66th Annual Meeting Held in Woonsocket

The 66th Annual Meeting of Santel Communications Cooperative was held on Tuesday, September 25th at the Woonsocket Community Center. Attendees were treated to a delicious meal prepared by Santel staff and served by members of your Board of Directors. Members reviewed the 2017 financial reports and voted to elect a director to serve the North District (Alpena, Wolsey and Woonsocket). Incumbent Jerry Jenssen defeated candidates John Schmidt and Thomas E Mitzel to serve another term. President Richard Alt and General Manager Ryan Thompson both addressed the crowd to talk about the history of Santel and about the exciting things happening now and in the upcoming years. For instance, Santel members are no longer required to have a telephone line with their high speed Internet connection...something many members have been eagerly anticipating!

A 2017 customer satisfaction survey conducted by national researchers showed that Santel customers are overwhelmingly satisfied with the quality of our services as well as the customer service provided by our staff. We are proud to be above the national average in every category.

At left, members are served a homecooked meal of pulled pork, baked beans and potato salad. Below left, Lindy Peterson was the winner of the grand prize iPad. Below right, President Richard Alt presents the second grand prize 43" TV to Barb DeKnikker.

It was also explained that Santel has begun a very aggressive plan to upgrade our entire service territory to fiber optic facilities within the next few years. These are busy and exciting times for Santel staff and members alike!

Mark Wilson and Joe Geppert prepare the pulled pork meal.

SANTEL
COMMUNICATIONS

PO Box 67, Woonsocket, SD 57385
Office Hours: 8am-5pm Mon-Fri
www.santel.coop
Email: info@santel.coop 796-4411
Santel is an equal opportunity provider and employer.

General Manager Ryan Thompson addresses the members to report on what's happened in the past year and plans for the future.

Annual Directory Photo Contest

Do you have an awesome photo that would be perfect for our 2019 Central Connections Directory? We will once again be holding a contest to find the best cover photo. We've had awesome entries the past few years and look forward to seeing how creative and artistic our members will be again this year.

The contest will be open to any Santel or Midstate members and entries must be received by December 1, 2018. The finalists will be online and the winner will again be determined by Facebook votes with the winner receiving $100. Rules are:

- Limit four (4) entries per household
- Amateur photos only; no professional entries please
- Santel and Midstate employees and immediate family are not eligible

- Photos should represent Santel or Midstate service areas
- Photos must be in color and have been taken within the last two (2) years
- Digital photos only; no printed photos or photocopies. Email entries to info@santel.coop
- Include your name and phone number with each entry
- Include where photo was taken and brief description

Please contact Santel at 796-4411 or info@santel.coop with any questions you may have.

FIBERMAXX
MAXIMUM INTERNET

In the process of burying fiber optics in the Letcher exchange, a major cable cut occurred on September 26th that caused voice and Internet disruptions throughout our network. In the event of wide-spread outages, Santel will be sure to post notice on Facebook as well as notify media outlets and the PUC. Good communication and quick resolution will always be our primary objectives. If you have any questions or concerns at all during the fiber-optic construction process, please don't hesitate to contact our office at 796-4411.

Tips to Protect Yourself from Cyber Crime

When In Doubt, Throw It Out
Delete any suspicious emails or text messages with a link or attachment.

Keep a Clean Machine
Make sure your security software, operating system and web browsers are up-to-date.

Set Your Browser Security High
To detect unauthorized demands.

Use a Pop-Up Blocker
Links in pop-up ads are notorious sources of malware.

Make Strong Passwords
Use long, unique passwords with capital and lowercase letters, numbers and symbols.

OCTOBER IS NATIONAL CO-OP MONTH
Cooperatives BUILD A BETTER WORLD