



May 2021

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New Dialing Requirements for South Dakotans

The FCC has adopted an Order approving 988 as a three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline. In order for 988 to work within South Dakota's 605 area code, 10-digit local dialing must first be implemented throughout the state.

Beginning **April 24, 2021**, all South Dakotans should start dialing 10 digits (area code + telephone number) for all calls, including local calls. You will still dial long distance calls as you always have with 1 + area code + telephone number; however calling to your neighbor in the same town will now require all 10 digits. Local calls will still be free regardless of how many digits are dialed. There will be a transition period during which mis-dialed calls will still be completed, but you should really make necessary changes sooner rather than later.

Effective **October 24, 2021**, any local calls made using just seven digits may not be completed and an intercept message may be received. If you get this message, you must hang up and dial correctly.

Examples of saved numbers that MUST be updated to 10 digits:

- Any medical alert devices such as LifeAlert
- Any security or alarm systems
- PBX systems
- Fax machines
- Mobile phone contact lists
- Call forwarding settings

Beginning **July 16, 2022**, the abbreviated dial code of 988 will route calls to the National Suicide Prevention Lifeline. Customers must continue to dial the toll-free number shown at right to reach the Lifeline until that time.



For more information, you can visit the FCC website at [fcc.gov/suicide-prevention-hotline](https://www.fcc.gov/suicide-prevention-hotline).



PO Box 67, Woonsocket, SD 57385

Office Hours: 8am-5pm Mon-Fri

www.santel.coop

Email: info@santel.coop 605-796-4411

Santel is an equal opportunity provider and employer.



Tech Care Plan Changes

Santel's Tech Care Basic (TCB) and Wire Maintenance plans have always been available for customers to purchase as insurance against costly technician visits. We strongly encourage customers to subscribe to these plans to avoid potential service fees.

What is included with the plans:

- * Onsite trouble-shooting and diagnosis of problems when it cannot be resolved via helpdesk personnel
- * Diagnose issues caused by customer owned equipment such as routers, TV's, computers, etc. (covers diagnosis, but not repairs)
- * Repairing of existing inside phone wiring and cable/internet jacks
- * Customer education if appropriate

There are some onsite activities that will not be covered by TCB. Please note that we will do everything possible to assist customers with these issues over the phone at no charge:

- * Hookup of new TV's, tablets, printers, or any other customer-owned equipment, including routers
- * Install or update software
- * Program or re-program remote controls after the initial TV install
- * Email assistance



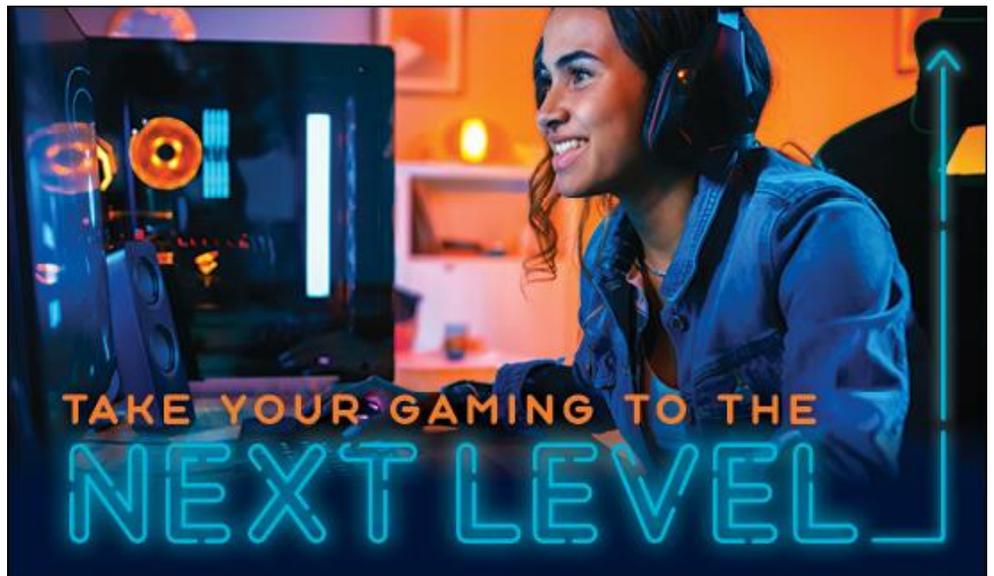
Directory Additions

PARKSTON

Kirchhevel, Donna 605-928-3686

WOONSOCKET

Mane Attraction 605-796-4021



Although quick thinking and even quicker thumbs are a must in gaming, sometimes it's your internet that can make or break your performance. You need a fast, reliable, and lag-free connection to stay one step ahead of your opponents.

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*Service availability and internet speeds will depend on location. Prices subject to change. Call for details. Offer good through May 31st 2021.

Donnerstag, 11. Mai 2021

Video On Demand **Showing in May**

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THE MARKSMAN
LIAM NEESON

SENIOR MOMENT
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