

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.
- **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.

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

For information on our *Collection Policy* visit 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 \$128.95 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	\$148.95 a month
CableNet PAK1 – Up to 100 Mbps	\$168.95 a month

CableNet PAK2 \$142.90 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	\$162.90 a month
CableNet PAK2 – Up to 100 Mbps	\$182.90 a month

Complete PAK1 \$147.45 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	\$167.45 a month
Complete PAK1 – Up to 100 Mbps	\$187.45 a month

Complete PAK2 \$161.40 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	\$181.40 a month
Complete PAK2 – Up to 100 Mbps	\$201.40 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 – 8GB 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, 300 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.

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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 \$110.45 a month

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

Cable PAK2 \$124.40 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:

Limited TV Package	27+ Channels	\$16.50 a month
Select TV Package	80 + Channels	\$82.95 a month
Ultra TV Package	125 + Channels	\$96.90 a month

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

Premium Channels:

Showtime / TMC	15 Channels	\$14.00 a month
HBO	11 Channels	\$18.75 a month
Cinemax	6 Channels	\$15.00 a month
STARZ	21 Channels	\$12.00 a month
MoviePAK	Bundle All Premium Channels	\$51.00 a month
NFL RedZone	Every touchdown from every game!	\$66.00 a season

Additional Services and Features:

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

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, a federal program available to Golden West members, provides **\$9.25** off broadband internet or **\$5.25** off phone* service each month for those who qualify.

Tribal Lifeline and Link-Up a federal program available to Golden West members, provides **\$34.25** off broadband internet or up to **\$28.60** off phone* service each month for those on tribal lands who qualify as well as discounted connection charges.

**As of Dec. 1, 2021, there will be no phone discount for general Lifeline, and the Tribal Lifeline phone discount will drop to \$25.00.*

goldenwest.com/lifeline

Lifeline discounts apply to a bundle with internet.

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

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

For information on our **Home Phone Battery Backup** for customers with fiber connections, visit goldenwest.com/batterybackup.



MALWARE REMOVAL, INTERNET and PC TROUBLESHOOTING

Computer support from the comfort of your home.

Golden Shield is your one-stop shop for malware removal, internet and PC troubleshooting and more. Golden West A+ certified technicians can remotely connect to your computer and provide affordable, hassle-free support.



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

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

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