

# Midstate Messenger

MIDSTATE COMMUNICATIONS COOPERATIVE

August 2025

## A Summer of Appreciation Right in Your Own Hometown

Our Summer Customer Appreciation Days were a big success—and it's all thanks to you! This year, we fired up the grill and hit the road, bringing lunch and giveaways to our customers in Fort Thompson, Academy, Delmont, and Chamberlain.

Midstate staff enjoyed visiting with customers face-to-face—answering questions, sharing laughs, and simply saying thank you. Folks enjoyed the FREE food, fun freebies, and great conversation, and we were proud to bring the grill and the gratitude right to your hometown.



This summer, Midstate welcomed Grady Olson to assist with a variety of projects and get hands-on experience alongside our telecom technicians. This fall, he'll be heading to Mitchell Technical Institute to study Wi-Fi & Broadband Technologies. Thanks, Grady, for all your help this summer—we wish you the best in your studies!



A big shout-out to everyone who donated non-perishable food items—your kindness helped stock the shelves of local food pantries in each community we visited.

And of course, congratulations to our prize winners!

**August 5** - Disconnect of all accounts with a 30 day balance

**August 20** - Bills due by 12:00 PM.

**August 29** - September bills are mailed out and due September 20th by 12:00 PM



### Fort Thompson Winners

Norman Thompson Jr. ....\$50 Midstate Credit  
Eileen Harrison.....\$25 Midstate Credit  
Dorothy Farmer.....\$10 Midstate Credit  
Kids Winner..... Theo ~ Headphones

### Delmont Winners

Lisa Goehring.....\$50 Midstate Credit  
Eilene Bitterman.....\$25 Midstate Credit  
Alice Fuerniss.....\$10 Midstate Credit  
Kids Winner.....Mara ~ Headphones

### Academy Winners

Dennis Gunderson.....\$50 Midstate Credit  
Cindy Lucas.....\$25 Midstate Credit  
Kaden Hughes.....\$10 Midstate Credit  
Kids Winner.....Avery ~ Headphones

### Chamberlain Winners

Luz Ortega.....\$50 Midstate Credit  
Melissa Rinehart.....\$25 Midstate Credit  
Gary Biskeborn.....\$10 Midstate Credit  
Kids Winner.....Bohdi ~ Headphones

# Low Income Assistance Available to Telephone & Broadband Subscribers

Midstate Communications is authorized to offer Lifeline assistance to our customers. The Lifeline Universal Service Program is a government-supported program available to qualified, low-income consumers and offers a discount for eligible telephone and bundled Internet service meeting the minimum standards. If you subscribe to telephone service only, you may be eligible to receive the monthly Lifeline discount of \$5.25.

Lifeline discounts can be applied to either stand-alone internet service or bundled packages that include both telephone and internet services. If you qualify, you may be eligible to receive the maximum Lifeline discount, which is currently \$9.25.



If you move your monthly Lifeline discount to another provider, it will generally require that you agree to not transfer your Lifeline benefit again to another provider for twelve months. There are certain exceptions to this requirement.

## Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone or bundled Internet service to customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program. Eligible subscribers may be eligible for additional discounts up to \$34.25.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying assistance program.

## How to Qualify for a Lifeline Discount:

You may qualify for Lifeline assistance if you participate in any ONE of these government benefits programs:

- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Medicaid
- Federal Public Housing Assistance
- Veteran's Pension and Survivors Benefit Program
- Income Below the Federal Poverty Guidelines

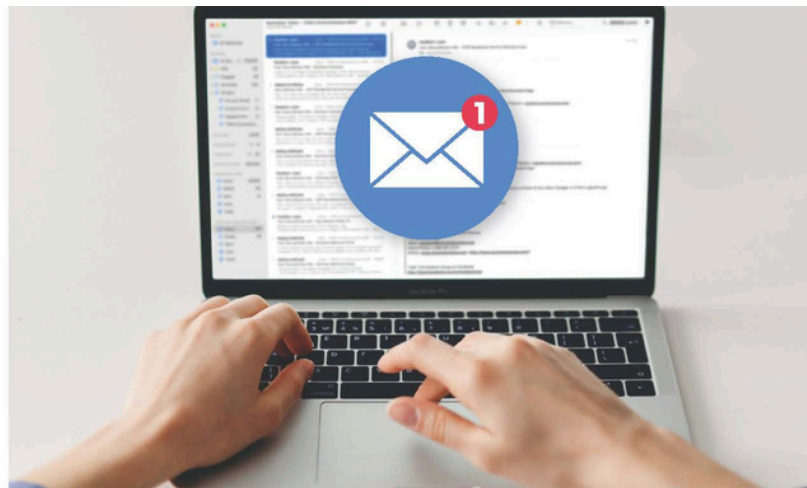
If residing on tribal land the following eligibility criteria is also available to be utilized:

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families
- Food Distribution on Indian Reservations
- Head Start

## TWO WAYS TO APPLY

- APPLY ONLINE – Find the online application at [www.lifelinesupport.org](http://www.lifelinesupport.org)
- APPLY AT MIDSTATE – Stop in our Kimball or Chamberlain offices during business hours.





# GO FROM MAILBOX TO INBOX WITH **PAPERLESS BILLING & AUTOMATIC PAYMENT**

## **CHOOSE PAPERLESS BILLING ALONG WITH AUTO BANK OR AUTO CREDIT CARD AND GET A ONE-TIME \$20 BILL CREDIT\***

Now's the time to switch to Midstate Communications paperless billing, which means you'll receive your statements via email rather than "snail mail."

With auto bank or auto credit card and paperless billing, you'll have one less bill in your mailbox each month, less clutter on your kitchen counter, and receive a recurring \$1.50 credit every month on your invoice! Plus, you'll help us use less paper and save some trees.

1. Complete and return the auto bank or auto credit card form on the back of this sheet.
2. Go to <https://estatement.midstatesd.net> to set up eBill
3. Once logged in, click on SETTINGS.
4. At the top click on GENERAL.
5. Choose WEB BILL ONLY and we will set up your \$1.50 monthly discount and give you a one-time \$20 discount!



*\*12 month eBill commitment required.*

**MIDSTATE COMMUNICATIONS, INC**  
**Customer Authorization for Direct Payment via ACH or Credit Card**

Direct Payment via ACH is the transfer of funds from a consumer account for the purpose of making a payment. If you wish to have your account set up on Direct Payment from your Bank Account or Credit Card, please complete the Authorization form below and return to: Midstate Communications, Inc. PO Box 48 Kimball, SD 57355.

Name \_\_\_\_\_ Account # \_\_\_\_\_

CHECK ONE:    ☐ New Payment    ☐ Change Information    ☐ Cancel Auto Bank/Auto Credit Card

I (we) agree that the authorized MONTHLY debit date will be as elected:   ☐ 4<sup>th</sup>    ☐ 10<sup>th</sup>    ☐ 19<sup>th</sup>

I(we) understand that this is a recurring entry request and that debits will occur at substantially regular intervals, as chosen above, without further affirmative action by the receiver.

**AUTOMATIC BANK WITHDRAWAL:**

CHECK ONE:    ☐ Checking Account    ☐ Savings Account

Depository (Bank) Name: \_\_\_\_\_ Routing Number: \_\_\_\_\_

Name on Account: \_\_\_\_\_ Account Number: \_\_\_\_\_

*\*Please enclose a personalized **VOIDED CHECK** or an account verification letter from your financial institution containing their letterhead.*

**AUTOMATIC CREDIT CARD WITHDRAWAL:**

CHECK ONE:    ☐ VISA    ☐ MASTERCARD    ☐ DISCOVER    ☐ AMERICAN EXPRESS

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CVV # \_\_\_\_\_

*\*I agree to inform Midstate when my card expires and provide them with a new card number and updated expiration date.*

I (we) authorize Midstate Communications, Inc. to electronically debit my(our) account and, if necessary, to electronically credit my(our) account to correct erroneous debits to the account listed above. I(we) agree that ACH transactions I (we) authorize comply with all applicable laws.

I(we) agree that the authorized debit amount will be: The balance due on the account on the elected debit date stated above.

I (we) understand that this authorization will remain in full force and in effect until I (we) notify Midstate Communications, Inc., in writing, that I (we) wish to revoke this authorization. I (we) understand that Midstate Communications, Inc. requires a minimum of five business days prior notice to cancel this authorization.

Customer(s) Printed Name(s): \_\_\_\_\_

Customer(s) Signature(s): \_\_\_\_\_ Date: \_\_\_\_\_

Go PAPERLESS?   ☐ YES    ☐ NO

If yes, please go to [www.midstatesd.net](http://www.midstatesd.net) – Click on My Bill Pay – Sign up for Estatement. You will need your latest invoice with the account number and the amount due. Once signed up, you will need to change your invoice preference to WEB BILL ONLY. Click on SETTINGS and at the top click on GENERAL. Choose to receive “Web bill only” Once your sign up is complete, you will begin to receive a \$1.50 per month discount on your bill!