



# The Private Line

December 2018

Volume 24, Issue 12

## Security and Privacy Important to Santel

As a telecommunications user, you want to know that your data is private and secure. You also want to be free from harassment. Santel takes this seriously and we want to help you stay safe and enjoy your services.

The **National Do Not Call Registry** is one way you can be proactive in making sure you don't receive unwanted calls on your landline or your cell phones. It is a free service and once your number has been on the registry for 31 days, it will stay on the registry until disconnected or until you remove yourself from the list.



To sign up, call 1-888-382-1222 from the phone you want to register or visit

[www.donotcall.gov](http://www.donotcall.gov). You can also use the above phone number and website to file complaints about telemarketers.



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.

It is the policy of Santel to maintain and protect the **Confidential Proprietary Network Information (CPNI)** it possesses for our customers. Unless required to do so by law or unless such information will assist Santel in providing telecommunications services, no customer confidential or proprietary information will be given to any third parties. Because we guard this data so carefully, it is important for customers to keep Santel updated on who should be authorized to inquire about or make changes to your account. We will not discuss your account with any unauthorized persons regardless of their relationship to the account owner.

Because Santel issues monthly bills to our customers, we meet the federal definition of a creditor. As such, Santel has also adopted a **Red Flags Policy**. Red Flags refers to something that might cause suspicion or set off warning bells such as invalid social security numbers. Santel is obligated to investigate and report any such incidents that arise in the course of issuing credit to our customers so that we can assist in the prevention of identity theft.



## Santel Supports Local School Districts

As a regulated telecom company, Santel does not pay property taxes the way most of you do...instead we pay gross receipts tax. For each dollar of regulated business you do with Santel, a portion of that is returned to your local school district through gross receipts taxes. In 2018, Santel paid these 20 school districts \$262,353 for business done in 2017.

Armour	\$61
Bon Homme	\$164
Corsica	\$1,003
Ethan	\$21,476
Freeman	\$309
Hanson	\$435
Hitchcock/Tulare	\$35
Howard	\$3,779
Huron	\$12,998
Mitchell	\$1,000
Mount Vernon	\$22,714
Parkston	\$80,805
Plankinton	\$2,917
Sanborn Central	\$28,373
Scotland	\$364
Stickney	\$209
Tripp/Delmont	\$27,387
Wessington Springs	\$3,535
Wolsey/Wessington	\$16,923
Woonsocket	\$38,065

## 2019 Price Adjustments

We want to thank you for choosing Santel. We know you have options and as your local member-owned cooperative, our top priority is to provide you with the best experience for the best price possible. There will be no price increases in 2019 for telephone or residential Internet services. All customers should check the December bill messages to see how you specifically will be affected as some Internet customers will even see price decreases!

We also want to be completely 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. The fastest growing costs relate to your local channels (ABC, CBS, NBC and FOX) which, up until 2012, were provided to you free. These channels are still free to those

who are able to receive their signal via antenna, but unfortunately most of our customers are not in close enough proximity to their transmitters.

Effective with your January bill, you will see two changes that will result in a \$5.71 monthly increase to customers with the Value or Premier TV Packages. The first change is an increase for all TV customers of \$2.21 on the Network Rebroadcast Fee. The second change is a \$3.50 increase on all other channels in the Value or Premier packages. These increases equal less than \$.20 per day.

In an effort to give customers more choices, we are working with programmers on more flexible packages, so please call us at 796-4411 if you wish to make changes or learn more about Santel TV.



## Directory Additions

### LETCHER

Zoss, BJ & Karen

248-2389

## DIRECTORY DEADLINES

The deadline for any changes you wish to make to your listings in our directory is January 4, 2019. Santel is not responsible for accuracy of listings in any other directories you may receive in the mail.

Don't forget to check Santel's Facebook page in December to see the photos chosen as finalists for the 2019 directory cover. The winner will be determined by vote of our customers, so be sure to check them out and vote for your favorite!

## Video on Demand—Something for Everyone in December

**Hundreds of titles as well as these new releases not yet available anywhere else!!**

**WATCH THESE TITLES BEFORE**  
NETFLIX AND redbox

**SMALL FOOT**  
**THE HOUSE WITH A CLOCK IN ITS WALLS**  
**THE PREDATOR**

**WATCH ON DEMAND FIRST DECEMBER 11**

**THE HOUSE WITH A CLOCK IN ITS WALLS**  
**WATCH ON DEMAND FIRST DECEMBER 18**

**THE PREDATOR**  
**WATCH ON DEMAND FIRST DECEMBER 18**