

March 2026

Horizons

A Golden West Customer Newsletter
& Award-Winning Publication

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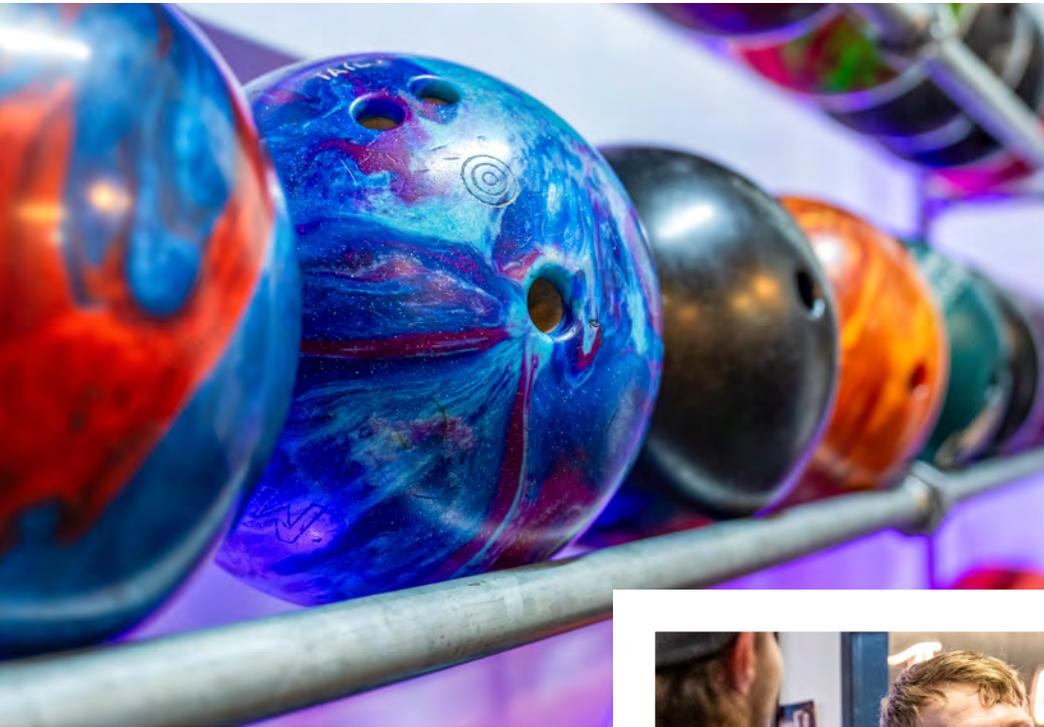
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Serving Bites & Rolling Strikes

Bowling alley entertains, feeds, and builds community.



“I really appreciate the tight-knit community for everything they do, because it’s the type of place that always has your back and doesn’t keep a tally.”



Serving Bites & Rolling Strikes

Bowling alley entertains, feeds, and builds community.

About five years ago, Casey McCoy stopped his lawn mower one afternoon to pick up trash he spotted in a ditch. A woman driving by stopped, thinking he was having trouble with the mower. After a quick chat, Casey had scheduled a meeting to buy the Dell Rapids bowling alley, PINZ.

“I saw that the bowling alley was looking for a buyer on Facebook, but it was completely out of my mind,” Casey says. “But it seemed like everything was telling me I needed to be the buyer. Six months later, the deal is finalized and I’ve been living this dream ever since.”

Since his conversation with Carla Schmidt, mother of the previous owners, Casey has crafted countless menu items customers have enjoyed between rolling strikes on the lanes.

Rolling forward with events

Casey bought and renovated PINZ in 2022 to become a community hub where he can provide local fun, give back to people, and offer high-quality food. The

original wooden eight-lane bowling alley hosts tournaments, fundraisers, and private events.

PINZ hosts the Bowling for Zander Scholarship Tournament giving out more than \$20,000 in scholarship funds to students each year. The bowling alley also held a sensory-friendly prom night for students and a wedding in 2025.

“The wedding felt like a true celebration for the young couple, and it was a ton of fun,” Casey says. “They transformed this place into the most beautiful thing I’ve ever seen. A lot of people don’t think about having their wedding in a bowling alley, but we have another wedding scheduled in 2026.”

Opening opportunities

The bowling alley employs high school students from the area. It provides a first job to many and gives them an

opportunity to learn new skills.

“I love working with these kids to give them a place to learn, grow, and make friends,” Casey says. “In big cities, a lot of places want people with experience but never give students the opportunity to have that experience.”

Honored in new home

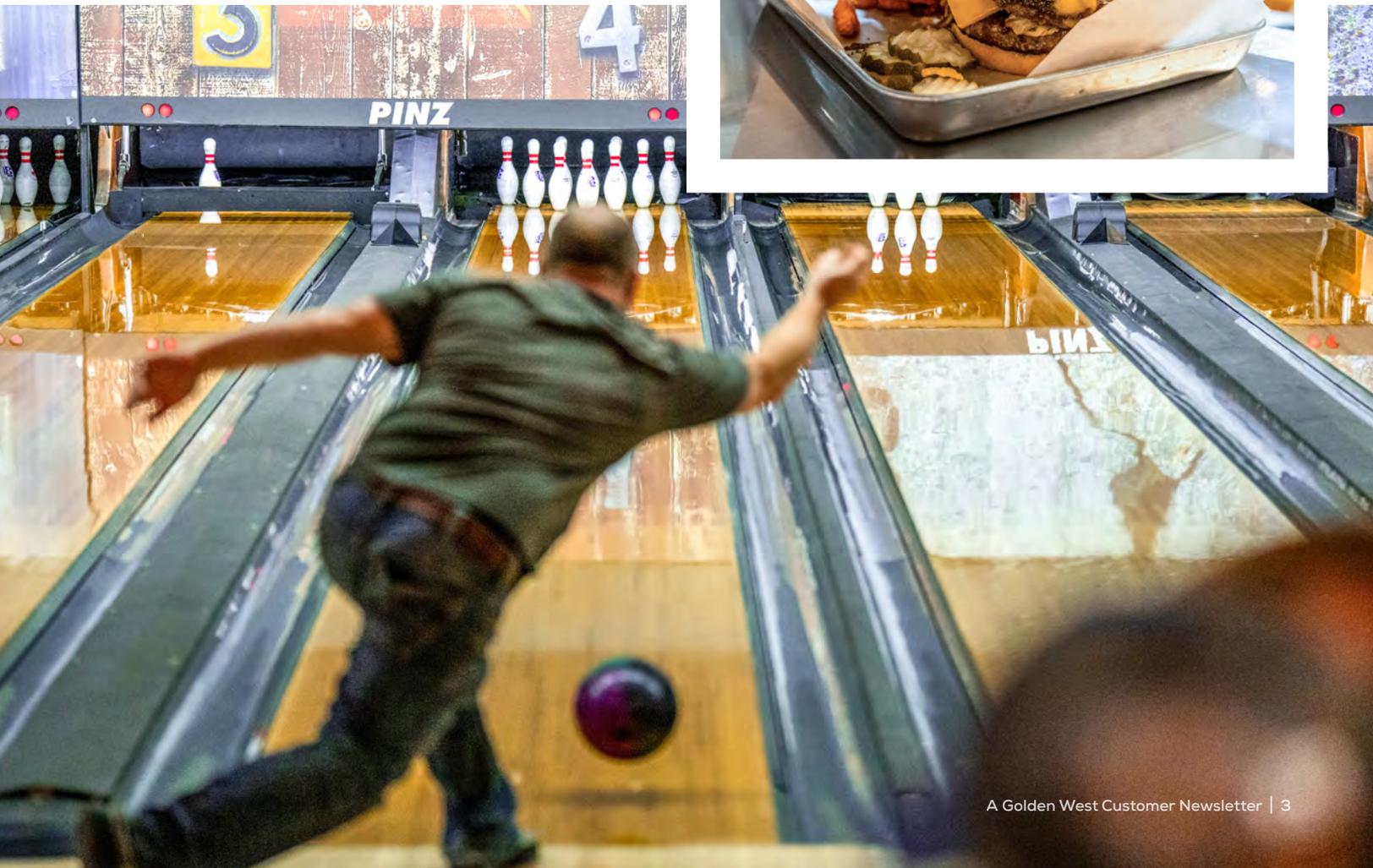
Originally from Minnesota, Casey graduated from high school in 2007 and worked as a door-to-door insurance salesman for Globe Life Family Heritage. After his girlfriend, Lacie, bought her

childhood home in 2020, Casey moved to Dell Rapids, where they now raise their two children.

In late 2021, Casey traveled to Africa for a wedding but encountered trouble when he tested positive for COVID right before flying home. He was forced to remain in Africa for over a month without many necessities. With help from family, the community, and U.S. Embassy and Representative Dusty Johnson, Casey returned to Dell Rapids in January 2022.

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The bowling alley menu changes regularly, giving people new options to try while waiting for the ball return.



Serving Bites & Rolling Strikes

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“A lot of people from Dell Rapids donated money to help get me home,” Casey says. “I really appreciate the tight-knit community for everything they do, because it’s the type of place that always has your back and doesn’t keep a tally. I want to make sure I show that appreciation every day.”

Casey calls Dell Rapids his home and loves his community. He regularly gives back by donating food to residents, catering community events, and advocating for other local businesses.

His efforts have been recognized by the town, and he was named Dell Rapids Citizen of the Year in 2024. The chamber of commerce designated June 22 as Casey McCoy day that year, citing his devotion and care for the community.

Casey strives to prepare high-quality food for bowlers as well as community members stopping by for a bite.

Connection that knocks down pins

PINZ relies on its Golden West connection for every event and day-to-day business. The bowling scoring system, POS system, and to-go orders require the internet to keep business rolling. When PINZ hosted the Bowling for Zander tournament, the event was live streamed online for others to watch.

“The out-of-town TV crew tested our connection and said they’d never seen an upload/download speed that high ever,” Casey says. “Golden West is a great company, and I never have another need for internet or cable. They’re regular customers and great supporters of us, as well.”

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Take control

of your internet options with eBill

Most Golden West residential internet subscribers can now make service changes through their Golden West eBill account.

Customers can log in on their computer or use the My Golden West eBill mobile app to change their internet speed, add VIPRE Advanced Security, and add Ultimate Wi-Fi for increased control and security. Their next bill will reflect the cost of their service changes.

Here's how to update internet speeds and other services easier than ever before:

- Log in to the eBill account online at ebill.goldenwest.com or use the My Golden West eBill mobile app.
- On the left-hand side, navigate to and select the "Manage Services" tab.
- Choose "Edit Services" and indicate the service to be changed.
- Confirm changes and that's it! A confirmation email will arrive shortly after submission and your new service or speed will start within minutes.

At this time, customers on the fiber-optic network who have a Gigaspire router and do not bundle their internet with another service can change their services with their eBill account.



Download the FREE
**My Golden West
eBill mobile app**



Apply now for **SDTA** scholarships

The South Dakota Telecommunications Association (SDTA) will award multiple scholarships again this year totaling \$6,500 to help offset the cost of college or technical schooling.

These scholarships are for students studying a variety of fields that use or rely on telecommunications and broadband technologies. This includes majors in computer science, medicine, education, marketing, and more. Applicants may be current high school seniors or students already attending college.

QUALIFYING CRITERIA

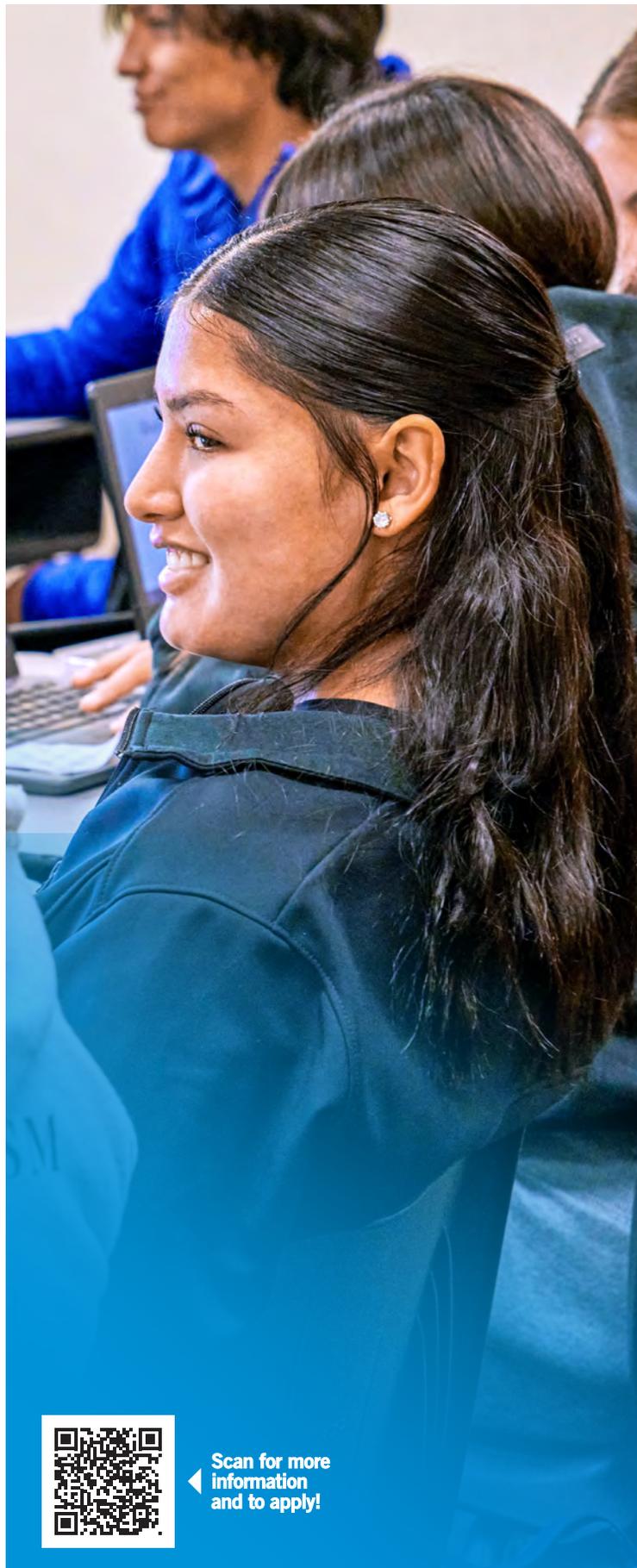
To be eligible, the student must:

- Reside in a household that subscribes to an SDTA member company, like Golden West.
- Have earned a high school diploma or GED equivalent or have fulfilled these requirements before the fall 2026 semester.
- Must be accepted into or be attending a multi-year program at any accredited technical college or post-secondary higher education institution in South Dakota for the fall 2026 semester.
- Must major in a degree/program or field of study that is useful in the telecommunications or broadband industry, or which significantly relies on the use of broadband services and related technologies.

Previous SDTA Memorial Scholarship recipients are not eligible to apply. For more information, including examples of fields of study eligible for this scholarship, and to apply visit https://sdtaonline.com/sdta_scholarships.php or scan the QR code.

The deadline for applications is April 17, 2026.

Scholarships will be distributed for the 2027 spring semester.



Scan for more
information
and to apply!

7 ways Wi-Fi can simplify life

Golden West delivers more than just an internet connection. Your service includes additional perks such as great customer service and support, up to two email addresses, and the My Golden West Wi-Fi app that you can download free on the Apple and Google Play Stores.



Scan a QR code to download the free My Golden West Wi-Fi app or visit goldenwest.com/wifi-app to learn more and start using it today.

The My Golden West Wi-Fi app gives you perspective and control of your Wi-Fi network in many ways. Here are just seven of the easy, specific things you can do with it:

- 1. Forget your Wi-Fi name or password?** There's no need to call the Help Desk. You can update your Wi-Fi information directly in the app.
- 2. Unsure which devices use your Wi-Fi?** View a complete list of all devices connected to your Wi-Fi. You can even see how long and which device has recently been used.
- 3. Ever wonder who is using your Wi-Fi network?** Get notified any time a new phone, computer, or any other device connects to your Wi-Fi. You'll know when family members stop by or arrive home or if your neighbor uses your connection.
- 4. Do your kids use their devices past bedtime?** Create daily routines so your child's devices disconnect from the internet at a set time and don't reconnect until the next morning.
- 5. Tired of everyone staring at their phones?** Enjoy family meals and game nights without interruption by quickly pausing Wi-Fi for everyone.
- 6. Need to share your network name and password with visitors?** For added security and convenience, set up a separate guest network and text guests a link to connect instantly.
- 7. Does your internet seem sluggish?** It could be an issue with a device or your home layout – not the connection. Run a speed test through the app to verify you're getting the correct speed.

Go Ultimate for more features.

While all seven items listed to the right are free, you can add features including blocking online threats with Ultimate Wi-Fi for just \$5 per month. Ultimate Wi-Fi also allows you to limit by person the time spent on certain apps, sites, or types of content or to block access to them entirely. For more information about Ultimate Wi-Fi, visit goldenwest.com/ultimate.

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Electronic Service Requested



Pay by phone, anywhere, anytime.

Because life doesn't wait for business hours.

Golden West's automated payment system lets you use touch-tone dialing to make secure payments by phone, anytime.

If you have a payment method stored on your account, this simple system will talk you through the payment process. When prompted, enter the last four digits of the primary account holder's Social Security number.

To add a credit card or bank account, make a quick call to a Golden West representative or log into your eBill account.

To use the automated pay-by-phone system, call 1-855-888-7777, option 2.

Follow the prompts to pay using a card or bank account on file.

Make a payment using the automated pay-by-phone system between March 1 and April 30, 2026, and you'll be automatically entered to win.

Four lucky winners will receive one of the following:

- One 11" iPad
- One of two \$100 bill credits
- One \$50 Mastercard gift card with Golden West branded items

Get one entry per payment made using the pay-by-phone system.

goldenwest.com/paybyphone

Golden West
Connecting you to what matters most.



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