

## Customer INFORMATION

### CONTACT INFORMATION

1-855-888-7777

goldenwest.com | info@goldenwest.com

#### Headquarters:

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

#### Area Offices:


– 525 East Fourth St | Dell Rapids, SD 57022 | Fax: 605-428-3132


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


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

– 804 East Second St | Mission, SD 57555

– Billy Mills Hall | Junction of Hwy 18 and Hwy 407  
Pine Ridge, SD 57770

 facebook.com/goldenwesttelecom

 instagram.com/goldenwesttelecom

 youtube.com/GoldenWestCoop



## 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. Since 1916, Golden West has provided honest, straightforward service to the communities we serve.

### At Golden West . . .

- we have a strong sense of community. Our employees are your neighbors and friends. We understand the needs of our customers because we live here too.
- we strive to be relevant to our customers' lives by providing the reliable technology you need every day at home and in business.
- we work hard to ensure our long-term sustainability, so we may serve our communities with continued investments and infrastructure.
- our employees approach their work with honesty, integrity and a desire to put our customers first.

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 checks.

You have the right to cast a vote in director elections and on changes made to the Cooperative's bylaws and articles of incorporation. You can also run for a position on the Board of Directors, which is made up of customers like you. The Board establishes policies which 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,

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.
- **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 Anytime:** Secure one-time payments can be made at [goldenwest.com/estatement](http://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**. Our Member Services Representatives 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](http://goldenwest.com/readbill).

## IMPORTANT BILLING DATES

Golden West has two billing dates which 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
<b>Bills Mailed</b>	<b>1st</b> Current Month	<b>Jan. 1st</b>	<b>10th</b> Current Month	<b>Jan. 10th</b>
<b>Payments Due</b> 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.	<b>20th</b> Current Month	<b>Jan. 20th</b>	<b>1st</b> Next Month	<b>Feb. 1st</b>
<b>Final Notices Sent</b> for Past Due Accounts	<b>25th</b> Current Month	<b>Jan. 25th</b>	<b>5th</b> Next Month	<b>Feb. 5th</b>
<b>Late Payment Arrangements Required</b> to Avoid Disconnection	<b>6th</b> Next Month	<b>Feb. 6th</b>	<b>16th</b> Next Month	<b>Feb. 16th</b>
<b>Past Due Accounts Disconnected</b> in Accordance with South Dakota PUC and FCC Rules	<b>7th</b> Next Month	<b>Feb. 7th</b>	<b>17th</b> Next Month	<b>Feb. 17th</b>

For information on our *Collection Policy* visit [goldenwest.com/collectionpolicy](http://goldenwest.com/collectionpolicy).



## BUNDLED SERVICES

No matter what combination you're looking for, Golden West has a bundle that works for your family and you enjoy more SAVINGS.

### CableNet PAK1 \$122.95 a month

- **Internet** – Up to 25 Mbps
- **Select TV Package**  
80+ cable TV channels plus 51+ music channels

Add Higher Internet Speed to Your Bundle:

CableNet PAK1 – Up to 50 Mbps	\$142.95 a month
CableNet PAK1 – Up to 100 Mbps	\$162.95 a month

### CableNet PAK2 \$136.90 a month

- **Internet** – Up to 25 Mbps
- **Ultra TV Package**  
125+ cable TV channels plus 51+ music channels

Add Higher Internet Speed to Your Bundle:

CableNet PAK2 – Up to 50 Mbps	\$156.90 a month
CableNet PAK2 – Up to 100 Mbps	\$176.90 a month

### Complete PAK1 \$141.45 a month

- **Internet** – Up to 25 Mbps
- **Select TV Package**  
80+ cable TV channels plus 51+ music channels
- **Home Phone Service**

Add Higher Internet Speed to Your Bundle:

Complete PAK1 – Up to 50 Mbps	\$161.45 a month
Complete PAK1 – Up to 100 Mbps	\$181.45 a month

### Complete PAK2 \$155.40 a month

- **Internet** – Up to 25 Mbps
- **Ultra TV Package**  
125+ cable TV channels plus 51+ music channels
- **Home Phone Service**

Add Higher Internet Speed to Your Bundle:

Complete PAK2 – Up to 50 Mbps	\$175.40 a month
Complete PAK2 – Up to 100 Mbps	\$195.40 a month

Higher Internet speeds not available in all areas.

## À La Carte INTERNET

Speeds Up to:

**25 Mbps Internet**  
**\$65.95 a month**

**50 Mbps Internet**  
**\$85.95 a month**

**100 Mbps Internet**  
**\$105.95 a month**

All Internet comes with 2 email accounts – 4GB quota each, 500MB web storage, email spam and virus filter, wireless modem and free 24x7 Internet support.

All bundles with Internet include VIPRE AntiVirus Software.

All bundles with phone have unlimited local calling, 150 minutes of long distance and five popular calling features.

Two set top boxes are included with each cable TV package.

Monthly prices do not include taxes and fees.

**1-855-888-7777**  
**goldenwest.com**



## BUNDLED SERVICES continued:

### Internet PAK \$74.45 a month

- **Internet** – Up to 25 Mbps
- **Home Phone Service**

Add Higher Internet Speed to Your Bundle:

Internet PAK – Up to 50 Mbps	\$94.45 a month
Internet PAK – Up to 100 Mbps	\$114.45 a month

### Cable PAK1 \$104.45 a month

- **Select TV Package**  
80+ TV channels plus 51+ music channels
- **Home Phone Service**

### Cable PAK2 \$118.40 a month

- **Ultra TV Package**  
125+ TV channels plus 51+ music channels
- **Home Phone Service**



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

### À La Carte Channel Options:

<b>Limited TV Package</b>	27+ Channels	<b>\$16.50 a month</b>
<b>Select TV Package</b>	80 + Channels	<b>\$76.95 a month</b>
<b>Ultra TV Package</b>	125 + Channels	<b>\$90.90 a month</b>

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

### Premium Channels:

<b>Showtime / TMC</b>	15 Channels	<b>\$12.00 a month</b>
<b>HBO</b>	11 Channels	<b>\$19.95 a month</b>
<b>Cinemax</b>	6 Channels	<b>\$15.00 a month</b>
<b>STARZ</b>	21 Channels	<b>\$12.00 a month</b>
<b>MoviePAK</b>	Bundle All Premium Channels	<b>\$51.00 a month</b>
<b>NFL RedZone</b>	Every touchdown from every game!	<b>Call for Pricing</b>

### Additional Services and Features:

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

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

## LIFELINE ASSISTANCE LOW COST INTERNET AND PHONE

Access to Internet service is vital in today's world. Lifeline provides important discounts to families who qualify.



*Lifeline discounts apply to a bundle with Internet.*

**Lifeline** is a federal assistance program available from Golden West. Lifeline will provide **\$9.25 per month** discount towards Internet or phone service for qualifying customers.

**Tribal Lifeline and Link-Up** provides qualifying residents of tribal lands with up to **\$34.25 per month** discount towards Internet or phone service, as well as discounted connection charges.

[goldenwest.com/lifeline](http://goldenwest.com/lifeline)

## 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](http://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](http://goldenwest.com/localcalling)

For information on our **Home Phone Battery Backup** visit [goldenwest.com/batterybackup](http://goldenwest.com/batterybackup).



## MALWARE REMOVAL, INTERNET and PC TROUBLESHOOTING

Computer support from the comfort of your home.

Golden Shield features hassle-free remote support by our A+ Certified technicians who can remotely connect to your computer, 24 hours a day, 7 days a week.



**Virus, Adware and Malware Removal**  
**PC Optimization**  
**OS Repair**  
**Advanced Router Setup**  
**Device Install**  
**Software Install**  
**PC Training**

*A one-time charge will apply.*

*Prices vary by service(s) required.*

**1-866-264-7397 | [goldenwest.com/goldenshield](http://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 antivirus software is vital to the health and performance of your computer, and to the Golden West network we all use. VIPRE, 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 services with Golden West Internet, VIPRE Complete Computer Protection is FREE and can be installed on up to three computers.*

[goldenwest.com/vipre](http://goldenwest.com/vipre)

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