

Customer INFORMATION

We're everywhere
people connect.





WELCOME

On behalf of the employees and Board of Directors at Golden West, I want to thank you for the opportunity to serve your telecommunications needs. Golden West has been serving rural communities across South Dakota since 1916. We are committed to providing you with reliable service and fast speeds for all your needs – whether you're at home, at work, or at school.

At Golden West, our commitment involves more than infrastructure. We invest in the communities we serve through donations, grants, and scholarships. Our employees are your neighbors and friends. They don't just work in your community – they live there, too.

It's important to know the benefits you receive through cooperative membership with Golden West. It's more than a financial return in the form of capital credit payments.

Members vote in director elections and are instrumental in determining the Cooperative's bylaws and articles of incorporation. The Board establishes policies that govern the company's day-to-day operation and helps set goals for the future. Cooperative membership means that your voice matters.

Whether home phone, broadband internet, digital cable TV, or business solutions, Golden West will work hard to bring you the services you need.

Once again, thank you for allowing us to serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "Denny Law".

Denny Law, CEO/General Manager
Golden West Telecommunications

PAYMENT OPTIONS

At Golden West, we want to make sure that understanding and paying your bill is easy. We have several convenient options to choose from:

- **In-Person or at Golden West Office:** See list of office locations on the back page.
- **Automated Payment:** Set up a payment plan to have your monthly Golden West payment debited from your bank or charged to your credit card. Visit goldenwest.com/autopay for instructions.
- **One-Time Payment:** Process your one-time payment over the phone using your checking account, debit or credit card.
- **Register with eStatement and Pay Online:** Secure one-time payments can be made at goldenwest.com/estatement.
- **Mail Your Payment:** Golden West, PO Box 411, Wall, SD 57790

If you are unable to meet your payment time frame, please call **1-855-888-7777**. A member service team member will work with you to make alternative payment arrangements and help you understand your payment options.

For more information visit *How to Read Your Bill* at goldenwest.com/readbill.

IMPORTANT BILLING DATES

Golden West has two billing dates to help us serve the needs of our members. Using January as an example, the following dates apply for each billing option.

Golden West Billing Cycles	Cycle 1	Example	Cycle 10	Example
Bills Mailed	1st Current Month	Jan. 1st	10th Current Month	Jan. 10th
Payments Due A 1.5% late charge is assessed on unpaid balances after this date. Past Due notices will appear on the next month's bill for accounts with unpaid balances.	20th Current Month	Jan. 20th	1st Next Month	Feb. 1st
Final Notices Sent for Past Due Accounts	25th Current Month	Jan. 25th	5th Next Month	Feb. 5th
Late Payment Arrangements Required to Avoid Disconnection	6th Next Month	Feb. 6th	16th Next Month	Feb. 16th
Past Due Accounts Disconnected in Accordance with South Dakota PUC and FCC Rules	7th Next Month	Feb. 7th	17th Next Month	Feb. 17th

For information on our *Collection Policy* visit goldenwest.com/collectionpolicy.

BROADBAND INTERNET

Speeds Up to:

250 Mbps \$59.95 a month

500 Mbps \$79.95 a month

1 Gbps (Gig) \$99.95 a month

BUNDLED SERVICES

CableNet PAK1

Internet & Select TV Package

(80+ cable TV channels plus 51+ music channels)

Speeds up to **250 Mbps** \$130.95 a month

Speeds up to **500 Mbps** \$150.95 a month

Speeds up to **1 Gbps** \$170.95 a month

CableNet PAK2

Internet & Ultra TV Package

(125+ cable TV channels plus 51+ music channels)

Speeds up to **250 Mbps** \$144.90 a month

Speeds up to **500 Mbps** \$164.90 a month

Speeds up to **1 Gbps** \$184.90 a month

Complete PAK1

Internet, Home Phone & Select TV Package

(80+ cable TV channels plus 51+ music channels)

Speeds up to **250 Mbps** \$149.45 a month

Speeds up to **500 Mbps** \$169.45 a month

Speeds up to **1 Gbps** \$189.45 a month

Complete PAK2

Internet, Home Phone & Ultra TV Package

(125+ cable TV channels plus 51+ music channels)

Speeds up to **250 Mbps** \$163.40 a month

Speeds up to **500 Mbps** \$183.40 a month

Speeds up to **1 Gbps** \$203.40 a month

Internet PAK Internet & Home Phone

Speeds up to **250 Mbps** \$68.45 a month

Speeds up to **500 Mbps** \$88.45 a month

Speeds up to **1 Gbps** \$108.45 a month

Managed Wi-Fi

\$6 a month

Includes router rental and up to two extenders (if needed), Wi-Fi technical support, and use of base features of the My Golden West Wi-Fi mobile app.*

Ultimate Wi-Fi

\$11 a month

Includes router rental and up to two extenders (if needed), Wi-Fi technical support, and use of My Golden West Wi-Fi mobile app.* Added features allow you to monitor and limit usage by user or device, filter content to ensure safe searches, and prioritize bandwidth to important device(s). Security features also protect your network and devices.

Download the My Golden West Wi-Fi app at no additional cost from the Apple Store or Google Play to your smartphone or tablet to control your Wi-Fi today. For more information, visit goldenwest.com/wi-fi.



*The My Golden West Wi-Fi app only works with the Gigaspire router Golden West provides. The cooperative will only provide technical support for the router it leases. Before choosing to use your own router, review the details at goldenwest.com/router.

BUNDLED SERVICES continued:

Cable PAK1 **\$118.45 a month**
Select TV Package & Home Phone
(80+ cable TV channels plus 51+ music channels)

Cable PAK2 **\$132.40 a month**
Ultra TV Package & Home Phone
(125+ cable TV channels plus 51+ music channels)



DIGITAL CABLE TV Add DVR to your cable TV and watch your favorite programs on your schedule.

À La Carte Channel Options:

Limited TV Package	27+ Channels	\$16.50 a month
Select TV Package	80 + Channels	\$90.95 a month
Ultra TV Package	125 + Channels	\$104.90 a month

51+ Digital Music Channels are also included with above options.

Premium Channels:

Showtime / TMC	21 Channels	\$18.00 a month
HBO	11 Channels	\$18.75 a month
Cinemax	6 Channels	\$15.00 a month
Starz/Encore	21 Channels	\$12.00 a month
MoviePAK	Bundle All 59 Premium Channels	\$55.00 a month
NFL RedZone	Every touchdown from every game!	Call for Pricing

Additional Services and Features:

Digital Video Recording (DVR)	\$13.00 a month
High-Definition TV (HDTV)	Interactive On-Screen Guide
Video On Demand	Digital Remote Control
Pay-Per-View	Parental Locks
watchTVEverywhere	

Digital Cable TV services are not available in all areas. DVR, premium channels, Video On Demand (VOD) movies and events, and Pay-Per-View are an additional charge. Some free VOD content is available.

1-855-888-7777
goldenwest.com



Lifeline & ACP Assistance Low Cost Internet & Phone

Discount options are available for families who qualify.

Lifeline, a federal program available to Golden West members, provides **\$9.25** off broadband internet or **\$5.25** off phone* service each month for those who qualify.

Tribal Lifeline and Link-Up, is a federal program available to Golden West members. It provides **\$34.25** off broadband internet or up to **\$28.60** off phone service* each month for those on tribal lands who qualify as well as discounted connection charges.

The **Affordable Connectivity Program (ACP)** is an FCC benefit program that helps ensure households can afford the broadband they need for work, school, healthcare, and more. The benefit provides a discount of up to **\$30.00 per month** toward internet service for eligible households and up to **\$75.00 per month** for households on qualifying tribal lands.

**The Federal Communications Commission has extended the \$5.25 Lifeline discount on phone service through Nov. 30, 2024.*

goldenwest.com/lifeline • goldenwest.com/acp

WIRE MAINTENANCE

Phone | High-Speed Internet | Cable TV

Let us worry about how to fix wiring problems. With a Wire Maintenance Plan, we'll isolate the trouble and repair the defective wiring at no cost to you. Best of all, you won't be charged for the repair visit, even if the problem is traced back to your computer or other equipment.

Add a Wire Maintenance plan for \$1.50 to \$4.50 a month, depending on the services you need to cover.

goldenwest.com/wiremaintenance

Free Local Calling Area

Golden West knows that in rural South Dakota, the space between neighbors can be miles. That's why we offer Free Local Calling Areas. Customers living west of the Missouri River can call all other Golden West customers located on the same side of the river toll-free. The same goes for customers living east of the river. With Free Local Calling, staying in touch with your home phone is affordable and reliable.

goldenwest.com/localcalling



Virus Removal, Internet & PC troubleshooting

Computer support from the comfort of your home.

Golden Shield is your one-stop shop for malware removal, internet and PC troubleshooting, and more. Golden West A+ certified technicians can remotely connect to your computer and provide affordable, hassle-free support.



Virus, Adware, and Malware Removal

PC Optimization

Operating System Repair

Advanced Router Setup

Device and Software Install



A one-time charge will apply. Charge must be paid up front via credit or debit card and cannot be applied to your Golden West bill. Price varies by service(s) required. Device must be operational to receive service.

1-866-264-7397 | goldenwest.com/goldenshield

Computer Protection

You have enough things to keep track of every day.

Your computer's health doesn't have to be one of them.



Having up-to-date anti-virus software is vital to the health and performance of your computer. **VIPRE Advanced Security**, Golden West's easy-to-install security software, is built with the right combination of online and antivirus protection and comes with free 24 x 7 tech support. Work and play online with peace of mind.

When you bundle other services with Golden West internet, VIPRE Advanced Security is FREE and can be installed on up to three computers. Customers who don't bundle can add VIPRE for \$4.25 per month.

goldenwest.com/vipre

Battery Backup

For information on our Home Phone Battery Backup for customers with fiber connections, visit **goldenwest.com/batterybackup**.

Privacy & Nondiscrimination

For a complete list of Golden West's policies and information, including the **Privacy Notice** and **Nondiscrimination Statement**, visit **goldenwest.com/information**.

CONTACT INFORMATION

1-855-888-7777

goldenwest.com | theexchangesd.com | info@goldenwest.com

415 Crown St | PO Box 411 | Wall, SD 57790 | Fax: 605-279-2747

525 E 4th St | Dell Rapids, SD 57022 | Fax: 605-428-3132

116 N Main Ave | Hartford, SD 57033 | Fax: 605-528-2266

1510 National Ave | Hot Springs, SD 57747 | Fax: 605-745-5331

883 E 2nd St | Mission, SD 57555 | Fax: 605-856-9010

85 E Main St | Pine Ridge, SD 57770 | Fax: 605-867-7112

 facebook.com/goldenwesttelecom

 instagram.com/goldenwesttelecom

 youtube.com/GoldenWestCoop

Service Agreement & Acceptable Use Policy

Thank you for connecting to the world with Golden West internet, phone, and/or cable TV service! By subscribing to a Golden West service, you agree to Golden West's Agreement for Non-Contractual Services and to Golden West's Acceptable Use Policy.

Golden West encourages you to review these policies at:

- Agreement for Non-Contractual Services – goldenwest.com/non-contract
- Acceptable Use Policy – goldenwest.com/aup

For a complete list of Golden West's policies and information, visit goldenwest.com/information.