


How to Read Your

Monthly Statement



PO BOX 411
WALL, SD 57790

ADDRESS SERVICE REQUESTED


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

1 **Statement Date** September 01, 2014

Account Number	00000000-0
Invoice Number	11371218
Past Due Balance (due prior to 09/06/14)	\$ 0.00
Current Charges (due by 09/20/14)	\$ 55.19
Total Amount Due	\$ 55.19

Payment Amount: \$


PLEASE MAKE CHECKS PAYABLE TO: Golden West Telecommunications



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

99-00054016-10011371218000005519

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



PO BOX 411
WALL, SD 57790

Important Contact Information

3 **Billing Inquiries Please Dial 777**
279-2161 or 1-855-888-7777

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

Repair Service Please Dial 611
or 1-855-888-7777

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

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4 **Summary of Charges**

Previous Bill	\$ 55.09
Payments Received	\$ 55.09
Payments received after August 22 are not included.	
Past Due Balance (due prior to 09/06/14)	\$ 0.00
Total Current Charges	\$ 55.19

Current charges are due upon receipt. Payments must arrive at the main business office or district offices by the 20th of the current month to avoid a late charge. Charges become past due and subject to a 1.5% late charge on September 20.

Total Amount Due **\$ 55.19**

5 **Learning at the Speed of Life**

A high-speed internet connection is just as important as pencils and paper on your back-to-school supply list.

Sign up for or upgrade your **Smart PAK BUNDLE** and get a **FREE MONTH** Plus Free Installation

Enter to Win a New **LAPTOP**

www.goldenwest.com

Enjoy More Speed and Savings. Call 1-855-888-7777.

Visit us Online!
Sign up for eStatement to view your invoice or make a payment online.
www.goldenwest.com

Golden West Telecommunications
Statement Date: Sep 01, 2014

Account: John and Jane Doe

Account Number: 00000000-0
Page 1 of 3

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 Offers**
Watch this area for special offers.

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
An at-a-glance breakdown of the monthly cost of your services.

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.

12. Golden West Long Distance Detail
Your long distance calls are detailed under this section.

6 **Has your mailing address changed?**
Please check box on reverse side. Please complete this section if your address on reverse side is incorrect.

New Address: _____ Daytime Contact Number: _____
City: _____ State: _____ Zip: _____ Signature: _____

Want to make a credit/debit card payment?
We accept the following credit/debit cards for payment: VISA M/C DISC AMEX GOLDEN WEST reserves the right to terminate this payment plan at any time.

Please Choose One:
 Monthly Recurring - Your credit card will be automatically charged the Total Balance Due each month. Please choose which date your credit card will be charged for Monthly Recurring:
 5th of the month 15th of the month
 One-Time Payment - Your credit card will be charged one time for the authorized amount: \$ _____
Daytime Contact Number: (____) _____ Expiration Date: (MM/YY) # _____
Signature of Golden West Account Holder: _____ Signature of Card Holder: _____

Want to set up an Automatic Withdrawal from your checking account?
 Monthly Recurring - Automatic withdrawal on the 7th of each month for Total Balance Due. Golden West reserves the right to terminate this payment plan at any time.
Signature of Golden West Account Holder: _____ Signature of Bank Account Holder: _____

IMPORTANT - Please enclose a voided check. This will not start until the next billing cycle.

7 **Payment Options**

Direct Payment Automatically deducts from your checking account or credit card. Call our office or fill out and return the form above.	Mail To pay by mail, return the top portion of your bill in the enclosed return envelope with a check, money order, or cashiers check.	Phone You may call our office during business hours and pay by credit card. Visa - Discover - MasterCard	Online To pay online, just log on to www.goldenwest.com and click on Online Statement. Take a few minutes to register.
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8 **Frequently Asked Questions**

Why is my first bill higher than expected?
Your first bill (which arrives on or about the first of the month) covers more than one month of service. It includes partial charges from the day you connected to the end of that month and the next full month of services. Charges for the month you connected are prorated, which means the monthly rate is divided into a daily rate and you are billed only for the days you receive service. For example if you connected on July 15th, your bill would include charges from July 15th to July 31st as well as charges from August 1st through August 31st.

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 Federal Communications Commission that provide 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.

Golden West Telecommunications
Statement Date: Sep 01, 2014
Visit us online at www.goldenwest.com
Account Number: 00000000-0
Page 2 of 3

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

14. Notices / Messages
This section includes important notices or messages to customers.

Golden West
TELECOMMUNICATIONS

Invoice Number: 11371218
Account: John and Jane Doe

Balance Forward
Previous Bill Payment made on: Aug 4 \$ 55.00r \$ 55.00r
Total payments through Aug 22 \$ 55.00r \$ 55.00r
Balance Before Current Charges \$ 0.00

9 **Service Summary**
PhonePAK

	Adj	Charges	Taxes	Subtotal
- Residential Telephone Service for 605-279-0000		36.95	4.19	41.14
Residential Telephone Service 605-279-0000		13.15	0.80	13.95
		50.10	4.99	55.09

Usage Summary
150 Minute bundle Pack 605-279-0000

		0.10	0.10
		0.10	0.10
Subtotal Current Charges			\$ 55.19
Total Amount Due			\$ 55.19

10 **Primary Inter-Exchange Carriers (PIC)**
Intrastate Carrier: Golden West Long Distance
Interstate Carrier: Golden West Long Distance

11 **Charge Detail**

PhonePAK
Bundled Services (Sep 01 - Sep 30) 36.95
Residential Telephone Service (605-279-0000)
* Access Line - RES for 605-279-0000
* Gvt Bundle Pch: 150 Minutes for 605-279-0000
PhonePAK Call Features for 605-279-0000
* Call Waiting for 605-279-0000
* Call Forwarding for 605-279-0000
* Anonymous Call Rejection for 605-279-0000
* Caller ID for 605-279-0000
* Call Waiting ID for 605-279-0000

Taxes, Fees, and Surcharges

Federal Excise Tax	0.83
Federal Universal Service Charge	1.26
State Sales Tax - South Dakota	1.55
Universal Connectivity Charge	0.55
Total for PhonePAK	\$ 41.14

Residential Telephone Service (605-279-0000)
Recurring Charges (Sep 01 - Sep 30)

* SD Communication Impaired Fund	0.15
* Automatic Recall	1.50
* 911 - Pennington County	1.25
* End User Charge - Single-RES	4.50
* Extension Hintage	0.35
* Wire Maintenance Phone	1.50
* Access Recovery Charge	1.50

Taxes, Fees, and Surcharges

Federal Excise Tax	0.33
State Sales Tax - South Dakota	0.47
Total for 605-279-0000	\$ 13.95

12 **Golden West Long Distance (Dial 777)**
Residential Telephone Service (605-279-0000)

Date	CT	Place	Number	Min	Time	Amt
Jul-23	DD	To: VAIL	CO (975) 600-0000	15.0	7:21 AM	8
Jul-23	DD	To: BROWNSBURG	IN (317) 600-0000	17.0	4:24 PM	8
Jul-27	DN	To: WASHINGTON	DC (202) 600-0000	20.0	6:16 AM	8
Jul-27	DE	To: LA GRANGE	IL (708) 600-0000	25.0	5:27 PM	8
Jul-30	DD	To: DEWEESVILLE	CO (303) 600-0000	1.0	8:57 AM	8
Aug-03	DN	To: LA GRANGE	IL (708) 600-0000	24.0	2:58 PM	8

Golden West Long Distance (Dial 777)
Residential Telephone Service (605-279-0000)

Date	CT	Place	Number	Min	Time	Amt
Aug-04	DN	To: VAIL	CO (975) 600-0000	3.0	7:11 AM	8
Aug-22	DN	To: LA GRANGE	IL (708) 600-0000	42.0	2:40 PM	8
Aug-20	DD	To: RAPID CITY	SD (605) 600-0000	4.0	4:01 PM	8

13 **150 Minute bundle Pack (605-279-0000)**

Charges	Allocated	Used	Amount
150 Minute bundle Pack (605-279-0000)	150 min	150 min	0.00
150 Minute Plan Coverage (605-279-0000)		1 min	0.10
Total for 605-279-0000			\$ 0.10

14 **LIFELINE MESSAGE:**
Telephone customers who receive public assistance from at least one of the following programs: Food Stamps, Medicaid, Temporary Assistance to Needy Families (TANF), National School Lunch Program s Free Lunch Program, Federal Public Housing Assistance (FPHA), Low-Income Energy Assistance Program (LIEAP), Supplemental Security Income (SSI) or whole income level falls at or below 135% of the Federal Poverty Guidelines, are eligible to receive \$9.25 off the cost of their basic telephone service under the Federal Lifeline Program.
Please dial 1155 from your home phone for more information or to receive a Lifeline Application Form.
FEDERAL UNIVERSAL SERVICE CHARGE NOTICE:
Effective October 1, 2014 you may notice a change in the Universal Service Fund contribution factor. As a result of this potential change, the Federal Universal Service Charge (FUSC) would change in all (Golden West) markets. Also, the Universal Connectivity Charge would change as well. The Universal Connectivity Charge is charged as a percentage of your interstate long distance charges. Any change in this rate will apply to all (Golden West) long distance customers. These fees are governed by the National Exchange Carrier Association and the Federal Communications Commission to be charged by all independent telephone providers. They are subject to change quarterly.

Golden West Telecommunications
Statement Date: Sep 01, 2014
Visit us online at www.goldenwest.com
Account Number: 00000000-0
Page 3 of 3

For more information dial 777
or call 1-855-888-7777.

