, were provided to you free. We fought hard for fair deals to keep all of your channel costs as low as possible, but Santel and all other TV providers have had to accept significant price increases from broadcasters to continue providing this content.

Starting with your March bill, you will see two changes that will result in a \$5.99 monthly increase to customers with the Value or Premier Packages. The first change is an increase for all TV customers of \$3.79 on the Network Rebroadcast Fee which is 32% above the 2017 fee. While we are not happy with an increase of this size, many of you likely saw the blackouts threatened to TV providers who were holding out and we realize how much our customers value those networks and particularly the local weather and news. The second part of the change is a \$2.20 increase on all other channels in the Value or Premier packages.

Network Rebroadcast Fee



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

www.santel.net

Email: info@santel.coop 796-4411

Santel is an equal opportunity provider and employer.

Santel Statement of Non-Discrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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
fax: (202) 690-7442
email: program.intake@usda.gov

The winning submission for the Directory Photo Contest was sent in by Santel customer Liz Brooks of Woonsocket. She will receive a \$100 prize and her beautiful photo will be on the cover of the 2018 directory which will be delivered to all customers in April. We had many awesome submissions this year and we want to thank everyone who submitted photos and also those who voted on Facebook!



Directory Additions

WOONSOCKET

Davis, Robert 796-4652
Evans, Howard-Yvonne 796-3390

Attn: High School Sr's



Area high school seniors are encouraged to apply for the 2018

Ray Judy Memorial Scholarship. Ray Judy was the first general manager of the original Sanborn Telephone Cooperative and we will award 10 scholarships in the amount of \$500 each in his memory.

Information has been sent to all area schools and you can also find the application online under the About Us / In the Community tab at www.santel.coop. Applicants will submit a letter of application, a current photo (emailed photo is acceptable), a resume, and a one-page essay on a current state or world issue and how it will affect the applicant's future. Essays will be judged on content as well as presentation.

Applicant's parents or guardians must be active residential telephone customers residing in a Santel Communications Cooperative exchange. Successful applicants must attend a post-secondary school in South Dakota within six (6) months of high school graduation.

Applications must be received in our office by 5pm on Monday, March 26, 2018.

Santel Communications respects your privacy and observes the privacy rules established by the Federal Communications Commission, the South Dakota Public Utilities Commission and the telecom oversight agencies.

Santel Communications will never sell your account information or provide details of your telephone calls to unauthorized parties, unless required by law enforcement.

From time to time, we would like to notify you of additional products available from us outside the existing business relationship we have with you. However, if you prefer to be excluded from these promotional efforts, please complete and sign the card below and return it to us at PO Box 67, Woonsocket, SD 57385. You will be eliminated from all targeted marketing programs for the next two (2) years.

Your Santel Communications service is not impacted by this notification.

Please do not hesitate to call our office at 777 or 796-4411 with any questions.

Thank you for being a Santel Communications customer.

I have read this notice and the explanation above. By signing below, I am stating that I prefer to OPT OUT of Santel Communications' marketing of products and services outside of my existing scope of service.

I understand that by opting out, I will NO longer receive direct notification of special offers, services, and campaigns offered by Santel Communications. This Opt-Out will remain in effect for two (2) years.

Name: _____ Telephone Number: _____

Billing Address: _____

Signature: _____ Date: _____

I authorize the following persons to be able to make changes and/or receive confidential information on my account:

Name: _____ Telephone Number: _____

Authorized Person: _____

Authorized Person: _____

Signature: _____ Date: _____