



# Connected



November 2021

Volume 27, Issue 11

## 5-Year Service Awards



Technical Support Specialist  
\*\*\*  
Santel

Aaron Roesler, above, and Nathan Snyder, below, are each reaching their 5-year service anniversaries. We want to congratulate them both and sincerely say “**THANK YOU**” for all you do!

Computer Technician  
\*\*\*  
Tech Solutions



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Santel is an equal opportunity provider and employer.

## 10-Digit Dialing is Now Required

The FCC has approved 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. You should be dialing area code + telephone number for all calls, including local calls within your same community. To dial a long distance call, add 1+ area code.

Effective **October 24, 2021**, any 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. Local calls will still be free regardless of how many digits are dialed. We are in a transition period during which mis-dialed calls may still be completed, but it is best that you should make every effort to use 10-digits with all calls.

For customers utilizing Santel’s speed dial features, we have already updated your saved numbers to be 10-digits. However, anywhere else that you have saved numbers, those will also need to be updated.

### 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](http://fcc.gov/suicide-prevention-hotline).





## Directory Additions

### ETHAN

Caylor, Eric 605-227-4560

### MITCHELL

Gebel, Dee 605-996-5340

Hobbie, Anthony 605-996-4606

Hoffman, Denise 605-996-9381

Millan, Carol 605-996-9169

Simon, Ron 605-996-0700

Witzel, Wayne K 605-996-8416

## Avoiding Unwanted Calls

The **National Do Not Call Registry** is one way you can be proactive in stopping those pesky unwanted calls. For your landline and mobile phones, you can register your numbers on the registry—it's free, and once your numbers have been on the list for 31 days, they stay on the list until disconnected or until you remove them.

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 this phone number and website also to lodge complaints about telemarketers. We know that unwanted calls are frustrating and Santel offers **Telemarketer Call Screening** as an additional protection for those that are still receiving unwanted calls. For just \$2 per month, you can block unknown numbers. Callers will be greeted with the message that you do not accept telemarketing calls, so they should hang up and remove you from the list. Your friends and family can press "1" to continue the call and be connected to you. Call 605-796-4411 for more information.



**Happy Thanksgiving!** Our hearts are filled with gratitude at Santel Communications. We're grateful you chose us to be your communications provider. We're grateful our community is filled with such kind, dedicated, and hard-working people. And we're grateful our company has the privilege of keeping you connected to what matters most.

May the spirit of gratitude you celebrate abundantly in November continue to be present in the months and years ahead.

**Our office will be closed on Thursday, November 25th.**



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### State Football Championships

Santel Channel 901

Live from Vermillion

Nov 11th-13th

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### State Volleyball Championships

Santel Channels 901-903

Live from Rapid City

Nov 18th-20th



### MITCHELL CH 90

Nov 6th DWU FB – Jamestown @ 1:00

Nov 13th DWU FB—Morningside @ 1:00

### MITCHELL CH 91

Nov 4th VB Girls JV—O'Gorman @ 4:30

VB Girls 9th—O'Gorman @ 4:30

VB Girls 10th—O'Gorman @ 5:30

VB Girls Varsity—O'Gorman @ 7:00