FCC Cablevision Notifications

These notices are being provided in accordance with the Cable Communications Policy Act of 1984, a Federal law that requires all cable operators to notify subscribers of the collection, use, and disclosure of personally identifiable information regarding cable subscribers.

Golden West CABLEVISION

1-855-888-7777 • goldenwest.com • info@goldenwest.com
PO Box 411, Wall, SD 57790-0411

EMAIL NOTIFICATION OPTION

As a subscriber, you have the option to receive FCC notifications as well as other communications from Golden West electronically. Should you wish to receive future notifications by email, please contact Golden West Member Services at **1-855-888-7777** and provide a verified email account. As always, you have the option to opt out of email notifications at any time.

FCC SUBSCRIBER PRIVACY NOTICE

1. Golden West Cablevision collects certain personally identifiable information from each cable subscriber. This information consists of data such as the subscriber's name, address and selection of cable services and programming. The information is used only for billing and other legitimate practices related to rendering cable and other services provided by Golden West Cablevision, and to detect the unauthorized reception of cable communications. Golden West Cablevision does not utilize its cable system to gather any other types of personally identifiable information without the prior consent of the subscriber.

2. Personally identifiable information collected by Golden West Cablevision will be disclosed under the following circumstances:

   (a) to cable system employees, agents and program suppliers when necessary to render cable or other services provided by Golden West Cablevision to the subscribers;

   (b) to debt collection agencies for the purpose of collecting money owed by a subscriber; or **(c)** pursuant to a court order authorizing such disclosure.

   Golden West Cablevision will obtain consent before disclosing any other information.

3. Generally, personally identifiable information will be maintained by Golden West Cablevision for a period of two (2) years. After such time, if the purpose for which such information was collected has been accomplished, Golden West Cablevision will destroy the information.

4. As a subscriber, you may inspect any personally identifiable information collected by Golden West Cablevision and relating to you during normal business hours at the business office. Please notify us in advance of your visit so that the information concerning you can be collected and made available for your inspection. You have the right to correct any error in such information.

5. The Cable Communications Policy Act of 1984 sets forth limitations on the personally identifiable information which can be collected and disclosed by cable operators such as Golden West Cablevision. Unless written or electronic consent is obtained from the cable subscriber, Golden West Cablevision cannot use its cable system to collect personally identifiable information other than information necessary to render its cable or other services, or information necessary to detect unauthorized reception of cable communications. Similarly, unless written or electronic consent is obtained,Golden West Cablevision cannot disclose any personally identifiable information except when necessary in connection with rendering a cable or other service; when required under a court order; or when disclosing lists containing the names and addresses of subscribers who have not objected to such disclosure. With respect to court orders seeking disclosure of personally identifiable information, Golden West Cablevision is required to notify the affected subscriber prior to releasing the requested information. In those cases where governmental entities attempt to obtain a court order requiring disclosure, the affected subscriber is entitled to notice of the court proceeding and an opportunity to contest the government entity's request in court. With respect to the disclosure of lists containing the names and addresses of subscribers, you may exercise your right to prohibit the release of your name and address on these lists by notifying Golden West Cablevision of your desire to not have such information disclosed by writing a letter to:

   Golden West Cablevision, PO Box 411, Wall, SD, 57790-0411.

6. As a subscriber, you can enforce the limitations imposed by the Cable Communications Policy Act of 1984 by bringing a civil action in Federal District Court.

FCC BILLING AND COMPLAINT PROCEDURES

In compliance with the requirements of Section 76.1602 of the FCC Rules, we are required to inform you that Golden West Cablevision has in effect the following billing and complaint procedures. The complaint procedure insures any complaints that may arise concerning the technical quality of the cable television signals that we deliver to you are promptly and efficiently resolved.

Call **1-855-888-7777** to contact our customer service department if you have a question about your bill or would like to make changes to your existing service.

Call **1-855-888-7777**, to contact our repair service if you have a complaint concerning the technical quality of your cable television signals. If you still have a complaint after contacting our service department, please put your complaint in writing and send it to:

Golden West Cablevision, PO Box 411, Wall, SD 57790-0411.

All complaints received concerning technical quality of cable television signals will be logged in on the day of receipt and the date, time and nature of the complaint will be noted, as well as the name, address and telephone contact number of the subscriber.

Complaints concerning the technical quality of cable television signals will be investigated by a service technician. If the problem can be resolved without a service call to your premise you will be advised of this promptly and the resolution of the complaint will be noted in the log book.

All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact Golden West Cablevision and we will review the complaint and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of the complaint is deficient in some manner, you may contact the local franchising authority at the address listed in this brochure.

COMPATIBILITY WITH CONSUMER ELECTRONICS EQUIPMENT

ELECTRONICS EQUIPMENT: Golden West Cablevision video service is encrypted and requires a Golden West provided Digital Receiver, to include, but not limited to DTA-Digital Transport Adaptor, DVR – Digital Video Recorder, IPTV – Internet Protocol Television, that are compatible with our system for each television you wish to use with our service, however note that not all devices are available in all systems based on current technologies.

Even if you have a TV or other video equipment that was advertised as being "cable-ready" or "cable-compatible" when you purchased it, the equipment will not perform as you expected when connected directly to Golden West Cablevision cable system. According to current federal regulations, TVs and other video equipment sold in the U.S. cannot be called "cable ready" or "cable-compatible" unless they comply with technical requirements adopted by the FCC, including the ability to tune cable channels properly. Certain new digital televisions, recording devices, and other video equipment, known as Unidirectional Digital Cable Products ("UDCPs"), that are connected to our digital cable systems will not operate on our cable systems properly, unless the system technology will accept a separate, compatible security device and comply with certain Federal Communications Commission(FCC) technical requirements. DTAs cannot access two-way cable services such as Pay-Per-View events and Video-On-Demand (VOD).

The majority of programming offered by Golden West Cablevision is high-definition (HD). Golden West offers compatible Digital Receivers to receive Golden West Cablevision programming. The Digital Receivers leased from Golden West Cablevision may be incompatible with special functions on your television set or other video device. Digital receivers may interfere with features that allow the subscriber to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and, use advanced picture generation and display features such as picture-in-picture, channel review and other functions.

REMOTE CONTROLS: All remote control units are provided by Golden West and are compatible with Golden West provided equipment. All Digital Receivers provided by Golden West are either included in the monthly pricing or provided at an additional monthly fee, however, the remote control units are provided at no extra charge.

The remote control that may have come with your TV or other video equipment also may be capable of controlling the digital receiver. If you choose, you may buy a "universal" remote control unit from a retail store that is capable of working with our receiver. Although features and functions of remote controls vary significantly, many universal remote control models from Sony, RCA, Universal Electronics and other retail providers, may be programmed to operate customer equipment.

All Golden West provided remote controls must be returned with the digital receivers within five (5 calendar days after disconnection of service. If the remote control and/or digital receivers are not returned or is damaged, replacement costs will be charged to your account.

INTERNET ACCESS SERVICE

We provide Internet access service subject to Golden West Cablevision's Acceptable Use Policy, Internet Master Agreement and Network Transparency Statement, each of which may be changed at Golden West Cablevision's discretion.

Current versions of these documents are available online at **goldenwest.com/policies**

- Acceptable Use Policy
- Internet Master Agreement
- Network Transparency Statement

COPYRIGHT INFRINGEMENT POLICY

While Golden West Cablevision does not monitor customer webpage views or content of downloads, third parties may notify us of alleged copyright infringement. In those instances, copyright holders or their agents gather information independently. We will pass on the complaint to our customers via email, the United States Postal Service and/or via web alert.

Our main purpose is to ensure our customers are aware of alleged and potentially unknown copyright infringement activity and of potential consequences associated with such activity. The copyright holder gathered this information independently. Please note that Golden West Cablevision is not a party to complaints such as these. We do not release a customer's identity to a copyright holder unless required to do so by a court order or a valid subpoena, issued by a court with jurisdiction over Golden West Cablevision.

If we receive repeated copyright infringement notices for a customer over a period of time and after notifications have been sent to the customer, we may choose to take action up to and including throttling of service or disconnection of service, due to violation of our Acceptable Use Policy.

LOCAL FRANCHISE AUTHORITIES

Buffalo Gap – City of Buffalo Gap
Buffalo Gap, SD 57722
FCC Code SD0263

Custer – City of Custer
622 Crook St, Custer, SD 57730
FCC Code SD0028

Edgemont – City of Edgemont
PO Box A, Edgemont, SD 57735-0809
FCC Code SD0042

Evergreen – Porcupine District Council
PO Box H, Pine Ridge, SD 57770
FCC Code SD0265

Hot Springs – City of Hot Springs
303 N River, Hot Springs, SD 57747
FCC Code SD0011

Kadoka – City of Kadoka
PO Box 58, Kadoka, SD 57543
FCC Code SD0098

Kyle – Medicine Root District
PO Box H, Pine Ridge, SD 57770
FCC Code SD0157

Manderson – Wounded Knee District
PO Box H, Pine Ridge, SD 57770
FCC Code SD0264

Martin – City of Martin
PO Box 687, Martin, SD 57551
FCC Code SD0081
(Sunrise Housing-SD0082)

Midland – City of Midland
PO Box 33, Midland, SD 57552
FCC Code SD0121

New Underwood – City of New Underwood
PO Box 278,
New Underwood, SD 57761
FCC Code SD0119

Oelrichs – City of Oelrichs
Oelrichs, SD 57763
FCC Code SD0257

Philip – City of Philip
PO Box 408, Philip, SD 57567
FCC Code SD0083
(Lake Waggoner-SD0120)
(Rhode Addition-SD0180)

Pine Ridge – Pine Ridge Village Council
Billy Mills Hall, Pine Ridge,
SD 57770
FCC Code SD0251

Wall – City of Wall
PO Box 314, Wall, SD 57790
FCC Code SD0084

Wanblee – Eagle Nest District Council
PO Box H, Pine Ridge,
SD 57770
FCC Code SD0158

RESIDENTIAL PRODUCTS & SERVICES PRICE LIST

Rates as of August 1, 2022. All charges exclude applicable taxes and fees. Cable TV service is subject to an additional local broadcast retransmission rate of $23.95.

ALL CABLE TV SERVICES REQUIRE A DIGITAL DEVICE, AND ALL INTERNET SERVICES REQUIRE A ROUTER.

Digital Devices, Routers and Remote Controls supplied by Golden West are the property of Golden West and must be returned, and be in working order, if service is terminated.

DIGITAL CABLE TV SERVICES A LA CARTE

Limited TV – 27+ Channels	$16.50
Select TV – 80+ Channels (Includes Limited TV)	$86.95
Ultra TV – 125+ Channels (Includes Select TV)	$100.90

All Cable TV Services Comes with 50 Music Channels.

PREMIUM SERVICES

HBO – 11 Channels	$18.75
Showtime/TMC – 22 Channels	$17.00
Cinemax – 6 Channels	$15.00
Starz/Encore – 21 Channels	$12.00
Movie Pak – includes all Premium 60 Channels	$54.00
NFL RedZone* – a season, residential pricing as of 6/22	$72.00

**Business pricing based on occupancy call 855-888-7777.*

OPTIONAL CABLE TV SERVICE

Requires a lease of an Advanced Digital Receiver or IPTV Receiver.

Digital Video Recording (DVR) with High-Definition TV	$13.00

LEASED EQUIPMENT

Basic Digital Receiver *	$5.00
Advanced Digital Receiver*	$5.00
IPTV Receiver *	$5.00
DTA – Digital Transport Adapter (Per Unit)	$2.00

Up to two (2) DTAs or IPTV receivers included with service at no extra cost.
**Allows for Pay-Per-View and Video on Demand.*

Wi-Fi & Internet Access Router† (Per Month)	$6.00

†*Visit **goldenwest.com/router** for more information.*

BUNDLED SERVICES

CableNet PAKS (Cable TV + Internet)

CableNet PAK1 – 25 Mbps / 50 Mbps** Up to 25 Mbps / 50 Mbps Internet + Select TV (80+ Channels)	$126.95
CableNet PAK1 – 100 Mbps** Up to 100 Mbps Internet + Select TV (80+ Channels)	$146.95
CableNet PAK1 – 250 Mbps** Up to 250 Mbps Internet + Select TV (80+ Channels)	$166.95
CableNet PAK2 – 25 Mbps / 50 Mbps** Up to 25 Mbps / 50 Mbps Internet + Ultra TV (125+ Channels)	$140.90
CableNet PAK2 – 100 Mbps** Up to 100 Mbps Internet + Ultra TV (125+ Channels)	$160.90
CableNet PAK2 – 250 Mbps** Up to 250 Mbps Internet + Ultra TV (125+ Channels)	$180.90

Complete PAKS (Cable TV + Internet + Phone)

Complete PAK1 – 25 Mbps / 50Mbps** Up to 25 Mbps / 50 Mbps Internet + Phone + Select TV (80+ Channels)	$145.45
Complete PAK1 – 100 Mbps** Up to 100 Mbps Internet + Phone + Select TV (80+ Channels)	$165.45
Complete PAK1 – 250 Mbps** Up to 250 Mbps Internet + Phone + Select TV (81+ Channels)	$185.45
Complete PAK2 – 25 Mbps / 50 Mbps** Up to 25 Mbps / 50 Mpbs Internet + Phone + Ultra TV (125+ Channels)	$159.40
Complete PAK2 – 100 Mbps** Up to 100 Mbps Internet + Phone + Ultra TV (125+ Channels)	$179.40
Complete PAK2 – 250 Mbps** Up to 250 Mbps Internet + Phone + Ultra TV (125+ Channels)	$199.40

All PAKS with Internet &/or Phone come with: Internet Protection Tools + 300 Minutes GW Long Distance + 5 Calling Features

***Internet speeds vary based on network infrastructure and service availability. Higher internet speeds are not available in all areas.*

Internet PAKS (Internet + Phone)

Internet PAK – 25 Mbps / 50 Mbps**	$68.45
Internet PAK – 100 Mbps**	$88.45
Internet PAK – 250 Mbps**	$108.45

Cable PAKS (Cable TV + Phone)

Cable PAK1 – Select TV (80+ Channels)	$114.45
Cable PAK2 – Ultra TV (125+ Channels)	$128.40

Cable PAKS include 300 Minutes GW Long Distance + Calling Features

RESIDENTIAL INTERNET A LA CARTE

Internet – 25 Mbps / 50 Mbps**	$59.95
Internet – 100 Mbps**	$79.95
Internet – 250 Mbps**	$99.95

***Internet speeds vary based on network infrastructure and service availability. Higher internet speeds are not available in all areas.*

OPTIONAL INTERNET SERVICE

Static IP	$10.00
Enhanced Wi-Fi (Per Month)	$7.95
Enhanced Wi-Fi Additional Extender (Per Month)	$2.95

WIRE MAINTENANCE PLANS

Phone Wire (Phone only)	$1.50
Cable Wire (TV only)	$1.50
Internet Wire (Internet only)	$3.00
Cable TV Wire PAK (Phone & TV)	$2.50
Internet Wire PAK (Phone & Internet)	$3.50
CableNet Wire PAK (TV & Internet)	$4.00
Complete Wire PAK (Phone, TV & Internet)	$4.50

Golden West's maintenance plans cover repair of the customer's wires inside the home. The optional plan applies to most inside wiring problems associated with wires. It does not cover repair of 1) defective equipment (e.g. telephones, televisions, computers and other electronic equipment), 2) problems caused by willful damage to inside wire or jacks or 3) wiring not done to industry standards. The plan will become effective 30 days from the date the wire maintenance service is ordered. Customers must keep wire maintenance for a minimum of 90 days.

UNRETURNED / DAMAGED EQUIPMENT FEES

Basic Receiver (Per Unit)	$170.00
IPTV Receiver (Per Unit)	$200.00
Advanced Receiver (Per Unit)	$300.00
DTA – Digital Transport Adapter (Per Unit)	$60.00
Remote Control (Per Remote)	$6.00
Wi-Fi & Internet Access Router (Per Unit)	$115.00

Fees apply for any equipment not returned in working condition.

INSTALLATION CHARGES

Technician Premise Visit Charge	$30.00
Connect, Upgrade or Move Cable or Internet (Per Service &/or Premise Visit Charge)	$10.00
Cable Outlets or Internet Jacks (Per Jack/Outlet)	$29.95

Prices are per month unless noted otherwise. All services may not be available in all areas. All rates and services are subject to change. Golden West reserves the right to institute different rates/or terms and conditions of service for promotional purposes.

Any cable customer can purchase premium services and Digital Video Recording (DVR) service. The programs, packages, services, number of channels, content, format, rates and other aspects of Golden West's offerings are subject to change or discontinuance at any time in accordance with applicable law.

Not sure what networks appear on what channel numbers? Current channel lineup listings by region can be found online at **goldenwest.com/channels** and can be downloaded and printed at home anytime. To request a copy be mailed to you, call 1-855-888-7777, option 3.