



# Connected



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## Unclaimed Capital Credit Checks \$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$

Santel mailed capital credit retirement checks in September 2023 of which hundreds are still uncleared.

Members with active services who have not cashed their checks will have credit applied to their bill; however, inactive member checks will be voided if they are not claimed. These would be members who had active service in the late 1990's and early 2000's.

We have published a list of uncleared checks on our website [www.santel.coop](http://www.santel.coop). Please check out the list and if you see any family or friends, have them reach out to Santel at 605-796-4411 so that we can get them their money!

If any members on the list are deceased, we encourage their heirs to call our office so we can settle their estate in full.



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) 605-796-4411

Santel is an equal opportunity provider and employer.

## Construction Season is Upon Us... Call 811 Before You Dig And Contact Santel if You're Building

South Dakota 811 is an important part of the state's public safety system. It protects both residents and the utility infrastructure that we depend on.

**There are many reasons why you should contact South Dakota 811 at least 2 days before digging:**

1. Digging near buried lines is a significant safety risk to you, your family and all people near the worksite excavation.
2. Cutting a buried utility service can result in service outage for you or your neighbors, which is both inconvenient and costly.
3. Failure to notify South Dakota 811 could make you liable for all costs associated with repairing a damaged utility line.
4. Failure to notify South Dakota 811 could subject you to penalties associated with the statute and administrative rules.
5. It is illegal to dig before notifying South Dakota 811.

This is a free service that allows you to conduct your digging in a safe and less expensive manner. **Always call 811 before digging.**

If you personally have water lines, drain tile, electrical or propane lines, etc that you've buried on your property or right of way, those are not located by utility companies. You, as the property owner, should mark those before digging. Please be sure to register those lines with SD 811 so that you can be notified ahead of any future digging by other entities. You can register your facilities at [info@sdonecall.com](mailto:info@sdonecall.com) or 1-800-781-7474.

**Do you have building plans in 2024 that will require Santel to install fiber optic services?** Don't wait until moving day to call Santel. As soon as possible, call our office at 605-796-4411 to discuss your needs and arrange for your location to be placed on our construction list.



## Handicap Accessibility

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers such as Santel to make its services and products accessible to people with disabilities, if such access is available.

These rules implement Section 255 of the Federal Communications Act which requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable.

Please contact us at 605-796-4411 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.



With the recent renewal of contracts, Santel has added two new channels to our lineup (in every package) and two existing channels have made changes. Here is what you need to know:

**StartTV** can now be found on Santel channel 186 and it features shows with strong and resourceful female leading characters in procedural dramas such as *The Good Wife*, *Touched by an Angel*, *Elementary*, *Ghost Whisperer*, *Cold Case* and many more.

**Outlaw** is now on Santel Channel 176 and it features western movies as well as fan-favorite western series such as *Longmire*, *F Troop*, *Kung Fu*, *Bonanza* and more. We know our customers love those westerns!

Also making changes, Hallmark Drama is now Hallmark Family (Channel 73) with more of a focus on family-friendly dramas while Antenna TV has been replaced with The 365 (Channel 180) featuring the best in African-American movies and series.



### Lifeline

Receive up to \$9.25/month off your Internet service

#### YOU QUALIFY IF:

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)
- OR —
- Your income is at or below 135% of the federal poverty guidelines



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

### 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.

This isn't  
**"INTERNET"**  
It's the **ULTIMATE**  
**WI-FI SERVICE**

You deserve more than a connection. With Santel Smart Home you get an experience.

Your whole-home service is fully installed by our local, highly skilled technicians so you have high-speed connectivity throughout your home.

Call 605-796-4411

FREE with most Santel residential Internet packages