

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT**

JULY 1, 2017

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.goldenwest.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

July 2016 notice
published in newspapers
throughout service area.



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**.

STANDARD
US POSTAGE
PAID
PERMIT #618
RAPID CITY SD



Golden West[®]
PO Box 411, Wall, SD 57790

July 2016
Company newsletter

Home Phones Provide Security . . .

With *Tribal Lifeline*, a federal program available from Golden West, you can receive basic monthly phone service at **no 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**

Stay In Touch with Lifeline . . .

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

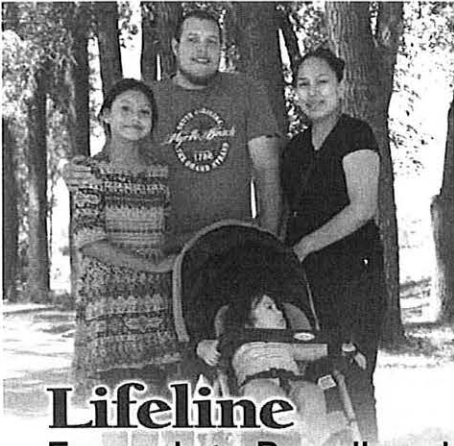
The federal **Lifeline** program, available from Golden West, **discounts your phone service by \$9.25 a month**. The discount can be applied to a SmartPAK bundle. You can also block long distance calls at no charge. Long distance, hearing impaired services, and other fees still apply.

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.



November 2016 Company Newsletter



Lifeline Expands to Broadband

Great news! Lifeline benefits can now be applied to Golden West Internet service! Starting December 2nd, a change in Federal rules will allow Lifeline discounts on broadband, including SmartPAK bundles with Internet. Changes were also made to the programs that qualify for Lifeline.

New program qualifying for Lifeline benefit:

- Veterans Pension and Survivors Benefits Program

Programs no longer qualifying for Lifeline benefit:

- National School Lunch Program
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)*

* (Tribally-Administered Temporary Assistance for Needy Families, TTANF, still qualifies)

If you currently receive the Lifeline discount and have Internet service, watch your mail for additional information.

To learn more about the Lifeline program or to apply for benefits, call toll-free 1-855-888-7777 or visit GoldenWest.com/Lifeline.

CABLE WARS

Continued from page 1:

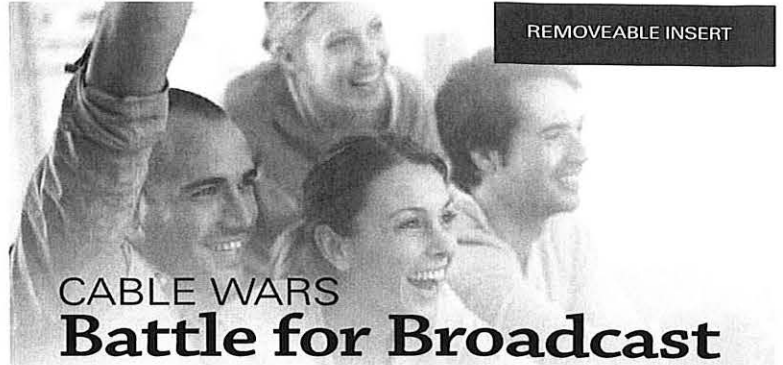
How are Programming Fees Negotiated?

Cable networks provide well-known channels with high ratings and less-popular channels with lower ratings. In order to broadcast a well-known channel, "Big Cable" will require that Golden West also carry and pay for the less-popular channels.

The cost and content of these lesser channels do not always line up with the best interests of Golden West customers. This is the crux of the negotiation; weighing the demands of the cable network against the value for Golden West customers.

Golden West negotiates programming fees on a regular basis. Each year we go to the negotiation table seeking the best deal possible. We do our best to provide the programming you want, at a rate that's fair and reasonable for you.

Going head-to-head against a six-headed conglomerate isn't always easy. Rest assured that in the Battle for Broadcast, Golden West will continue to fight for our customer's best interest.



CABLE WARS Battle for Broadcast

On one side stands Golden West, your hometown cable provider fighting for the customer's best interest. Standing across from them is "Big Cable," a six-headed conglomerate fueled by corporate profits.

The picture painted above might seem a little dramatic, but it's a pretty good illustration of the business that is cable TV. Cable networks offer programming, Golden West figures out what programs our customers want, and we work to provide it at a fair price.

There are two big factors that go into the price of cable TV services: programming and retransmission fees. We'll take a look at retransmission fees in the next edition of Horizons, but first, let's focus on programming fees.

What is a Programming Fee?

A programming fee (which is a fee for content) is a negotiated amount that Golden West agrees to pay cable networks, per channel provided, per cable subscriber. Once a fee amount is agreed upon, a contract is signed for a determined amount of time, after which the terms are renegotiated.

Who are the Cable Networks?

"Big Cable" is the six major networks that control the majority of cable channels. Here are the big six networks, and their most well-known offerings.

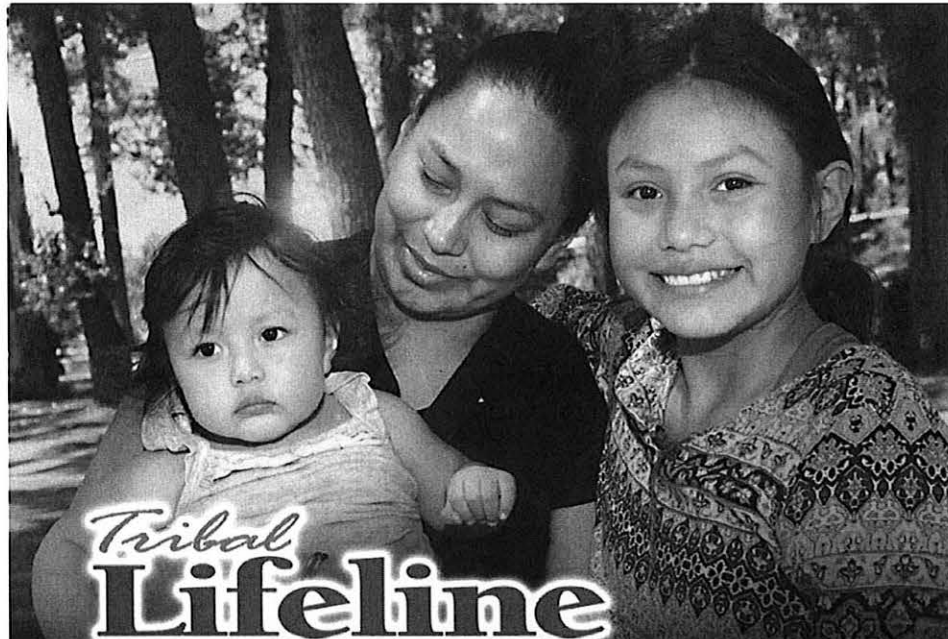
- **CBS/Viacom** – CBS, Showtime, CBS Sports, MTV, VH1, CMT, Comedy Central
- **Comcast** – NBC, Comcast, The Golf Channel, MSNBC, USA, E!
- **Time Warner** – HBO, Cinemax, CNN, TBS, TNT, TCM, Cartoon Network
- **Walt Disney Company** – ABC, ESPN, ESPN2, Disney Channel, Freeform
- **21st Century Fox** – FOX, FOX News, FOX Sports, FX, Nat. Geo, Big Ten Network, My Network TV
- **Discover Networks** – Discovery Channel, TLC, Animal Planet, OWN, Travel Channel

When six large companies own the majority of the channels, they hold most of the cards when it comes to negotiation.

Continued on page IV.

Golden West
Independent. Just Like You.

Black Hills 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 1-855-838-7777 or visit goldenwest.com/lifeline.

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

Lakota Nation Invitational




New

Tribal Lifeline

Save Money on Your Internet!

Beginning December 2, Tribal Lifeline (a federal program available from Golden West) will cover broadband. Tribal Lifeline will provide **\$34.25** monthly towards Internet services for qualifying customers.

 **Golden West**[®]
Independent. Just Like You.

To learn more about Tribal Lifeline or to apply, call 1-855-888-7777 or visit goldenwest.com/lifeline.

Native Sun News
Lakota Country Times

Beginning in early May 2017, this is running every other week - 8 runs total

Low-Cost Internet & Phone

for Tribal Customers

Tribal Lifeline, a Federal program available from Golden West, provides eligible subscribers with a monthly discount of up to **\$34.25** off Internet service.

For Fast & Reliable Service, Call Today: 1-855-888-7777

Internet services must be maintained for 12 months, discontinuation of services will result in the value of this offer being billed back to you. Lifeline basic monthly phone services are still available, but only one Lifeline benefit per household is permitted. You can't transfer your 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. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.

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

Unlimited
Internet
and a
**FREE New
TABLET**



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



LIFELINE ASSISTANCE

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

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.

Lifeline discounts can also be applied to a SmartPAK bundle with Internet.

To find out more information and see if you're eligible for Lifeline, call 1-855-888-7777 or visit goldenwest.com/lifeline.

BENEFITS OF HOME PHONE SERVICE

Your Golden West home phone service provides you with more than a way to make phone calls. You can feel secure knowing that you can always stay connected with family and friends. Home phones also provide the best accuracy for 911 dispatchers to find your location. Poor reception and dropped calls aren't a problem – even in the most remote areas, you can count on your home phone.

Golden West Phone Services Include:

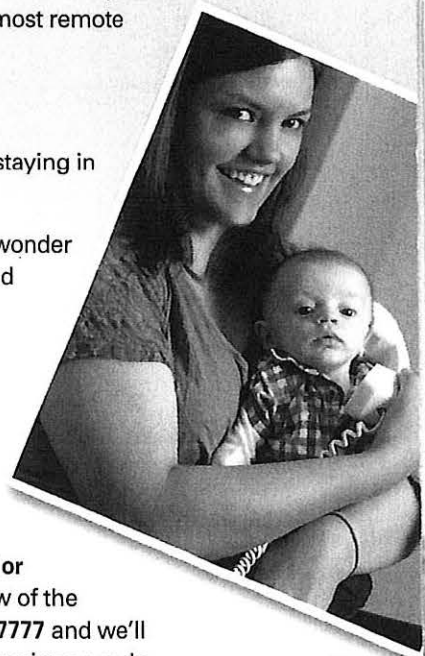
Unlimited Local Phone: With free local calling, staying in touch is easy and affordable.

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 to Fit Your Needs

Caller ID, Call Waiting, Call Forward, Voicemail or Anonymous Call Rejection – these are just a few of the Calling Features available. Call us at **1-855-888-7777** and we'll help you find a Calling Feature that meets your unique needs.



Sent to all
New customers.

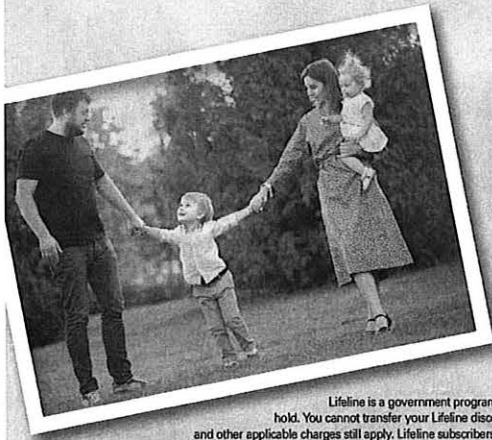
April 2016 Stuffer

Non-Tribal



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 \$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.



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. CIF - 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.



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

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Golden West
Independent. Just Like You.

Oct 2016 Stuffer
Non-Tribal



Your Family Counts on You...

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Oct 2016 Stuffer
Non-Tribal



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- Head Start (if income eligibility criteria are met)

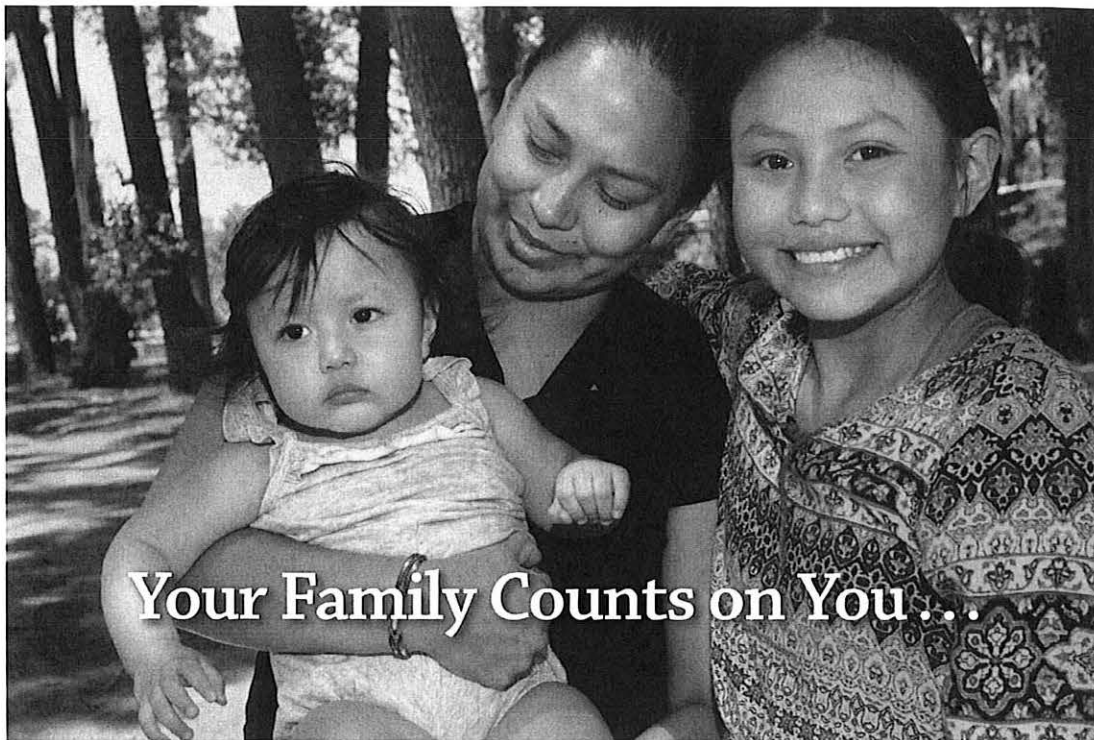
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Oct 2016 Stuffer
Tribal



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 are a resident 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
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- Temporary Assistance for Needy Families (TANF) or Tribal TANF
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To learn more and apply for the Tribal Lifeline program, call 1-855-888-7777 or visit goldenwest.com/lifeline.

Golden West is an equal opportunity provider and employer.

Golden West
Independent. Just Like You.

Nov 2016 Staffer
Non-Tribal



New

Get **\$9.25/month Off**
Your Golden West
Internet with **Lifeline**

Save money on your Internet with Lifeline!

Beginning December 2, Lifeline (a federal program available from Golden West), will include broadband. Lifeline will provide \$9.25 per month towards Internet services for qualifying customers. This discount can also be applied to SmartPAK bundles with Internet.

If you receive assistance from one of these programs, you may qualify for Lifeline:

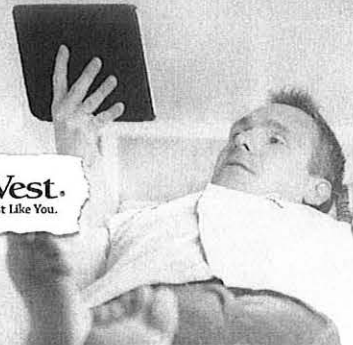
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Head Start (Income eligible)
- Food Distribution Program on Indian Reservations (FDPIR)
- Veterans Pension and Survivors Benefit Programs

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 or apply for Lifeline benefits, call 1-855-888-7777 or visit goldenwest.com/lifeline

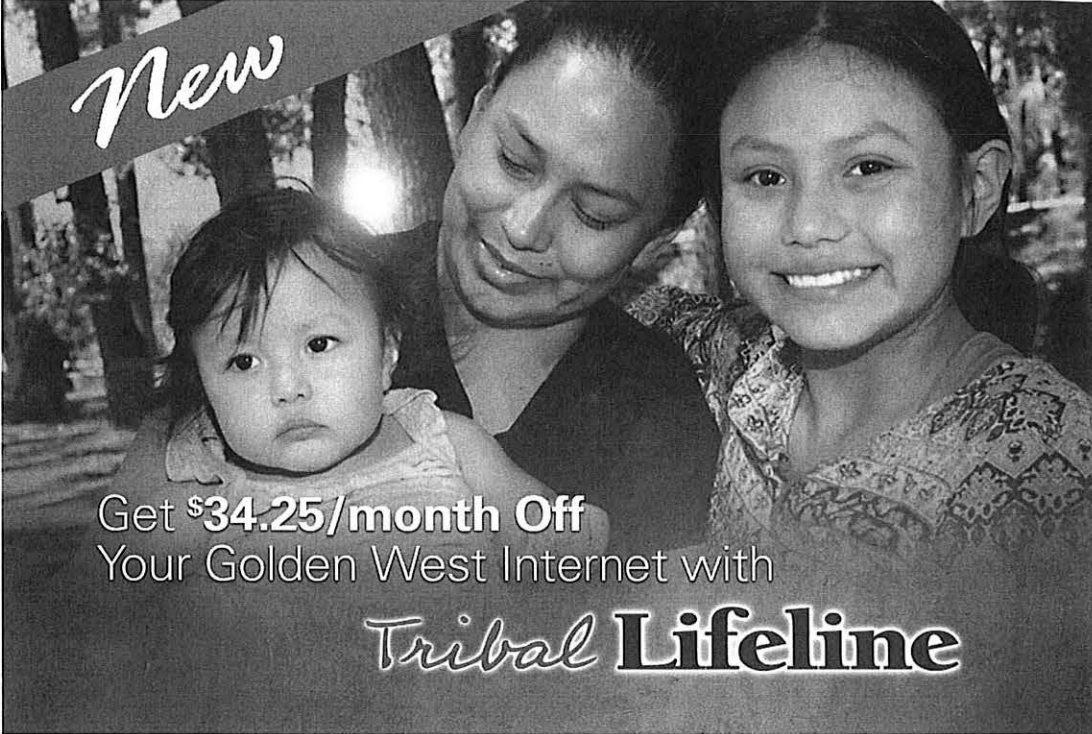
Golden West.
Independent. Just Like You.

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Nov 2016 Stuffer

Tribal



Get **\$34.25/month Off**
Your Golden West Internet with
Tribal Lifeline

Save money on your Internet with Lifeline!

Beginning December 2, Tribal Lifeline (a federal program available from Golden West), will include broadband. Tribal Lifeline will provide \$34.25 per month towards Internet services for qualifying customers. This discount can also be applied to SmartPAK bundles with Internet.

If you're a resident of Tribal lands and receive assistance from one of these programs, you may qualify for Lifeline:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Bureau of Indian Affairs General Assistance
- Head Start (income eligible)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Veterans Pension and Survivors Benefit Programs

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 about Tribal Lifeline or to apply, call 1-855-888-7777 or visit goldenwest.com/lifeline

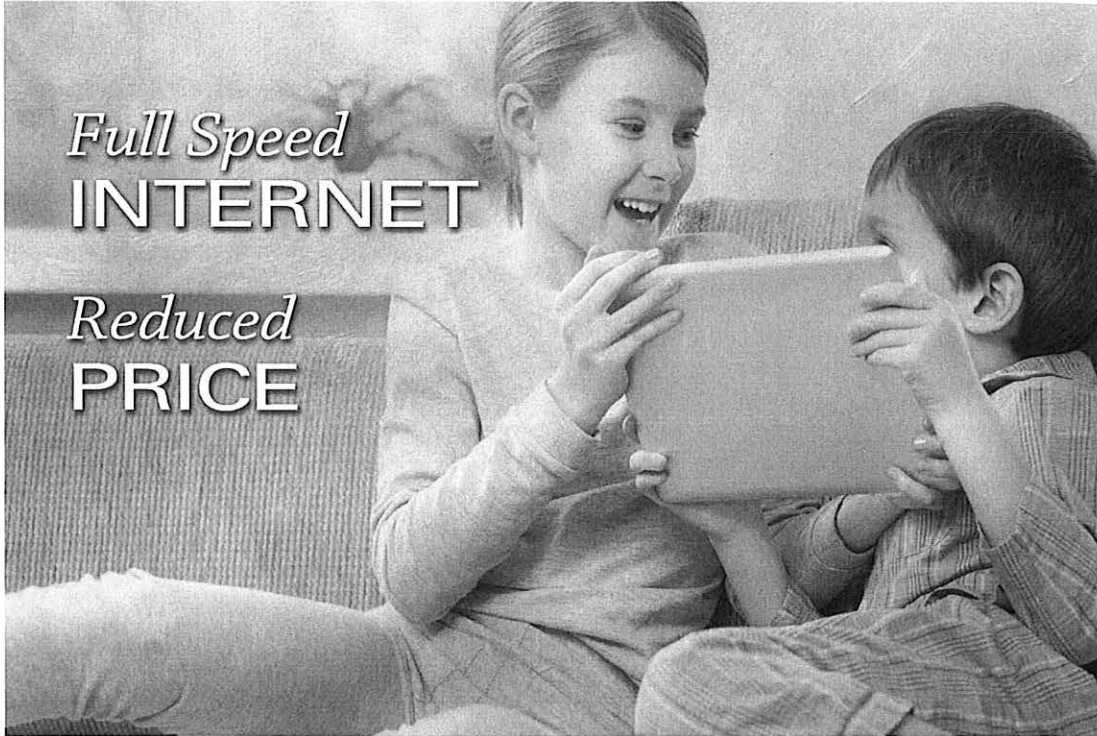
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Golden West
Independent. Just Like You.

Jan 2017 Stuffer

Non-Tribal



Full Speed
INTERNET

Reduced
PRICE

Save on your Internet Services with help from **Lifeline**

Lifeline (a federal program available from Golden West) will provide **\$9.25 per month towards Internet services** for qualifying customers. This discount can be applied to SmartPAK bundles with Internet.

If you receive assistance from one of these programs, you may qualify for Lifeline:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Veterans Pension and Survivors Benefit Programs

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 or apply for
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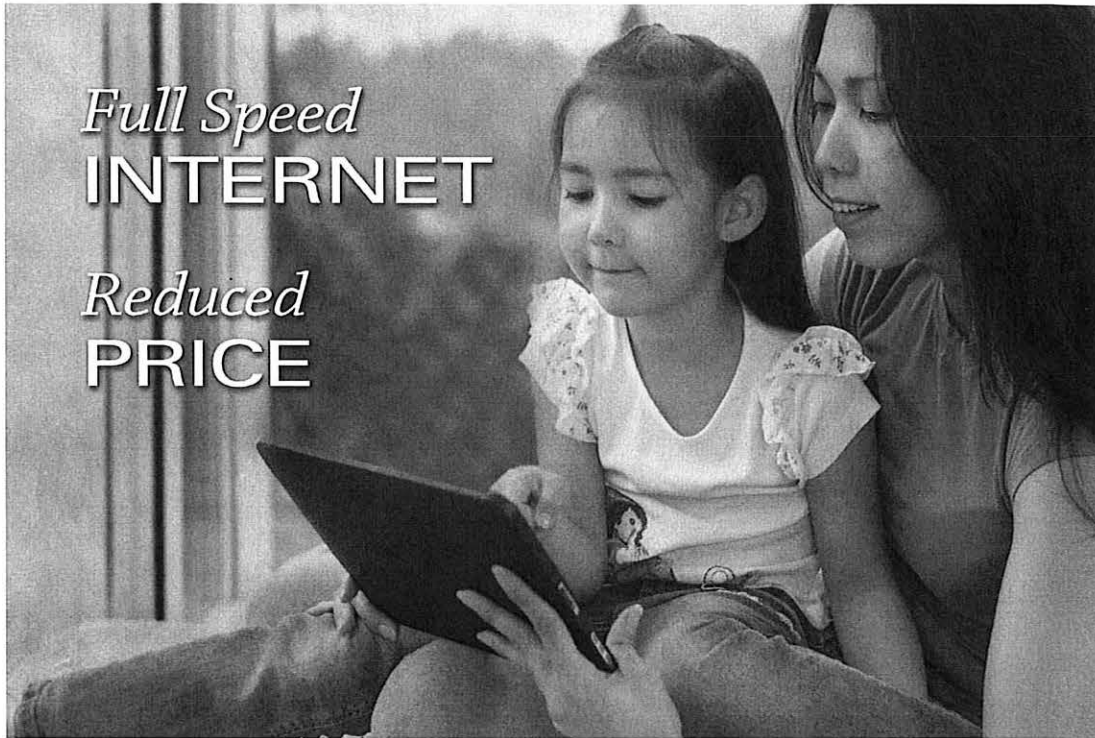
 **Golden West**
Independent. Just Like You.

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Jan 2017 Stuffer

Tribal



Full Speed
INTERNET

Reduced
PRICE



Save on your Internet services with help from *Tribal* Lifeline

Tribal Lifeline (a federal program available from Golden West) will provide up to **\$34.25 per month towards Internet services** for qualifying customers. This discount can be applied to SmartPAK bundles with Internet.

If you're a resident of Tribal lands and receive assistance from one of these programs, you may qualify for Lifeline:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Bureau of Indian Affairs General Assistance
- Head Start (income eligible)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Veterans Pension and Survivors Benefit Programs

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.

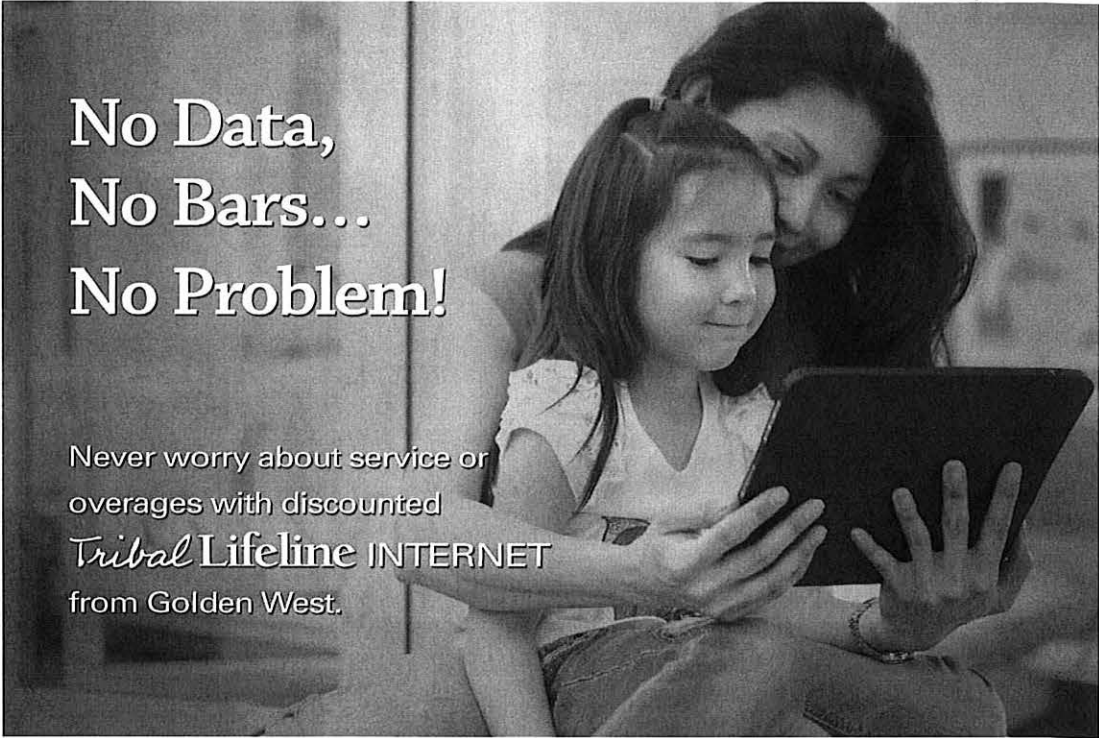
To learn more about Tribal Lifeline or to apply, call 1-855-888-7777 or visit goldenwest.com/lifeline

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Golden West
Independent. Just Like You.

Feb 2017 Stuffer

Tribal



**No Data,
No Bars...
No Problem!**

Never worry about service or overages with discounted **Tribal Lifeline INTERNET** from Golden West.

If you live on Tribal lands, you may be eligible for discounted Internet Service. Get unlimited data, a reliable connection and a free tablet from Golden West!

Enroll in **Tribal Lifeline**, save \$34.25 monthly and receive a **FREE kindle fire Tablet!**

Fire tablets feature instant access to thousands of the most popular games, social media, premium TV, movie providers and so much more.

To find out if you qualify, call 1-855-888-7777 or visit goldenwest.com/lifeline.

Internet services must be maintained for 12 months, discontinuation of services will result in the value of this offer being billed back to you. Lifeline basic monthly phone services are still available, but only one Lifeline benefit per household is permitted. You can't transfer your Lifeline discount to someone else, even if he or she is eligible. CF - 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.



Golden West
TELECOMMUNICATIONS

April 2017 Stuffer

Non-Tribal



Full Speed
INTERNET

Reduced
PRICE

Save on your Internet Services with help from Lifeline

Lifeline (a federal program available from Golden West) will provide **\$9.25 per month** towards Internet services for qualifying customers. This discount can be applied to SmartPAK bundles with Internet.

- If you receive assistance from one of these programs, you may qualify for Lifeline:*
- Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Medicaid
 - Federal Public Housing Assistance (FPHA) or Section 8
 - Veterans Pension and Survivors Benefit Programs

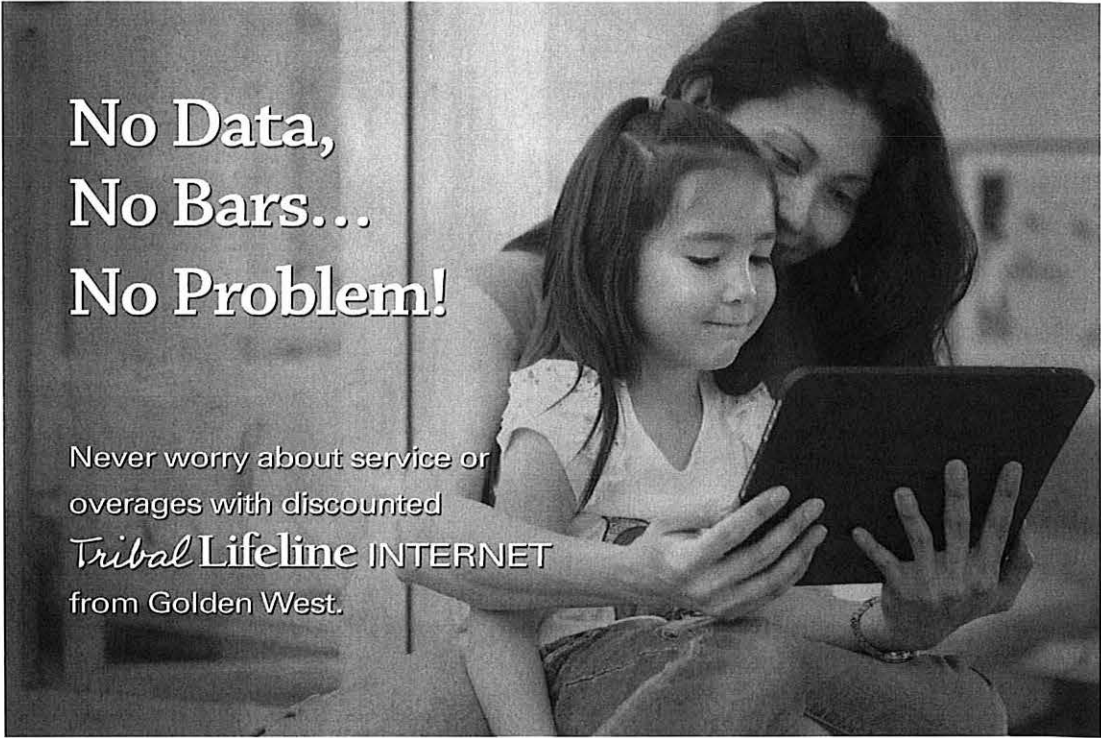
You may also qualify for the monthly savings if your income level falls at or below 135% of the Federal Poverty Guidelines. Qualifying income levels range from \$16,281 for a single person household to \$33,210 for a family of four.

To learn more or apply for Lifeline benefits, call 1-855-888-7777 or visit goldenwest.com/lifeline

Golden West
You're In Good Company

Lifeline basic monthly plans available are \$8 available. Not all pay Lifeline benefit per household is guaranteed. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. CF - Hearing Impaired Service, Long Distance, \$11 base 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 2017 Stuffer
Tribal



**No Data,
No Bars...
No Problem!**

Never worry about service or overages with discounted **Tribal Lifeline INTERNET** from Golden West.

If you live on Tribal lands, you may be eligible for discounted Internet Service. Get unlimited data, a reliable connection and a free tablet from Golden West!

Enroll in **Tribal Lifeline**, save \$34.25 monthly and receive a **FREE kindle fire Tablet!**

Kindle fire tablets feature instant access to thousands of the most popular games, social media, premium TV, movie providers and so much more.

To find out if you qualify, call 1-855-888-7777 or visit goldenwest.com/lifeline.

Internet services must be maintained for 12 months, discontinuation of services will result in the value of this offer being billed back to you. Lifeline basic monthly phone services are still available, but only one Lifeline benefit per household is permitted. You can't transfer your Lifeline discount to someone else, even if he or she is eligible. CF - 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.



Golden West
You're In Good Company

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

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 September 30, 2016.

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 2016, or had to reapply any time during 2016, you may not be required to complete the recertification process. If you have any questions 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.



September 1 letter



Urgent Lifeline Information

The first week of September, you should have received your Lifeline recertification form. You must completely fill out the form and return it before September 30th 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 18, 2016

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 the first week in September.

You must fill out the form completely and return it to the Lifeline Administrator before September 30, 2016.

Included 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**.

Send the completed form to:

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

*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 October.

You must fill out the form completely and return it to the Lifeline Administrator before November 1, 2016.

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 2016, or had to reapply any time during 2016, you may not be required to complete the recertification process. If you have any questions 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.



October 4, 2016

Urgent Lifeline Information

On or before October 3rd, you should have received your Lifeline recertification form. You must completely fill out the form and return it before November 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

October 16, 2016

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 the first week in October.

You must fill out the form completely and return it to the Lifeline Administrator before November 1, 2016.

Included 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**.

Send the completed form to:

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

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



April 10, 2017

<<Account>>

<<Address Line 1>>

<<Address Line 2>>

<<City>>, <<State>> <<Postal Code>>

RE: IMPORTANT INFORMATION REGARDING YOUR LIFELINE DISCOUNT

Dear <<Account>>,

Each year, Golden West contacts you to recertify your eligibility for Lifeline, a federal program that saves you money on Internet or phone service. In the past, the recertification process has occurred in September or October. However, recent federal changes to the program now require customers to recertify prior to their service anniversary month.

This means that your recertification process will soon begin. Watch your mail for a letter and recertification form, which should be arriving in the next two weeks. You will then have 60 days to recertify, so please complete the form and return it to the Lifeline Administrator promptly to continue receiving your Lifeline benefit.

If you have any initial questions on the recertification process, please contact us at 1-855-888-7777 or dial 777 from your Golden West phone. Thank you for being a customer and for your attention to this important information!

Sincerely,

Golden West

April 10, 2017

<<Account>>

<<Address Line 1>>

<<Address Line 2>>

<<Delivery City>>

RE: IMPORTANT INFORMATION REGARDING YOUR TRIBAL BROADBAND LIFELINE DISCOUNT

Dear <<Account>>,

Each year, Golden West contacts you to recertify your eligibility for Tribal Lifeline, a federal program that saves you money on Internet service. In the past, the recertification process has occurred in September or October. However, recent federal changes to the program now require customers to recertify prior to their service anniversary month.

This means that your recertification process will soon begin. Watch your mail for a letter and recertification form, which should be arriving in the next two weeks. You will then have 60 days to recertify, so please complete the form and return it to the Lifeline Administrator promptly to continue receiving your Tribal Broadband Lifeline benefit.

Tribal Broadband Lifeline members recertifying with Golden West will receive a FREE Kindle Fire tablet! To redeem this offer you must maintain Internet service for twelve months, discontinuation of service will result in value of the Kindle being billed back to you.

If you have any initial questions on the recertification process, please contact us at 1-855-888-7777 or dial 777 from your Golden West phone. Thank you for being a Golden West customer and for your attention to this important information!

Sincerely,

Golden West

April 10, 2017

Urgent Lifeline Information

The first week of March 20, you should have received your Lifeline recertification form. You must completely fill out the form and return it before **May 30, 2017** 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

April 10, 2017

Urgent Lifeline Information

The first week of March 20, you should have received your Tribal Broadband Lifeline recertification form. You must completely fill out the form and return it before **May 30, 2017** 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.

AS A REMINDER

Tribal Broadband Lifeline members recertifying with Golden West will receive a FREE Kindle Fire tablet!

To redeem this offer you must maintain Internet service for twelve months, discontinuation of service will result in value of Kindle being billed back to you.

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

May 1, 2017

IMPORTANT **Lifeline Information**

As a current Lifeline customer, you receive discounted Internet or 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 the week of March 20th.

You must fill out the form completely and return it to the Lifeline Administrator before May 30, 2017

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 Internet or phone service.

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

If you need any assistance, call

1-855-888-7777.

Send the completed form to:

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

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

 **Golden West**[®]
You're In Good Company

May 1, 2017

IMPORTANT **Lifeline Information**

As a current Tribal Broadband Lifeline customer, you receive discounted Internet service from Golden West. To continue receiving the discount, you must complete the recertification form that arrived in the mail from the Lifeline Administrator the week of March 20th.

Tribal Broadband Lifeline members recertifying with Golden West will receive a FREE Kindle Fire tablet!

To redeem this offer you must maintain Internet service for twelve months, discontinuation of service will result in value of Kindle being billed back to you.

You must fill out the form completely and return it to the Lifeline Administrator before May 30, 2017.

Included 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 Internet service discount, you must complete and return the Lifeline recertification form as soon as you receive it.

Send the completed form to:

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

If you need any assistance, call

1-855-888-7777.

Thank you for letting us serve your telecommunications needs.

 **Golden West[®]**
You're In Good Company

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



Lifeline

ASSISTANCE

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

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

Program based eligibility: Supplemental Nutrition Assistance Program (SNAP) • Supplemental Security Income (SSI)
• Medicaid • Federal Public Housing Assistance (FPHA) or Section 8 • Veterans Pension and Survivors Benefit Programs

Tribal Lifeline and Link-Up will provide qualifying residents of tribal lands with up to \$34.25 monthly discount towards qualifying Internet or telephone service for eligible customers, as well as discounted connection charges.

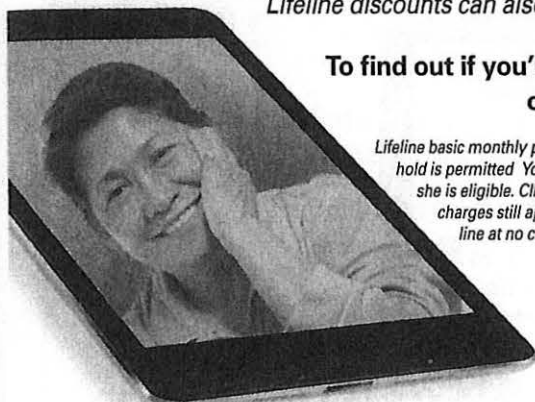
Program based eligibility: Supplemental Nutrition Assistance Program (SNAP) • Supplemental Security Income (SSI)
• Medicaid • Federal Public Housing Assistance (FPHA) or Section 8 • Bureau of Indian Affairs General Assistance
• Head Start (income eligible) • Tribally-Administered Temporary Assistance for Needy Families (TTANF)
• Food Distribution Program on Indian Reservations (FDPIR) • Veterans Pension and Survivors Benefit Programs

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.

Lifeline discounts can also be applied to a SmartPAK bundle with Internet.

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

Lifeline basic monthly phone services are still available, but only one Lifeline benefit per household is permitted. You cannot transfer your 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. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.



Golden West[®]
TELECOMMUNICATIONS

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

Home > Products > Residential > Phone Services > Lifeline Assistance

Lifeline Assistance



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

Lifeline (a federal program available from Golden West), will include broadband or telephone. Lifeline will provide a monthly discount towards Internet or phones services for qualifying customers. This discount can also be applied to a SmartPAK bundles with Internet.

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 **Internet** or 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 a up to \$34.25 monthly discount for **Internet** or telephone service. 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 Lifeline Requirements

Lifeline Requirements

To see if you are eligible for Lifeline, please review the information on the links listed above. Call us at 1-855-888-7777 for more assistance.

Lifeline basic monthly phone services are still available, but only one Lifeline benefit per household is permitted. You cannot transfer your 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. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.



Lifeline Requirements

Lifeline (a federal program available from Golden West), will include broadband. Lifeline will provide \$9.25 per month towards internet or phone services for qualifying customers. This discount can also be applied to a SmartPAK bundle with Internet.

Lifeline customers must participate in one of the following Programs or meet the below Income Levels:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Veterans Pension and Survivors Benefit Programs

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 \$18,281 for a single person household to \$33,210 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 bill. Customers permanently disconnected must recertify for their Lifeline benefit. Lifeline discounts cannot be applied to an outstanding balance owed to your telecommunications company.

If you're currently enrolled in any of the above programs or meet the income-based eligibility guidelines, please 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



Select Your Location



Bundles

Internet

TV

Phone Services

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

Wired Maintenance



Phone Services

Internet

Cable TV

Business Solutions

Tribal Requirements

LOW-COST INTERNET and PHONE

Tribal Lifeline, a Federal program available from Golden West, provides eligible subscribers with a monthly discount of up to \$34.25 off Internet service.



Unlimited Internet and FREE New TABLET

This discount can also be applied to a **SmartPAK bundle with Internet.**

*Customers that apply and qualify for the tribal broadband lifeline discount are eligible for the tablet. Internet services must be maintained for 12 months, discontinuation of services will result in the value of this offer being billed back to you. Lifeline basic monthly phone services are still available, but only one Lifeline benefit per household is permitted. You can't transfer your 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. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.

Tribal Lifeline customers must reside on Tribal lands and participate in one of the following Programs or meet the below Income Levels:

Program based eligibility:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA) or Section 8
- Bureau of Indian Affairs General Assistance
- Head Start (income eligible)
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Veterans Pension and Survivors Benefit Programs

Income based eligibility:

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 \$16,281 for a single person household to \$33,210 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 bill. Customers permanently disconnected must reconfirm for their Lifeline benefit. Lifeline discounts cannot be applied to an outstanding balance owed to your telecommunications company.

Phone Numbers for Assistance

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

Company Information Posted on USAC Website



Company information on
USAC website

Lifeline

Become a Customer

Do I Qualify?

How to Get Lifeline

Companies Near Me

Current Customers

Lifeline Rules & Rights

Change my Company

Help

Community

Community Outreach

Companies Near Me

South Dakota

← Back to map

This list is updated regularly. Not all companies provide service in the whole state. Contact a company to find out if they serve your area. Click on the header of each column to sort the table by that column.

<u>Name</u>	<u>Phone</u>	<u>Service Type</u>
AT&T Mobility	800-377-9450	Wireless
Budget Mobile	888-777-4007	Wireless
City of Brookings Telephone Fund		Wireless
Standing Rock Telecom	701-854-7098	Wireless
Alliance Communications	800-701-4978	Home Phone
Beresford Municipal Telephone	605-763-2500	Home Phone
C.R.S.T. Telephone Authority	605-964-2600	Home Phone
CenturyLink	800-244-1111	Home Phone
City of Fairth Municipal Telephone Company	605-967-2261	Home Phone
Golden West Telecommunications	855-888-7777	Home Phone

Other Lifeline and Tribal Link-Up Advertising and Outreach

Run on every
monthly telephone
bill.

IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

Enrolled tribal members, or those living on tribal lands, may be eligible for a discount on your monthly service through Tribal Lifeline, a federal benefit program. Tribal Lifeline will provide up to \$34.25 per month towards qualifying Internet services or the basic service charges for telephone. If you receive assistance from one or more of the following programs, you may be eligible:

Supplemental Nutrition Assistance Program (SNAP)
Supplemental Security Income (SSI)
Medicaid
Federal Public Housing Assistance (FPHA) or Section 8
Bureau of Indian Affairs General Assistance
Head Start (income eligible)
Food Distribution Program on Indian Reservations (FDPIR)
Tribally-Administered Temporary Assistance for Needy
Families (TTANF)
Veterans Pension and Survivors Benefit Programs

Tribal

You may also qualify if your income falls at or below 135% of the Federal Poverty Guidelines. 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.

IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

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

Supplemental Nutrition Assistance Program (SNAP)
Supplemental Security Income (SSI)
Medicaid
Federal Public Housing Assistance (FPHA) or Section 8
Veterans Pension and Survivors Benefit Programs

Non-Tribal

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.

On-hold messages

June 2016
August 2016

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.

September 2016
October 2016

Do you receive Lifeline benefits? Watch your mail 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.

November 2016

Do you receive Lifeline benefits? Watch your mail for important information about changes in this program. Not sure if you qualify for a Lifeline discount? Ask a representative about this income-based Federal benefit program.

December 2016
January 2017
February 2017
March 2017
April 2017
May 2017
June 2017

Do you receive Lifeline benefits? Lifeline benefits can now be applied to Golden West Internet service! Not sure if you qualify for a Lifeline discount? Ask a representative about this income-based Federal benefit program.