



Check here for change of address, credit card payments, or other automatic payment options (see back for details).

1

Statement Date	April 01, 2019
Account Number	000000000
Invoice Number	00000000
Past Due Balance	\$ 0.00
Current Charges (due by 04/20/19)	\$ 94.29
Total Amount Due	\$ 94.29

Payment Amount: \$  
PLEASE MAKE CHECKS PAYABLE TO: Golden West Telecommunications



2

JOHN AND JANE DOE  
100 MAIN STREET  
HOMETOWN, SD 57777

GOLDEN WEST TELECOMMUNICATIONS  
415 CROWN STREET  
PO BOX 411  
WALL, SD 57790-0411

00-00000000-00000000000000000000

To ensure proper credit, please detach and return above portion with your payment



3

Important Contact Information

Billing Inquiries - Please Dial 777  
or 1-855-888-7777

Internet Help Desk - Please Dial 611  
or 1-866-833-6683

Repair Service - Please Dial 611  
or 1-866833-6683

Before You Dig Call South Dakota One Call  
Dial 811 or 1-800-781-7474  
www.sdonecall.com

4

Statement Date	April 01, 2019
Account Number	000000000
Invoice Number	00000000
Past Due Balance	\$ 0.00
Current Charges (due by 04/20/19)	\$ 94.29
Total Amount Due	\$ 94.29

Summary of Charges

Previous Bill	\$ 94.43
Payments Received	\$ 94.43
Payments received after March 22 are not included.	
Past Due Balance	\$ 0.00

Total Current Charges \$ 94.29

Current charges are due upon receipt. Payments must arrive at the main business office or district offices by the due date to avoid a late charge. Charges become past due and subject to a 1.5% late charge after April 20.

Total Amount Due \$ 94.29

5



Try AutoPay

AutoPay is the easiest way to make sure your monthly Golden West bill is paid on time, every time.

Call 1-855-888-7777  
or visit goldenwest.com/payoptions

Visit us Online!

Sign up for eStatement to view your invoice or make a payment online: goldenwest.com

Golden West Telecommunications  
Statement Date: Apr 01, 2019

Account: John Doe

Account Number 000000000  
Page 1 of 3

# How to Read Your Monthly Statement

We believe in keeping things simple – especially when it comes to your bill. We hope you find this section-by-section explanation of your Golden West statement helpful.

Follow this sample to understand the information on your statement. If you have questions, give us a call and we'll walk you through it.

- 1 Account Information**  
Please have your account number when calling Golden West.
- 2 Payment Stub**  
To ensure proper credit, please return it with your payment.
- 3 Contact Information**  
Refer to these phone numbers when you need assistance or information from Golden West.
- 4 Summary of Charges and Payments**  
This is a quick, at-a-glance summary of your current charges. It also reflects the previous balance, payments received and the total current charges due.
- 5 Promotional / Information**  
Watch this area for special offers and valuable information about Golden West services.

The number of pages and details included in your statement from Golden West will vary depending on the number and type of services you subscribe to, whether you are a residential or commercial customer, and your monthly usage of services.

6

### Change of Address

Use this area to inform us of a change in your billing address.

7

### Payment Options

Simplify your life by using a credit card, debit card, or checking account to pay your monthly bill.

8

### Frequently Asked Questions

We hope this section will answer your questions. Additional FAQ's can be found at goldenwest.com or as always, contact us for more information.

9

### Service Summary

See a breakdown of the monthly cost of your services at a glance.

10

### Long Distance Carrier

This section identifies your long distance carrier.

11

### Charge Details

This area is a breakdown of services and charges that occur on a monthly basis.

6

### Is your contact information complete and accurate?

Please check box on reverse side and complete this section if your address on this bill is incorrect. Your preferred phone number and email address will be added to your account for future communications. Signature required.

New Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Preferred Phone Number: (\_\_\_\_) \_\_\_\_\_

Preferred Email: \_\_\_\_\_

Signature Required: \_\_\_\_\_

7

### Free Electronic Payment Options

**Automated Payment:** *By far, the easiest way to pay!* Set up a payment plan to have your monthly Golden West payment debited from your bank account or charged to your credit/debit card. Sign up online or download an authorization form at goldenwest.com, or call 1-855-888-7777 to get started.

#### Register with eStatement and Pay Online:

Secure one-time payments can be made at goldenwest.com/estatement. Statements can be viewed any time!

**Check by Phone:** Provide your check information over the phone to process your one-time payment. Call 1-855-888-7777.

**Credit or Debit Card Payment:** Make a one-time payment with your card by calling 1-855-888-7777.

8

### FREQUENTLY ASKED QUESTIONS

#### Why is my first bill higher than expected?

Your first bill covers more than one month of service. It includes partial charges from the day you connected to the end of the billing cycle, as well as charges for the next month of service. Golden West prorates charges for the first month you are connected, which means the monthly rate is divided into a daily rate and you are billed only for the days you receive service. Subsequent bills will cover regular service for the month ahead.

#### What are non-recurring charges and credits?

Non-recurring charges and credits occur if you add or cancel services during the month. Depending on the date when services were activated or deactivated, you will be charged or credited for the days remaining in the current month. Service order, premise visit or other charges may apply.

#### What are End User Charges?

End User Charges are fees authorized by the Federal Communications Commission (FCC) for providing access to, and maintenance of, the local telecommunications network.

#### What is the Federal Universal Service Charge?

The Federal Universal Service Fund (USF) helps provide affordable telecommunications services for low-income customers and customers in rural areas. It also provides discounts on internet access for eligible schools, libraries and rural health care providers. The USF is collected from telecommunications carriers and administered by the Universal Service Administration Corporation (USAC). USAC is responsible for disbursing the funds according to eligibility criteria established by the FCC.

#### What is a 911 Surcharge?

This surcharge is mandated by local governments to help pay for emergency services. The money collected from this charge is forwarded directly to the appropriate entity.

#### What is the Access Recovery Charge (ARC)?

The Access Recovery Charge is a fee authorized by the FCC that provides for recovery of revenues lost due to FCC required reductions to access rates.

#### What is the CATV Franchise Tax?

For those customers who receive cable television service, the FCC allows the local franchising authority (city or county government) to collect up to five percent of all revenues earned by a cable operator in exchange for consent to use right-of-ways and easements for the cable system's construction and operation.

#### What is the FCC Administrative Fee?

Cable television providers must pay this fee (per subscriber) to the FCC. The FCC uses these fees to recover annual costs of enforcement, policy and rulemaking, user information, and international activities.

#### What can I do to reduce the number of calls I receive from telephone solicitors?

You can sign up for Golden West's Telemarketing Call Screening (\$1.50 per month where available) and also place your name on the National Do Not Call registry by calling 1-888-382-1222 or go online at donotcall.gov.

Golden West Telecommunications  
Statement Date: Apr 01, 2019

Visit us online at  
www.goldenwest.com

Account Number: 00000000  
Page 2 of 3

12

### Bundled Long Distance Usage

If you have a SmartPAK bundle, this area will show usage of your long distance minutes within that bundle.

13

### Notices / Messages

This section includes important notices or messages to customers.



Invoice Number: 00000000  
Account: John Doe

13

### IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

You may be eligible for discounted monthly internet or phone service through Lifeline, a federal benefit program. Lifeline offers a discount of \$9.25 off the cost of internet or phone service each month. If you receive assistance from one or more of the following programs, you may be eligible:

Supplemental Nutrition Assistance Program (SNAP)  
Supplemental Security Income (SSI)  
Medicaid  
Federal Public Housing Assistance (FPHA) or Section 8  
Veterans Pension and Survivors Benefit Programs

You may also qualify if your income falls at or below 135% of the Federal Poverty Guidelines. Please call 1-855-888-7777 to learn more about eligibility and requirements, and to apply for these important benefits.

### INTERNATIONAL INFORMATION:

International service is provided by Express Communications DBA Golden West Telecommunications.

9

### Service Summary

	Adj	Charges	Taxes Surcharges Fees	Subtotal
<b>SmartPAK - InternetPAK</b>				
- Residential Telephone Service for 605-000-0000		74.45	7.50	81.95
- High Speed Internet Service for johndoe@goldenwest.net				
<b>Residential Telephone Service</b> 605-000-0000		11.40	0.94	12.34
		85.85	8.44	94.29
<b>Subtotal Current Charges</b>				<b>\$ 94.29</b>

Total Amount Due **\$ 94.29**

10

### Primary Inter-Exchange Carriers (PIC)

Carrier	Service
Intralata Carrier	Golden West Long Distance
Interlata Carrier	Golden West Long Distance
605-000-0000	

11

### Charge Detail

<b>SmartPAK - InternetPAK</b>				
<b>Bundled Services (Apr 01 - Apr 30)</b>				74.45
Residential Telephone Service (605-000-0000)				
* Access Line - RMR for 605-000-0000				
* Calling Features PAK for 605-000-0000				
* Call Waiting for 605-000-0000				
* Call Forwarding for 605-000-0000				
* Caller ID for 605-000-0000				
* Call Waiting ID for 605-000-0000				
Long Distance PAK for 605-000-0000				
* Fast Bundle Back 150 Minutes for 605-000-0000				
High Speed Internet Service (johndoe@goldenwest.net)				
Internet Features for johndoe@goldenwest.net				
WIPE for johndoe@goldenwest.net				
Web Storage 10 MB for johndoe@goldenwest.net				
Email Account (Spam and Virus) - Qty 2 for johndoe@goldenwest.net				
Internet PAK for johndoe@goldenwest.net				
* H25 - up to 25M for johndoe@goldenwest.net				
<b>Taxes, Fees, and Surcharges</b>				
Dell Rapids City Tax			1.52	
Federal Excise Tax			0.67	
Federal Universal Service Charge			1.22	
State Sales Tax - South Dakota			3.43	
Universal Connectivity Charge			0.66	
<b>Total for SmartPAK - InternetPAK</b>				<b>\$ 81.95</b>
<b>Residential Telephone Service (605-000-0000)</b>				
<b>Recurring Charges (Apr 01 - Apr 30)</b>				
* SD Communication Impaired Fund			0.15	
* E911 - Minnehaha County			1.25	
* End User Charge - Single-RES			6.50	
* Wire Maintenance (Phone) Data			3.50	
<b>Taxes, Fees, and Surcharges</b>				
Dell Rapids City Tax			0.20	
Federal Excise Tax			0.29	
State Sales Tax - South Dakota			0.45	
<b>605-000-0000</b>				<b>\$ 12.34</b>
<b>High Speed Internet Service (johndoe@goldenwest.net)</b>				
<b>Recurring Charges (Apr 01 - Apr 30)</b>				
Main johndoe@goldenwest.net			0.00	
<b>Total for johndoe@goldenwest.net</b>				<b>\$ 0.00</b>

Golden West Telecommunications  
Statement Date: Apr 01, 2019

Visit us online at  
www.goldenwest.com

Account Number: 00000000  
Page 3 of 3

For more information  
call 1-855-888-7777

