

## Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at **(202) 720-2600** (voice and TTY) or contact USDA through the Federal Relay Service at **(800) 877-8339**. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at: [ascr.usda.gov/complaint\\_filing\\_cust.html](http://ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call **(866) 632-9992**. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW, Washington, D.C. 20250-9410**
- (2) Fax: (202) 690-7442**
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)**

USDA is an equal opportunity provider, employer, and lender.

## Privacy Notice

Golden West respects your privacy and observes the privacy rules established by the Federal Communications Commission, the SD Public Utility Commission and other telecommunications oversight agencies.

We will never sell your account information or provide details of your phone calls to other parties, unless required by law enforcement.

From time to time, however, we would like to notify you of additional products available outside the existing business relationship. For example, if you have our local voice service, you may be interested to learn about specials on our cable television service. However, you have the right under federal law to be excluded from these special notifications.

If it is acceptable to receive information about additional products and services, you need do nothing. If you prefer to be excluded from these notifications, call the business office at **1-855-888-7777** or email us at [info@goldenwest.com](mailto:info@goldenwest.com) (please include your name and account number) and we will contact you to confirm your opt-out from targeted notifications for two years. Your Golden West service is not impacted by this notification.

Please read through our Internet Master Agreement and Acceptable Use Policy at Policies and Information: [goldenwest.com/support](http://goldenwest.com/support).

## CONTACT INFORMATION

**1-855-888-7777**

**goldenwest.com**

**info@goldenwest.com**

**facebook.com/goldenwesttelecom**



### 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

## 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 been providing these services with honest, straightforward customer service from people who live and work in 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 also have the ability to run for a position on the Board of Directors, which is made up of customers just like you. The Board establishes policies which govern the day-to-day operation of the company and help 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 at Your Local Golden West Office: Payments can be dropped off at any time. See list of office locations on page 2.
- 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 card.
- Check by Phone: Provide your check information over the phone to process your one-time payment.
- Your One-Time Debit or Credit Card Payment: Simply call our friendly representatives to make a payment.
- Register with eStatement and Pay Online Anytime: Secure one-time payments can be made at [goldenwest.com/estatement](http://goldenwest.com/estatement). eStatement is free, and you can view your statements any time!
- Mail Your Payment to Our Wall Headquarters:  
PO Box 411, Wall, SD 57790



If you are unable to meet the regular payment time frame, please call **1-855-888-7777** as soon as possible. Our Member Services Representatives will work with you to make alternative payment arrangements and help you understand your payment options.

View a pdf for details on your monthly statement – go to How to Read Your Bill at [goldenwest.com/support](http://goldenwest.com/support).

## 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>

## BILLING NAME AND ADDRESS DISCLOSURE

The FCC requires our company, under certain circumstances, to release the Billing Name and Address (BNA) of telephone customers to interstate service providers. The main reason for releasing BNA information is to ensure proper billing for collect, third number billed or calling card calls. Our company is required to provide the information to the provider that handled the call, if requested by the carrier.

BNA can also be released to service providers for other reasons, such as verification for pre-subscription, servicing your account, to prevent fraud or when you move.

If you have a non-published number, you may request that your BNA be withheld from these interstate service providers, as mandated by the FCC. Withholding BNA will restrict your ability to place third number and calling card calls or to receive collect calls. If you have any questions, please call us at **1-855-888-7777**.

## COLLECTION INFORMATION

Once a service is disconnected for nonpayment, the entire amount owed plus reconnection fees must be paid prior to reconnecting service(s). Advance payment may be required in addition. À la carte services will not be reconnected until the amount owed for these services has been paid in full. Bundled services will not be reconnected until the amount owed for the bundle has been paid in full.

Nonpayment of local phone service will result in the disconnection of basic local phone service. Non-payment of cable television, Internet, and or long distance service(s) will not result in the disconnection of basic local phone service.

An administrative fee (up to the maximum allowed by state law), will be assessed for each dishonored check. Golden West does not accept post-dated or two-party checks.



## BUNDLED SERVICE

No matter what combination you're looking for, Golden West has a bundle that's best for you and your family. With a SmartPAK, you'll save even more on the broadband Internet and digital cable TV your family loves. Plus, all Bundles come with the security of a home phone.

*Bundles with Internet include VIPRE complete computer protection.*

*Home phone service includes unlimited local calling, 150 minutes of long distance and five popular calling features.*



À la carte Internet connections require home phone service. The monthly à la carte Internet cost does not include the cost of voice service, local, state or federal charges or end-user fees. Internet may not be available in all areas.

**Internet PAK** **\$74.45** a month  
Up to 25 Mbps x 3 Mbps Internet and Home Phone

**Complete PAK1** **\$137.45** a month  
Up to 25 Mbps x 3 Mbps Internet, 80+ Channels of Digital Cable TV and Home Phone

**Complete PAK2** **\$150.40** a month  
Up to 25 Mbps x 3 Mbps Internet, 125+ Channels of Digital Cable TV and Home Phone

**Cable PAK1** **\$100.45** a month  
80+ Channels of Digital Cable TV and Home Phone

**Cable PAK2** **\$113.40** a month  
125+ Channels of Digital Cable TV and Home Phone

## BROADBAND INTERNET

**À La Carte** - Speeds are up to:

**25 Mbps x 3 Mbps** **\$59.95** a month

**50 Mbps x 5 Mbps** **\$79.95** a month

**100 Mbps x 10 Mbps** **\$99.95** a month

**All Internet accounts come with:**

- 2 Email Accounts – 4 GB quota each\*
- 500 MBs of Web Space
- Free Email Spam and Virus Filter
- Free 24 x 7 Internet Support

\*Quota is the amount of storage space allocated to each email account.

## DIGITAL CABLE TV

Don't miss a minute of your favorite movies and TV shows. With so many options, you're sure to keep the whole family entertained. Get the most out of your digital cable by adding DVR, Pay-Per-View, and Video on Demand!



**À La Carte Channel Options:**

<b>Limited TV Package</b>	27+ Channels	\$16.50 a month
<b>Select TV Package</b>	80 + Channels	\$72.95 a month
<b>Ultra TV Package</b>	125 + Channels	\$85.90 a month

*50 Digital Music Channels are also available with above options.*



**Premium Channels:**

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

**Additional Services and Features:**

- High-Definition TV (HDTV)
- Digital Video Recording (DVR)
- Video On Demand
- Pay-Per-View
- watchTVeverywhere
- Interactive On-Screen Guide
- Digital Remote Control
- Parental Locks

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 can also be applied 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** will provide qualifying residents of tribal lands with up to \$34.25 per month discount towards Internet or phone service, as well as discounted connection charges.

1-855-888-7777 | [goldenwest.com/lifeline](http://goldenwest.com/lifeline)

## BENEFITS OF HOME PHONE SERVICE

**Unlimited Local Phone:** With free local calling, staying in touch is easy and affordable.

**Long Distance Calling Plans:** You won't have to wonder when you can call or how long you can talk. And with bundled services, you get 150 minutes of long distance included in your package.

**Toll Free Calling Plans:** Available for business and residential customers, toll-free plans can go hand-in-hand with long distance calling.

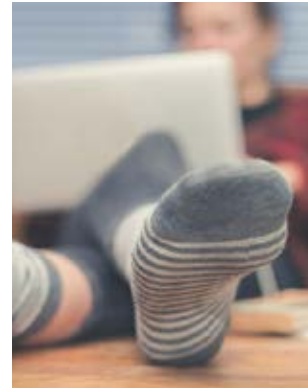
**Calling Features:** Caller ID, Call Waiting, Call Forward, Voicemail or Anonymous Call Rejection – these are just a few of the Calling Features available.



## MALWARE REMOVAL, INTERNET and PC TROUBLESHOOTING

Your computer can be fixed affordable and in the comfort of your own home.

Whether your computer is running slow or you just need help learning how to use it, we're here. With Anywhere Support by GOLDEN SHIELD you can get assistance from A+ certified technicians. Once we've connected to your computer, you're free to go about your day.



### General Services

- Virus, Adware, and Malware Removal
- PC Optimization
- Generic Services and Quick Service
- OS Repair

### Configuration Services

- Advanced Router Setup
- Device Install and Software Install

### Training Services

- PC Training

*Get the Easy and Affordable Support You Need*

1-866-264-7397 | [goldenwest.com/goldenshield](http://goldenwest.com/goldenshield)

## COMPLETE COMPUTER PROTECTION

You don't have to be a tech expert to use VIPRE. Our easy-to-install software is ready to protect you from the start. VIPRE has the right combination of online security and antivirus protection to keep your computer, and the information it stores, safe.

- Detects viruses, spyware, rootkits, bots, Trojans, and other malware
- Finds and disables malicious hidden processes, threats, services, and files
- Provides anti-phishing and virus protection for your email accounts

- Includes a remote device scanner to auto-scan removable drives and files
- Scans large amounts of information quickly, with less impact on your computer's performance

Every Golden West Internet Bundle or Complete Bundle comes with a subscription to VIPRE, or add a VIPRE subscription for \$4.25 a month. The software can be installed on up to three computers with each subscription. Plus, if you ever need help with VIPRE, we're here to answer your questions.

1-855-888-7777

## HOW DOES VOICE SERVICE WORK DURING A POWER OUTAGE?

**Backup Power for Home Phone Service:** Backup power is required for your home phone service to function during a power outage. When the home phone service is delivered over copper cable, Golden West uses backup power at its central offices to keep service functioning during a power outage.

However, when your home phone service is delivered over fiber optic cable, a battery backup unit is installed at your location to keep your home phone service functioning during a power outage.

**What Your Battery Can and Can't Do:** The standard battery backup unit installed provides enough power to support a minimum of 8 hours of normal home phone service usage during a power outage. Extended use of the home phone service during an outage will reduce available run-time of the battery backup unit to less than 8 hours.

### Option Available for Longer Backup Power:

Golden West offers an upgraded 24-hour battery backup unit for \$165 plus applicable installation charges, which is applied once to your monthly telephone bill. A scheduled appointment is required to install the 24-hour battery backup unit at your location. Golden West will not install the 24-hour battery backup unit during a power outage event.

The battery backup unit will allow regular corded landline phones to work during a power outage and to maintain the ability to connect with 911 emergency services. During a power outage, you should have one corded single-line touchtone phone connected directly to your in-home wiring (wall jack) which is connected directly to our battery backup unit. A cordless phone will not function without a separate battery backup, and not all cordless phones are so equipped.

The battery backup unit only provides enough power for the home phone service. Other services, such as home security systems and

medical monitoring devices, may not function during a power outage.

**Proper Care and Use of Your Battery:** Environmental factors such as temperature and moisture can shorten your battery's useful life. The battery backup unit should be maintained in a clean and dry environment with a consistent temperature between 41°F and 104°F to maximize the useful life of the battery. The installed battery is rechargeable, but it will not last forever.

**Replacement Options:** Golden West monitors the health of the battery installed in your home and will replace the backup unit when it has reached end-of-life. If your phone service does not last the intended duration during an outage, you may request a replacement. If you purchased the 24-hour backup, you will be charged for a replacement unless you request to downgrade to the 8-hour option.

For questions, or to request a replacement battery, please call **1-855-888-7777**.



## 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.

## 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.

Cable TV Wire Plan	Phone and Cable TV	\$2.50 a month
Internet Wire Plan	Phone and High-Speed Internet	\$3.50 a month
Complete Plan	Phone, High-Speed Internet and Cable TV	\$4.50 a month



**CALL 811 BEFORE YOU DIG**

One free, easy call will mark your utility lines and help protect you from injury and expense.