



# The Private Line

July 2018

Volume 24, Issue 7

## 2018 Annual Meeting Planned

Santel Communications Cooperative, Inc. will hold its 66th Annual Meeting soon. There are big things happening at Santel and we're excited to let you know what we're doing and what is planned in the next few years. Also at the meeting, there will be reports from the General Manager and the Board President. The Board Treasurer will present the 2017 audited financial statements.

This year there will be votes cast for Board of Director seats in all three of the cooperative territories. This means that every member-owner of Santel Communications is eligible to run for the board in 2018. If you received this newsletter with your monthly billing, then you are a member-owner and we encourage you to consider if our board would be a good fit for your talents and interests. **Ask not what your cooperative can do for you, but what you can do for your cooperative!**

To run for the Santel Board of Directors, a candidate must obtain at least 15 petition signatures from active coop members residing in the district for which they would serve. An executed Conflict of Interest Disclosure and Qualified Certification Statement must be presented at the Santel office, along with the signed petition, by no later than 20 days in advance of the annual meeting date. Petitions will be available at 308 S Dumont Ave in Woonsocket or by calling 796-4411 as soon as the meeting date is scheduled. You may also email [info@santel.coop](mailto:info@santel.coop) if you'd like to learn more about the roles and responsibilities that come with being a member of the Santel board.



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

[www.santel.coop](http://www.santel.coop)

Email: [info@santel.coop](mailto:info@santel.coop) 796-4411

Santel is an equal opportunity provider and employer.

Being a member-owner of Santel Communications also makes you eligible to receive a portion of the profits earned by the cooperative. **The more business you do with Santel, the larger your share of the profits will be.** Allocation statements were mailed in June after your Board of Directors allocated just under \$1 million for fiscal year 2017.

## Telecom 101

Santel provided a booth at the Sanborn County Farmers Union/4-H day camp on May 22nd in Forestburg. Kids learned about cooperatives and careers with fun, hands-on activities and demonstrations. Santel discussed how much the telecom industry has changed. Kids learned about the importance of calling 811 before digging and they got to take home a small strand of fiber optic cable after learning how something the size of a human hair can fulfill their entire household's telecom demands.



At left, Network Operations Manager Mark Wilson shows the difference between "old" copper lines and new fiber optics. Below, Pam Kopfmann, Customer Service Manager, shows how the telephone itself has changed from crank phones with switchboard operators to rotary dials to the handhelds of today.



## Closed Captioning on Your Santel TV Service

One of the most common calls we receive at our TV helpdesk is related to the Closed Captioning. The feature is easily turned on inadvertently so customers wonder how to turn it off. The button with the # → (located just to the right of the number 0 on the keypad) can be pressed once to turn on closed captioning and again to turn it off. Simple!



## Unclaimed Capital Credit Checks

Santel Communications needs your help to locate the owners of many old, unclaimed capital credit checks. We will be permanently voiding all checks that remain unclaimed as of December 2018. Please review the list which can be located on our website at [www.santel.coop](http://www.santel.coop).

You may be able to put some long overdue money into the hands of your friends or a family member!



## Directory Additions

### ETHAN

Chupp, Adam	227-4416
Turner, Trevor	227-4725

### PARKSTON

Ayers, Justin	928-7828
Fideler, Ione	928-5351
Hobbick, Deke	928-3332
Winter, David	928-7075

### TRIPP

Ron's Market	935-6921
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## How Power Outages Affect Your Telephone Service

Power outages can occur at any time of the year for a variety of reasons, so it's always good to be prepared. Traditionally, your landline telephone service would work even during power outages as long as you had a corded phone in your home rather than a cordless.

As Santel continues to upgrade more of our service area to fiber optics, it's important for customers to understand that **a power outage affects fiber differently than it does traditional copper lines**. Telephone service on fiber does not work without electricity. Santel will offer all new subscribers to fiber optics the option to purchase a battery backup solution to operate a corded telephone during times with no electricity.

Fiber optic customers that decline to take a battery backup solution upon installation will have no telephone service at all during a power outage and will not be able to utilize 911 for emergency response. A battery backup solution may be purchased from Santel Communications at a later time if it's not taken upon initial install.

Customers that have a battery backup solution will be able to use a corded telephone for up to 8 hours without power. The actual length of the battery coverage during a power outage will vary depending upon its age and amount of use. It will also depend upon the physical location and condition of the battery backup unit. A unit installed indoors will last longer than one placed outside where it is susceptible to inclement weather. Full service will resume when power is restored or when a generator is used.

Batteries used for the backup solution will have a lifespan of approximately 5 years and replacement batteries can be purchased through Santel Communications.

We encourage customers with battery backup solutions to monitor the age and condition of batteries and to test the solution periodically by disconnecting the power supply to the telecommunications equipment and checking a corded telephone for dial tone. The battery backup solution has a 3 year manufacturer's warranty.

If you do not know whether you have a battery backup solution at your premises, or if you don't know whether your services are delivered via copper lines or fiber optics, please don't hesitate to contact the Santel office at 796-4411 and we'll be happy to answer any questions you may have.