

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2016**

Company: Golden West Telecommunications Cooperative, Inc.

Address: 415 Crown Street

PO Box 411

Wall, SD 57790

Telephone number: (605) 279-2161

Company contact: Greg Oleson

Study Area Code: 391640, 391659, 391667, 391677, 391684, 391686

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- X   Advertise in media of general distribution.\* (See attached advertisement(s).)
- X   Letter to existing and new customers regarding the availability of Lifeline/ Tribal Link Up.\* (See attached letter.)
- X   Company's Lifeline/Tribal Link Up information in directory.
- X   Company's Lifeline/Tribal Link Up information available on Company website. ([www.companywebsiteaddress.com](http://www.companywebsiteaddress.com))
- X   Company's information posted on USAC website.
- X   Other (describe): Bill message on every monthly telephone bill, On-Hold Message
- 

\*Required

# **General Lifeline/Tribal Link-up Advertisements**



# Public Notice

As a part of its service commitment to its subscribers, Golden West provides voice grade access to the public switched network, interexchange carriers, telecommunications relay service and 911 emergency services. Golden West also provides access to operator services and directory assistance. Each local exchange access line includes a primary directory listing at no charge and a phone directory. Furthermore, customers can report service trouble to the company 24 x 7.

Golden West understands the importance of consumers having access to quality local telephone service. To help consumers obtain and keep their local service, Golden West offers reduced rates to eligible consumers under the Lifeline and Tribal Lifeline programs. Another program, Tribal Link-Up, offers a reduction in residential phone start-up fees. Qualifying individuals subscribing to residential service who are eligible for these government programs will receive discounts off basic local charges and are eligible for toll blocking at no charge. Additional information may be obtained by dialing 1155 from a Golden West phone or calling toll-free and speaking to a Golden West customer service representative.

Golden West is a telecommunications carrier committed to providing high-quality basic and enhanced services at reasonable rates to all subscribers throughout its service territory.

**Basic services, including expanded area local calling, are offered at the following monthly rates:**

- **Single-Party Residence**     **\$16.00 - \$18.62** depending on exchange
- **Single-Party Business**     **\$18.35 - \$33.80** depending on exchange
- **Emergency 911 Service Fee**     **\$1.00 - \$3.00** depending on exchange

If you have questions regarding services or rates dial 777 from any Golden West phone, call toll free 1-855-888-7777 or email us at [info@goldenwest.com](mailto:info@goldenwest.com).

July 2015  
Notice published  
in newspapers  
throughout  
service area.

STANDARD  
US POSTAGE  
**PAID**  
PERMIT #618  
RAPID CITY SD



Golden West®  
PO Box 411, Wall, SD 57790

July 2015 Company  
Newsletter

## When the connection matters, Lifeline helps you keep it. . .

*Tribal Lifeline*, a federal program available from Golden West, gives you basic monthly phone service at **very little cost**. These benefits are available to all enrolled Tribal members and residents living on tribal lands. Lifeline benefits can be applied to your SmartPAK bundle.

Tribal Lifeline is a government program. You must meet eligibility requirements to receive Lifeline. Only one Tribal Lifeline discount allowed per household. You cannot transfer your Tribal Lifeline discount to someone else, even if he or she is eligible. CIF - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply.

**To learn more and apply for the Tribal Lifeline or Lifeline Assistance Program, Dial 1155** (from a Golden West phone), **call 1-855-888-7777 or visit [goldenwest.com/lifeline](http://goldenwest.com/lifeline)**

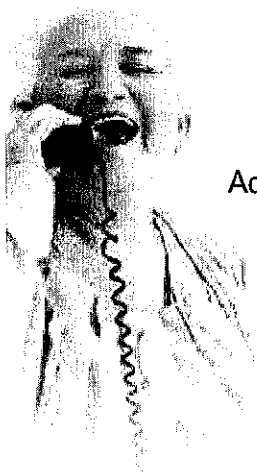
## Lifeline Assistance

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

The federal **Lifeline** program, available from Golden West, **discounts your phone service by \$9.25 a month**. The discount can be applied to a SmartPAK bundle. You can also block long distance calls at no charge. Long distance, hearing impaired services, and other fees still apply.

Customers who qualify must provide supporting documentation. Your Lifeline benefits will take effect when proof of eligibility is received. You must re-certify each year. Only one Lifeline discount is allowed per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. Being a Lifeline customer does not protect you from being disconnected if you fail to pay your phone bill. Customers permanently disconnected must re-apply for their Lifeline benefit. Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.

Golden West is an equal opportunity provider and employer.





Golden West  
Independent. Just Like You.

PO Box 411, Wall, SD 57790

## Golden West Lifeline Assistance Program

Reliable telephone service is vital in today's world, keeping you connected to family, friends, and neighbors. Lifeline, a federal assistance program offered through Golden West, provides discounts on the monthly cost of phone service for families who qualify.

- **LIFELINE provides eligible families with a discount on basic home phone service.**
- **TRIBAL LIFELINE provides residents of tribal lands with free basic home phone service, as well as discounted connection charges.**

Both Lifeline and Tribal Lifeline allow you to block long distance calls at no charge. Long distance, hearing impaired services, and other taxes and fees still apply. This is not an emergency medical assistance program; Lifeline is provided to help families receive basic home phone service.

To find out if you're eligible for Lifeline, call 1-855-888-7777 or learn more at [goldenwest.com/lifeline](http://goldenwest.com/lifeline).

Customers who qualify must provide supporting documentation. Your Lifeline benefits will take effect when proof of eligibility is received. You must re-certify each year. Only one Lifeline discount is allowed per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. Being a Lifeline customer does not protect you from being disconnected if you fail to pay your phone bill. Customers permanently disconnected must re-apply for their Lifeline benefits. Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.

A Golden West Customer Newsletter | February 2016

# HORIZONS



## Persevering on the Prairie

George Fauske and the Founding of Golden West

### What You'll Find Inside:

- ▶ Feature Story pgs 2-3
- ▶ Stories of Independence: Calls for Submissions pg 4
- ▶ Telephone Timeline pg 4
- ▶ 2015 Brian Meyer Scholarship Winners Announced pg 5
- ▶ 45 Scholarships Available From Golden West pg 5
- ▶ What's CRNL...and Why Should I Care? pg 6
- ▶ Minding Your Business Too pg 6
- ▶ Defrost, Renew, Revise pg 7
- ▶ Golden West Lifeline Assistance Program pg 8

Golden West  
Independent. Just Like You.

Golden West is a Member of the South Dakota Telecommunications Association

2015 BH PowWow

# Tribal Lifeline

## Keeping You Connected.

*A Reliable Connection to Your Family is Priceless*

Tribal Lifeline is a federal program which provides tribal residents with FREE basic phone service, plus discounted connection charges.

To learn more, call us at 1-855-888-7777  
or visit [goldenwest.com/lifeline](http://goldenwest.com/lifeline).

 **Golden West**<sup>®</sup>  
You're In Good Company

Golden West is an equal opportunity  
provider and employer.



Lifeline Web Banner



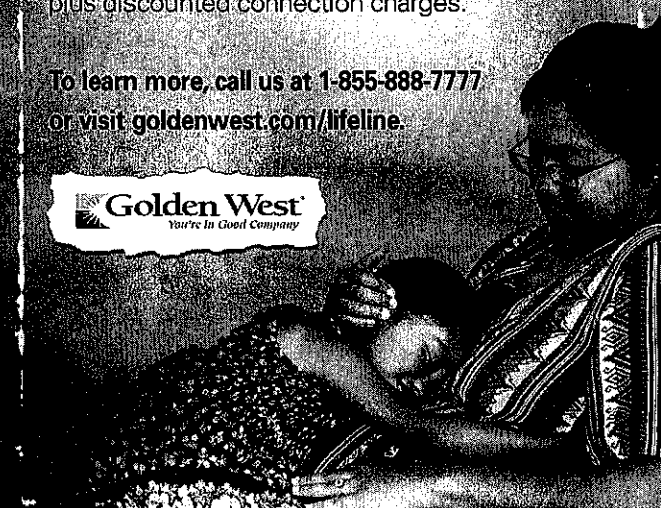
*Tribal*  
**Lifeline**

**FREE**  
**Phone Service**

[Learn More](#)

 **Golden West**<sup>®</sup>  
*You're In Good Company*

2016 Lakota Nation Invitational (LNI)




*Tribal*  
**Lifeline**

**Keeping You Connected.**

*A Reliable Connection to Your Family is Priceless.*

Tribal Lifeline is a federal program which provides tribal residents with FREE basic phone service, plus discounted connection charges.

To learn more, call us at 1-855-888-7777  
or visit [goldenwest.com/lifeline](http://goldenwest.com/lifeline).

 **Golden West**  
*You're In Good Company*





2016 Calendar  
 South Dakota, Past and Present  
 Customer Photos

Golden West  
 Independent, Just Like You



# Lifeline

## Keeping You Connected.

*Reliable Connection to Your Family is Priceless*

Lifeline is a federal program which provides discounted basic phone service, plus discounted connection charges.

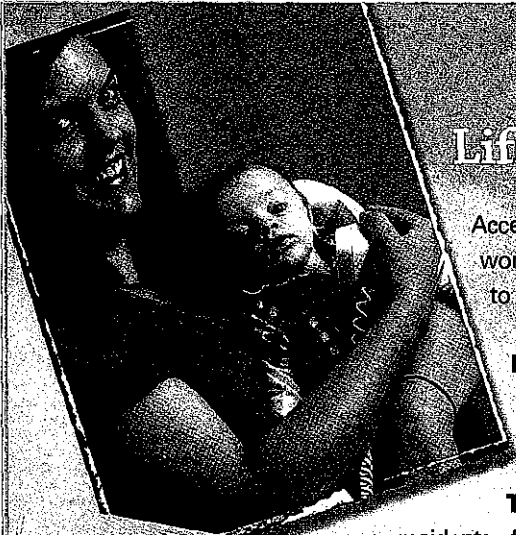
Learn more, call us at 1-855-888-7777

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



**Mailings and Bill Stuffers that  
Informed Existing and New  
Customers of the Availability of  
Lifeline/Tribal Link-Up**

Sent to all new customers



## Lifeline Assistance

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

**Lifeline** is a federal assistance program providing eligible families with a discount on their monthly phone service.

**Tribal Lifeline and Link-Up** provide residents of tribal lands with free basic monthly phone service, as well as discounted connection charges.

*With both Lifeline and Tribal Lifeline, you can also block long distance calls at no charge. Long distance, hearing impaired services, and other fees still apply.*



**To find out if you're eligible for Lifeline, call 1-855-888-7777 or learn more at [goldenwest.com/lifeline](http://goldenwest.com/lifeline).**

Customers who qualify must provide supporting documentation. Your Lifeline benefits will take effect when proof of eligibility is received. You must re-certify each year. Only one Lifeline discount is allowed per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. Being a Lifeline customer does not protect you from being disconnected if you fail to pay your phone bill. Customers permanently disconnected must re-apply for their Lifeline benefit. Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.



July 2015 BSN Staffer



When the connection matters,  
Lifeline helps you keep it.

**Lifeline makes it easier to stay connected when it counts.**


The federal Lifeline program, available from Golden West, discounts your phone service by \$9.25 a month. The discount can be applied to a SmartPAK bundle. If you receive assistance from one of the following programs, you may qualify for Lifeline:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program & Free Lunch Program
- Head Start (if income eligibility criteria are met)

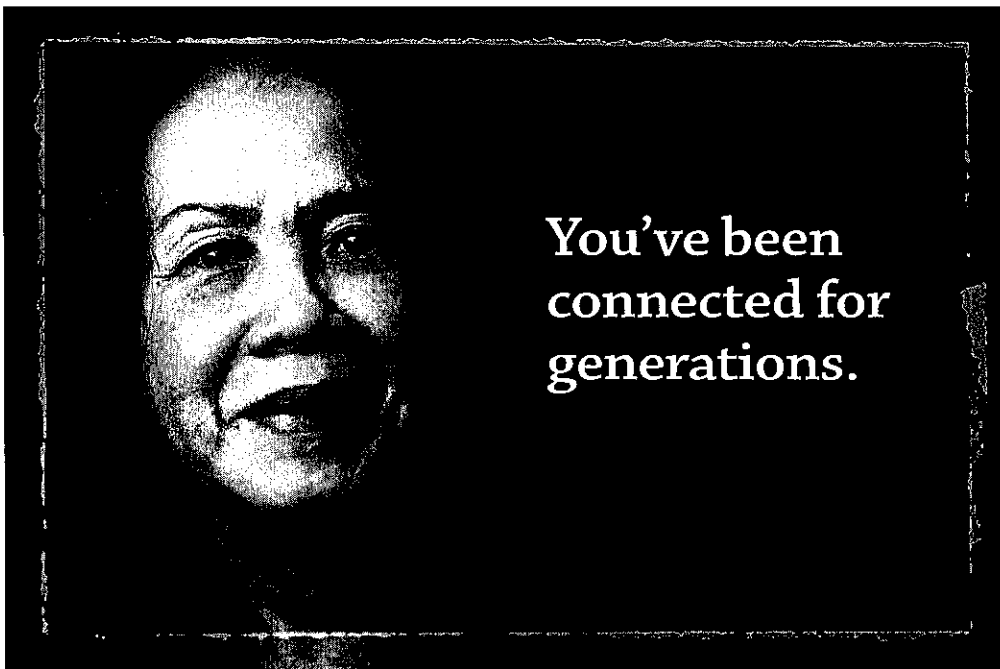
You may also qualify for the monthly savings if your income level falls at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$15,889 for a single person household to \$32,737 for a family of four.

**To learn more and apply for the Lifeline program, call 1-855-888-7777 or visit [www.goldenwest.com/lifeline](http://www.goldenwest.com/lifeline)**

Lifeline is a government program. You must meet eligibility requirements to receive Lifeline. Only one Lifeline discount allowed per household. You cannot combine your Lifeline discount to someone else, even if he or she is eligible. Off-peak, International Service, Local Distance, 911 fees and other applicable charges still apply. Lifeline to customers may also block long distance calls on their phone and if no charge. Golden West is an equal opportunity provider and employer.



November 2015 Bill Stuffer



You've been  
connected for  
generations.

A black and white photograph of a young woman with long, light-colored hair, smiling and talking on a mobile phone. She is wearing a light-colored, button-down shirt. The photo is tilted slightly to the right.

**Lifeline helps you stay  
that way.**

Tribal Lifeline, a federal program available from Golden West, gives you basic monthly telephone service at **NO CHARGE**. These benefits are available to all enrolled Tribal members and residents living on tribal lands. Lifeline benefits can be applied to bundled services.

**To learn more and apply for the Tribal Lifeline program, Dial 1155 (from a Golden West phone), call 1-855-888-7777 or visit [goldenwest.com/lifeline](http://goldenwest.com/lifeline)**

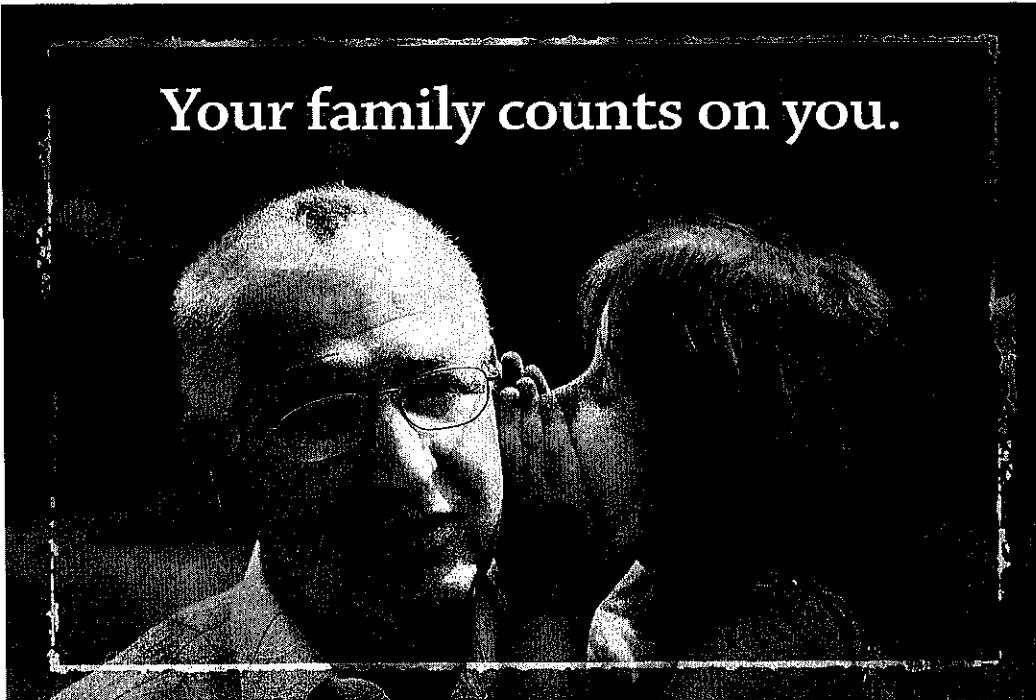
Tribal Lifeline is a government program. You must meet eligibility requirements to receive Lifeline. Only one Tribal Lifeline discount allowed per household. You cannot transfer your Tribal Lifeline discount to someone else, even if he or she is eligible. CIF - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply.

Golden West is an equal opportunity provider and employer.

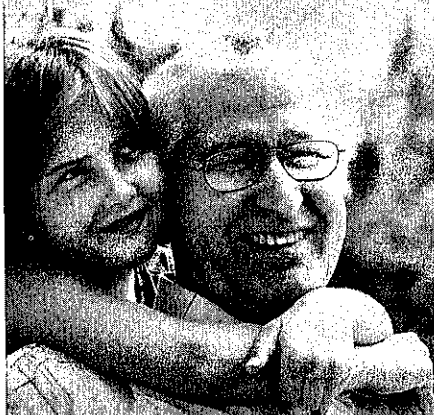
The Golden West logo features a stylized sunburst icon to the left of the text "Golden West" in a bold, sans-serif font. Below "Golden West" is the tagline "You're In Good Company" in a smaller, italicized font. The entire logo is enclosed in a white, torn-edge rectangular border.

November 2015 Bill Stuffer

**Your family counts on you.**



**Make sure you  
can count on  
staying connected.**



The federal Lifeline program, available from Golden West, discounts your phone service by \$9.25 a month. The discount can be applied to a SmartPAK bundle. If you receive assistance from one of the following programs, you may qualify for Lifeline.

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program's Free Lunch Program
- Head Start (if income eligibility criteria are met)

You may also qualify for the monthly savings if your income level falls at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$15,899 for a single person household to \$32,737 for a family of four.

To learn more and apply for the Lifeline program, call 1-855-888-7777 or visit [www.goldenwest.com/lifeline](http://www.goldenwest.com/lifeline).



Lifeline is a government program. You must meet eligibility requirements to receive Lifeline. Only one Lifeline discount allowed per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. CP - Hearing & Impaired Services, Long Distance, 911 fees and other applicable charges will apply. Lifeline subscribers may also track long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.

April 2016 Bill Stuffer



## Make sure you can count on staying connected.



The federal Lifeline program, available from Golden West, discounts your phone service by \$9.25 a month. The discount can be applied to a SmartPAK bundle. If you receive assistance from one of the following programs, you may qualify for Lifeline.

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch Program's Free Lunch Program
- Head Start (if income eligibility criteria are met)

You may also qualify for the monthly savings if your income level falls at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$16,038 for a single person household to \$32,805 for a family of four.

To learn more and apply for the Lifeline program, call 1-855-888-7777 or visit [www.goldenwest.com/lifeline](http://www.goldenwest.com/lifeline)

**Golden West**  
Independent. Just Like You.

Lifeline is a government program. You must meet eligibility requirements to receive Lifeline. Only one Lifeline discount allowed per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. CIP - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.



April 2016 Bill Stuffer



Your family  
counts on you.



**Make sure you can count on staying connected.**

Tribal Lifeline, a federal program available from Golden West, gives you basic monthly telephone service at **NO CHARGE**. Lifeline benefits can be applied to bundled services. These benefits are available if you receive assistance from one of the following services; are an enrolled Tribal member, or a residents living on tribal lands.

- Bureau of Indian Affairs General Assistance
- Federal Public Housing Assistance (FPHA) or Section 8
- Supplemental Nutrition Assistance Program (SNAP)
- Head Start (income eligible)
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- National School Lunch Program's free lunch program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Food Distribution Program on Indian Reservations

You may also qualify for the monthly savings if your income level falls at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$16,038 for a single person household to \$32,805 for a family of four.

**To learn more and apply for the Tribal Lifeline program, call 1-855-888-7777 or visit [goldenwest.com/lifeline](http://goldenwest.com/lifeline).**

Tribal Lifeline is a government program. You must meet eligibility requirements to receive Lifeline. Only one Tribal Lifeline discount allowed per household. You cannot transfer your Tribal Lifeline discount to someone else, even if he or she is eligible. CIP - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply.

Golden West is an equal opportunity provider and employer.





**Outreach to Lifeline Customers  
Providing Information on Annual  
Lifeline Recertification Process**



## Urgent Lifeline Information

On or before September 2nd, you should have received your Lifeline recertification form. You must completely fill out the form and return it before October 1st or you will lose your Lifeline discount.

If you have already returned the form, you may disregard this letter and accept our sincere thanks.

We have included an additional recertification form in case you misplaced the original. Please complete all the sections required and return it to the Lifeline Administrator. You must complete the recertification form correctly or the monthly discount will be removed from your phone service.

Please IMMEDIATELY complete and return the form to the Lifeline Administrator at the address listed below. If you need assistance, please call 1155 from a Golden West phone or call **1-855-888-7777**.

Thank you,  
Golden West

Enc. Lifeline Recertification Form

**Send the Completed Form to:**

Lifeline Administrator  
30 Lanidex Plaza West  
PO Box 685  
Parsippany, NJ 07054-0685

September 15, 2015

# IMPORTANT

# Lifeline Information

**As a current Lifeline customer, you receive discounted local phone service from Golden West. To continue receiving the discount, you must complete the recertification form that arrived in the mail from the Lifeline Administrator on or about September 2nd.**

**You must fill out the form completely and return it to the Lifeline Administrator before October 1, 2015.**

On the back of this sheet is a recertification form for you to use if you have misplaced the one that was sent to you. Failure to complete the application correctly, and on time, will result in the loss of your discount.

**Once again, to ensure that you continue to receive your local phone service discount, you must complete and return the Lifeline recertification form as soon as you receive it.**

If you need any assistance,  
**dial 1155** (from any Golden West phone)  
or call **1-855-888-7777**.

*Thank you for letting us serve  
your telecommunications needs.*



# Lifeline Recertification Form

To recertify for Lifeline benefits you MUST complete the following 3 STEPS:

1) Confirm Name and Provide Address 2) Select Method of Qualification and 3) Certify to all information. Mail application to address provided on letter.

ALL FIELDS MUST BE COMPLETED

## STEP 1 - APPLICANT INFORMATION

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Residence Physical Address (Required): \_\_\_\_\_ APT/Floor/Other: \_\_\_\_\_

Mailing Address (If different from physical address): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_ Lifeline Phone Number: \_\_\_\_\_

Check if Service Address is Temporary

## STEP 2 - QUALIFICATION

Date of Birth: \_\_\_\_\_ mm/dd/yyyy | Last 4 digits of your Social Security Number: \_\_\_\_\_ or

Tribal ID number (if you are a member of a Tribal nation and do not have a social security number): \_\_\_\_\_

You need to fill out either the blue OR green boxed area.

I hereby certify that I, a dependent of mine or a member of my household, am currently enrolled in one of the following programs or qualify under the Federal income guidelines. Please check one.

- |  |  |
|--|--|
| <input type="checkbox"/> Medicaid  | <input type="checkbox"/> Tribally Administered Temporary Assistance to Needy Families (T-TANF) |
| <input type="checkbox"/> Temporary Assistance to Needy Families (TANF)             | <input type="checkbox"/> Tribal National School Lunch Program's Free Lunch Program (T-NSLP)    |
| <input type="checkbox"/> National School Lunch Program's Free Lunch Program (NSLP) | <input type="checkbox"/> Supplemental Security Income (SSI)                                    |
| <input type="checkbox"/> Tribal Head Start (income based criteria only)            | <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP)                    |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)          | <input type="checkbox"/> Bureau of Indian Affairs General Assistance Programs                  |
| <input type="checkbox"/> Federal Public Housing Assistance (FPHA) Section 8        | <input type="checkbox"/> Food Distribution Program on Indian Reservations (FDPIR)              |

OR - fill out this section

I have an annual household income at or below 135% of the Federal Poverty Guidelines

Number of people  
in my household \_\_\_\_\_

Household Size Total Income:

1	\$15,889
2	\$21,505
3	\$27,121
4	\$32,737

Add \$5,616 for each  
additional person

## STEP 3 - CERTIFICATION:

I certify, under penalty of perjury: (Initial each line 1 through 7)

- \_\_\_\_ 1) The information contained in my application remains true and correct to the best of my knowledge and I acknowledge that willfully providing false or fraudulent information to receive Lifeline benefits is punishable by law and may result in me being barred from the program.
- \_\_\_\_ 2) My household receives only one Lifeline-supported service, and to the best of my knowledge, no one in my household receives Lifeline from another telephone company.
- \_\_\_\_ 3) I will notify my phone company within thirty (30) days if:
1. I move to a new address;
  2. I, or the eligible person in my household, stops participating in the qualifying program checked above, or if my household income exceeds 135% of the federal poverty guidelines;
  3. My household receives more than one Lifeline discounted telephone; or
  4. My household, for any reason, no longer meets the criteria to receive Lifeline support.
- \_\_\_\_ 4) I give my telephone company permission to access records necessary to verify my continued Lifeline eligibility.
- \_\_\_\_ 5) My telephone company has explained to me that I am required each year to re-certify my continued eligibility for Lifeline at any time, and that if I fail to do so within thirty (30) days of notification, it will result in the termination of my Lifeline benefit.
- \_\_\_\_ 6) (Only if applicable) If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 47 C.F.R. Section 54.400(a)
- \_\_\_\_ 7) I acknowledge that information from this certification will be given to USAC and/or it's agents for purpose of verifying that my household does not receive more than one benefit and that USAC may require additional information in order to verify my eligibility.

X \_\_\_\_\_ APPLICANT'S SIGNATURE (Please use blue or black ink) Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Lifeline is a federal benefit program that makes monthly telephone service more affordable for eligible households. Eligible households may receive one benefit consisting of either one wireless OR one home telephone. Households may not receive the Lifeline benefit from more than one telephone provider. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a non-transferable benefit and may not be transferred to any other person, even if he or she is eligible. Consumers who make false statements in order to obtain the benefit, or who violate the one-per-household requirement can lose their Lifeline benefit and may be prosecuted by the United States government.

October 15, 2015

# IMPORTANT Lifeline Information

**As a current Lifeline customer, you receive discounted local phone service from Golden West. To continue receiving the discount, you must complete the recertification form that arrived in the mail from the Lifeline Administrator on or about October 2nd.**

**You must fill out the form completely and return it to the Lifeline Administrator before November 1, 2015.**

Enclosed in this mailing is a recertification form for you to use if you have misplaced the one that was sent to you. Failure to complete the application correctly, and on time, will result in the loss of your discount.

**Once again, to ensure that you continue to receive your local phone service discount, you must complete and return the Lifeline recertification form as soon as you receive it.**

If you need any assistance,  
**dial 1155** (from any Golden West phone)  
or call **1-855-888-7777**.

*Thank you for letting us serve  
your telecommunications needs.*



Bill Stuffer

# IMPORTANT Lifeline Information

As a current Lifeline customer, you receive discounted local phone service from Golden West. To continue receiving the discount, you must complete the recertification form that will arrive in the mail the first week of September.

**You must fill out the form completely and return it to the Lifeline Administrator before October 1, 2015.**

Once again, to ensure that you continue to receive your local phone service discount, you must complete and return the Lifeline recertification form as soon as you receive it.

If you first started receiving Lifeline in 2015, or had to reapply any time during 2015, you may not be required to complete the recertification process. If you have any question regarding whether you are required to recertify eligibility for the Lifeline program,

please **dial 1155** (from any Golden West phone)  
or call toll-free **1-855-888-7777**.

*Golden West is an equal opportunity provider and employer.*





## LIFELINE DISCOUNT PROGRAM

### Recertification Notice

February 1, 2015

Dear Golden West Customer;

You may have noticed on your January and February bill that your Lifeline discount was removed as of Dec 19, 2014. The discount was removed because during the annual recertification process one of the following occurred:

- The recertification form was not returned
- The recertification form was returned, but with insufficient or incorrect data or
- The recertification form was returned, however you no longer meet the eligibility criteria.

If you are still eligible, we encourage you to reapply for the Lifeline discount program. To apply, simply fill out a new application and provide the requested documents. To obtain the application form please **dial 1155** from any Golden West phone or **1-855-888-7777**. Call today to recertify for this money saving program.

Sincerely,

Golden West

Sent to customers who failed recertification.

**Golden West  
October 2015**

Do you receive Lifeline benefits? Watch your mail in this fall for important information about recertifying. Lifeline recipients must recertify each year. Not sure if you qualify for a Lifeline discount? Ask a representative about this income-based Federal benefit program.



**Golden West**  
**November 2015**

Do you receive Lifeline benefits? Watch your mail in this fall for important information about recertifying. Lifeline recipients must recertify each year. Not sure if you qualify for a Lifeline discount? Ask a representative about this income-based Federal benefit program.

**Lifeline and Tribal Link-Up  
Advertisement in Company Directory**



## Lifeline & Link-Up

*Lower your monthly phone costs. Lower your installation cost.*

With the **Enhanced Lifeline & Link-Up Program** available from Golden West, you can get reliable basic phone service at no charge.\*

*Anyone living on tribal land and currently participating in at least one of these programs – will qualify:*

- Food Stamps • Medicaid • Federal Public Housing Assistance (FPHA) • Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI) • Tribal Head Start (those meeting the income qualifying standard) • Bureau of Indian Affairs (BIA) general assistance programs • Tribally administered Temporary Assistance to Needy Families (TANF) • Tribal National School Lunch Program's Free Lunch Program • Food Distribution Program on Indian Reservations (FDPIR) • Income Based Guideline – you may also qualify if your income level falls at or below 135% of the Federal Poverty Guidelines. Estimated income levels range from \$15,755 for a single person household to \$54,122 for a family of eight.

With the **Lifeline Program** available from Golden West, you can receive a discount of **\$9.25\*** a MONTH on your basic monthly phone service.

*If you don't reside on tribal land and currently participate in at least one of these programs – you will qualify:*

- Food Stamps • Medicaid • Federal Public Housing Assistance (FPHA) • Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI) • Temporary Assistance to Needy Families (TANF) • National School Lunch Program's Free Lunch Program • Income Based Guideline – you may also qualify if your income level falls at or below 135% of the Federal Poverty Guidelines. Estimated income levels range from \$15,755 for a single person household to \$54,122 for a family of eight.

**Both Lifeline programs cover the cost of restricting unauthorized long distance calls.**

\*Charges for long distance, calling features, lease programs, 911 charges, hearing impaired fund and sales tax are not covered under this program. The Lifeline discount applies to the primary phone line only. Lifeline is a government program. You must be eligible to receive Lifeline. You are allowed only one Lifeline discount per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible.



**Golden West**  
TELECOMMUNICATIONS

**Dial 1155**

from any Golden West phone  
to request a Lifeline application.

**Lifeline and Tribal Link-Up  
Information on Company Website**

Home > Products > Residential > Phone Services > Lifeline Assistance

## Lifeline Assistance



Select Your Location



Bundles

Internet

TV

Phone Services

- Home Phone
- Calling Features
- Long Distance Calling Plans
- Toll-Free Calling Plans
- Disability Needs

**Lifeline Assistance**

Wire Maintenance



Phone Services

Internet

Cable TV

Business Solutions

The Lifeline program provides discounts on one basic monthly telephone service to qualifying consumers. For over a quarter decade, Lifeline has helped tens of millions of Americans afford basic phone service. Access to phone service is vital for finding jobs, staying connected with family and securing help during emergencies.

The Tribal Lifeline and Link-Up programs allow for discounts for qualified consumers living on Tribal lands.

### What do the programs provide?

**LIFELINE** provides eligible subscribers with a monthly credit of \$9.25 on the basic service portion of their telephone bill. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

**TRIBAL LIFELINE** Assistance for Residents of Tribal Lands provides eligible subscribers with basic monthly telephone service at no charge. CIF (Hearing Impaired Service) and 911 fees still apply. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

**TRIBAL LINK-UP** provides eligible Tribal Land Subscribers with reduced connection charges for their basic home telephone service. This discount is 100 percent of the applicable charges up to \$100.00. It does not cover the cost of wiring inside your home and is limited to one time per home address per subscriber.

### Tribal Requirements

### All Other Requirements

### Phone Numbers for Assistance

To see if you are eligible for Lifeline, please review the information on the links listed above. Call 1155 (from any Golden West phone) or find the Toll-Free Number that applies to your community.

Lifeline is a government program. You must be eligible to receive Lifeline. You are allowed only one Lifeline discount per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible.



## Tribal Requirements



Products

Select Your Location



Residential

Bundles

Internet

TV

Phone Services

- Home Phone
- Calling Features
- Long Distance Calling Plans
- Toll-Free Calling Plans
- Disability Needs
- Lifeline Assistance

Wire Maintenance



Business

Phone Services

Internet

Cable TV

Business Solutions

### How much can I save?

You could receive your basic telephone service at no charge (other fees still apply). Lifeline subscribers may also receive long distance blocking on their phone free of charge. These benefits apply to your local phone service charges.



### Program based eligibility:

- Bureau of Indian Affairs General Assistance
- Federal Public Housing Assistance (FPHA) or Section 8
- Supplemental Nutrition Assistance Program (SNAP)
- Head Start (income eligible)
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- National School Lunch Program's free lunch program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Food Distribution Program on Indian Reservations

### Income based eligibility:

- Total household income at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$16,038 for a single person household to \$32,805 for a family of four.

A second Federal Program, Link-Up, provides for financial assistance with connection charges for new customers.

Are there any restrictions? Lifeline can only be used for one phone line in a household. You may purchase additional services available to a non-Lifeline customer except if on LOTS program or other tribal programs. You must establish phone service prior to applying for the Lifeline discount.

What proof of eligibility do I need to provide? You will be required to provide proof of enrollment in one of the qualifying programs listed above. Proof of total household income will be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

How do I continue to receive Lifeline benefits? Eligibility will be reviewed annually. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their phone service provider.

Being a Lifeline customer does not protect you from being disconnected if you fail to pay your phone bill. Customers permanently disconnected must recertify for their Lifeline benefit. Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.

### Phone Numbers for Assistance

### Tribal Requirement PDF

If you're currently enrolled in any of the above programs or meet the income-based eligibility guidelines, please dial 1155 (from a Golden West phone) or call toll-free at 1-855-888-7777 to receive a Tribal Lifeline / Link-Up Application Form.

Home > Products > Residential > Phone Services > Lifeline Assistance > Lifeline Requirements

## Lifeline Requirements

You may, under the terms of the Federal Communications Commission's Lifeline Program, be eligible to receive \$9.25 off the cost of your monthly telephone service if you currently receive assistance from at least one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP)
- 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)

You may also qualify for the monthly savings if your income level falls at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$16,038 for a single person household to \$32,805 for a family of four.

Are there any restrictions? Lifeline can only be used for one phone line in a household. You may purchase additional services available to a non-Lifeline customer except if on LOTS program or other tribal programs. You must establish phone service prior to applying for the Lifeline discount.

What proof of eligibility do I need to provide? You will be required to provide proof of enrollment in one of the qualifying programs listed above. Proof of total household income will be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

How do I continue to receive Lifeline benefits? Eligibility will be reviewed annually. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their phone service provider.

Being a Lifeline customer does not protect you from being disconnected if you fail to pay your phone bill. Customers permanently disconnected must recertify for their Lifeline benefit. Lifeline discounts cannot be applied to an outstanding balance owed to your phone company.

### Phone Numbers for Assistance

### Lifeline Requirements PDF

If you're currently enrolled in any of the above programs or meet the income-based eligibility guidelines, please dial 1155 (from a Golden West phone) or call toll-free at 1-855-888-7777 to receive a Lifeline / Link-Up Application Form.



Products

■ Select Your Location



Residential

■ Bundles

■ Internet

■ TV

■ Phone Services

- Home Phone
- Calling Features
- Long Distance Calling Plans
- Toll-Free Calling Plans
- Disability Needs
- Lifeline Assistance

■ Wire Maintenance



Business

■ Phone Services

■ Internet

■ Cable TV

■ Business Solutions




# **Company Information Posted on USAC Website**




**LIFELINE SUPPORT**


What Is Lifeline? Companies Near Me

-  **AM I ELIGIBLE?**


---

-  **APPLY FOR LIFELINE**


---

-  **VERIFY MY IDENTITY**


---

-  **COMPANIES NEAR ME**


---

-  **KEEPING LIFELINE**


---

-  **CHANGE MY COMPANY**

---

-  **USAC AND MY COMPANY**

---


-  **LIFELINE PROGRAM ISSUES**

**COMPANIES NEAR ME**

**South Dakota**

[↔ Back to map](#)

Clicking on the header label of each column will sort the table by that column.

<u>Name</u>	<u>Phone</u>	<u>Service Type</u>
<a href="#">AT&amp;T Mobility</a>	800-377-9450	Wireless
<a href="#">Budget Mobile</a>	888-777-4007	Wireless
<a href="#">City of Brookings Telephone Fund</a>		Wireless
<a href="#">James Valley Wireless</a>	800-556-6525	Wireless
<a href="#">Northern Valley Communications</a>	888-919-8945	Wireless
<a href="#">Standing Rock Telecom</a>	701-854-7098	Wireless
<a href="#">Northern Valley Communications</a>	888-919-8945	Home Phone
<a href="#">Alliance Communications</a>	800-701-4978	Home Phone
<a href="#">Beresford Municipal Telephone</a>	605-763-2500	Home Phone
<a href="#">C.R.S.T. Telephone Authority</a>	605-964-2600	Home Phone
<a href="#">CenturyLink</a>	800-244-1111	Home Phone
<a href="#">City of Fairth Municipal Telephone Company</a>	605-967-2261	Home Phone
 <a href="#">Golden West Telecommunications</a>	855-888-7777	Home Phone
<a href="#">ITC Telecom</a>	800-417-8667	Home Phone
<a href="#">James Valley Telecommunications</a>	800-556-6525	Home Phone

# **Other Lifeline and Tribal Link-Up Advertising and Outreach**

## Bill messages on all monthly telephone bills.

### IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

You may be eligible for discounts on your monthly phone service through Lifeline, a federal benefit program. Lifeline offers a discount of \$9.25 off the cost of basic phone service each month. If you receive assistance from one or more of the following programs, you may be eligible:

Food Stamps (SNAP)  
Medicaid  
Temporary Assistance to Needy Families (TANF)  
National School Lunch Free Lunch Program  
Federal Public Housing Assistance (Section 8)  
Low-Income Energy Assistance Program (LIHEAP)  
Supplemental Security Income (SSI)

You may also qualify if your income falls at or below 135% of the Federal Poverty Guidelines. Please dial 1155 from your Golden West phone to learn more about eligibility and requirements, and to apply for these important benefits.

### IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

Enrolled tribal members, or those living on tribal lands, may be eligible for monthly phone service at no charge through Tribal Lifeline, a federal benefit program. If you receive assistance from one or more of the following programs, you may be eligible:

Food Stamps (SNAP)  
Medicaid  
Tribal Temporary Assistance to Needy Families (TTANF)  
Tribal Head Start (who also meet income requirements)  
Bureau of Indian Affairs General Assistance Programs  
Tribal Nation School Lunch Free Lunch Program  
Food Distribution Program on Indian Reservations  
Federal Public Housing Assistance (Section 8)  
Low-Income Energy Assistance Program (LIHEAP)  
Supplemental Security Income (SSI)

You may also qualify if your income falls at or below 135% of the Federal Poverty Guidelines. Tribal Lifeline offers free basic monthly phone service, but taxes and fees still apply. Tribal Linkup provides financial assistance for the cost of connection charges. Please dial 1155 from your Golden West phone to learn more about eligibility and requirements, and to apply for these important benefits.

**Golden West  
ON HOLD Messages Script  
July and August 2015**

Need assistance paying your phone bill? Lifeline, a Federal program, is available through Golden West. Lifeline can provide you with discounted rates on your local phone service. Dial 1155 from any Golden West phone or talk to one of our service representatives to learn more about the Lifeline program.

**Golden West**  
**January, February, March, April, May, June 2016**  
**On Hold Message**

Need assistance paying your phone bill? Lifeline, a Federal program, is available through Golden West. Lifeline can provide you with discounted rates on your local phone service. Dial 1155 from any Golden West phone or talk to one of our service representatives to learn more about the Lifeline program.