



Connected



January 2023

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Your Phone & Power Requirements

All Santel voice customers are now served by fiber optics. In the event of a commercial power outage, some sort of backup power source will be necessary for your landline telephone to work-even for 911. This could be a whole-home generator or a battery backup solution.

A battery backup purchased through Santel Communications will allow you to continue using a corded telephone (not a cordless) for as long as the battery holds its charge, which is approximately 8 hours. The actual length of time a battery will last depends upon its age and how much you use it.

The batteries are rechargeable and have a lifespan of approximately 5 years. If your battery backup device begins to beep loudly, it means the battery has reached end of life and needs to be replaced.

To purchase a battery backup solution, if you don't have one, or to replace the battery in your existing backup unit, please contact us at 605-796-4411.



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.

Santel Statement of Non-Discrimination

In accordance with Federal civil rights law and US Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc) should contact the responsible agency or USDA's TARGET Center at (202) 720-2600 (voice or TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave, SW
Washington, D.C. 20250-9410

Fax: (202) 690-7442

Email: program.intake@usda.gov

DIALING SHORTCUTS

211—the SD Helpline Center provides free resources such as volunteer services, childcare, mental health, disaster recovery, family and crisis support, and more. AVAILABLE THROUGHOUT SOUTH DAKOTA.

411—directory assistance for any listed telephone number in the country. Charges will apply.

511—traveler information, including current road and weather conditions.

777—shortcut to Santel customer service personnel from any Santel land-line (will not work from cell phone).

711—TRS (Telecommunications Relay Service) permits persons with speech or hearing disabilities to communicate via a text telephone (TTY) with others on a standard phone.

811—South Dakota One Call to arrange for the location of underground utilities.

911—Emergency line answered by your county's chosen public safety answering point.

988—National Suicide & Crisis Lifeline offers emotional support provided by mental health professionals. AVAILABLE NATIONWIDE.



Directory Additions

HURON

Borah, Jay 605-352-8391

Kotas, Neil 605-352-9517

PARKSTON

Mikuska, William L 605-928-6679

Price Changes for 2023

At Santel, we work hard to negotiate the best prices and programming for our TV customers, but most channels do have small to moderate price increases each year. Effective January 2023, Santel Digital TV prices have been adjusted as needed to cover programming costs. Most customers will see an increase of just \$3 or \$4 per month. To see how your specific package changed, please see the notice printed on your January bill.

Santel Internet customers who purchase a Static IP address will see a price increase due to the increasing complexity of managing a limited number of available IP addresses. Effective January 2023, the price for a Static IP address increased to \$10 per month.

SERVICE TERMS, CONDITIONS, & POLICIES

Santel has recently updated our Service Terms & Conditions. While they have not changed significantly, we have edited them to be more in line with modern use of broadband services. We encourage customers to review them if there are any questions or concerns you have. All of our policies can be found at www.santel.coop/term-conditions/ including:

- ◆ Master Service Agreement
- ◆ Service Catalog
- ◆ Acceptable Use & Network Management
- ◆ Disclosure Relating to IP-enabled 911 Services
- ◆ Privacy Policy

Customer use and payment for Santel services constitutes agreement with all terms & conditions.



Santel proudly supports all of our local schools. Catch all the action on Santel TV channels 90 - 91 and 101 - 108.

**Woonsocket * Parkston * Mitchell * Sanborn Central * Mt Vernon
Tripp-Delmont * Wolsey-Wessington * Wessington Springs * Ethan**

Watch Santel's on-screen guide for up-to-date broadcast schedules!