



Connected



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Your Santel Phone Requires Electricity

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, lender 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, audiotape, 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



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!

Telecommunication Relay Service

Relay South Dakota enables deaf, hard-of-hearing, or speech disabled persons to communicate via telephone. The service is available 24 hours per day, 365 days per year with no restrictions on length or number of calls placed. All calls are strictly confidential and no records of conversations are ever kept. There is no charge to persons who use this service. It is funded by the \$.15 per line fee you see on your bill each month.

To use TRS:

1. Dial 7-1-1 from anywhere in South Dakota or 1-800-544-1113 from anywhere outside the state.
2. Ask the communication assistant to dial the number you're calling.
3. The assistant will type the spoken words to the TTY user and voice the typed words back to your standard phone.
4. Speak slowly and clearly to the person you are calling, not the assistant.
5. Remember to say "go ahead" each time you finish speaking to let the other party know it's their turn.

Your Billing Name and Address

The FCC requires Santel, under certain circumstances, to release the Billing Name and Address (BNA) of our telephone customers to other telecommunications providers. The main reason for releasing BNA information is to ensure proper billing for certain types of calls such as collect, third-number billed, or calling card calls. Those calls may be carried by a company who is not your chosen carrier. Under those circumstances, the carrier does not know where to bill the call, and therefore, they must request the BNA from our company. We must provide the information to the requesting carrier.

BNA can also be released to telecommunications providers for other reasons, such as verification for subscription, servicing your account, to prevent fraud, or when you move from one location to another. If you have an unlisted or non-published telephone number, you do have options. If you do not want your BNA released by our company for third-party billed calls, collect calls and calling card calls, we need affirmative notification from you within 30 days. If you provide us with such notification, please know that your ability to make calling card calls or to receive collect calls or third-number billed calls may be denied. If you have any questions regarding BNA, please call our office at 605-796-4411.



Directory Additions

MITCHELL

Kummer, Nicholas 605-996-3563



Pay your bill from anywhere—
It's quick, it's easy and it's free

eBill Mobile App

With the eBill Mobile app, it's easier than ever to log into your Santel account from anywhere, anytime. Safely and securely make one-time payments or establish auto-pay. View all of your current or past invoices.

Download the eBill Mobile app from the Apple Store or from Google Play. When you open the app, enter your zip code and select Santel Communications as your provider. Enter your username (email address) and the password established for your online Santel account. If you forgot your password or need help with the initial login, please contact customer service at 605-796-4411.