

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2021**

Company: Golden West Telecommunications Cooperative, Inc.

Address: PO Box 411
415 Crown Street
Wall, SD 57790

Telephone number: 605-279-2161

Company contact: Greg Oleson

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

Lifeline/Tribal Link Up Advertising/Outreach Activities:



Advertise in media of general distribution.* (See attached advertisement(s).)



Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1st 30 days of service.* (See attached letter.)



Company's Lifeline/Tribal Link Up information in directory.



Company's Lifeline/Tribal Link Up information available on Company website.



Company's information posted on USAC website.



Other (describe):
- Email sent to customers in April 2021.
- Monthly Lifeline Bill 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 Federal 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 calling 1-855-888-7777 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-Line Residence \$18.00 – \$23.48 depending on exchange
- Single-Line Business \$24.95 – \$33.80 depending on exchange
- Emergency 911 Service Fee \$0.00 – \$3.00 depending on exchange

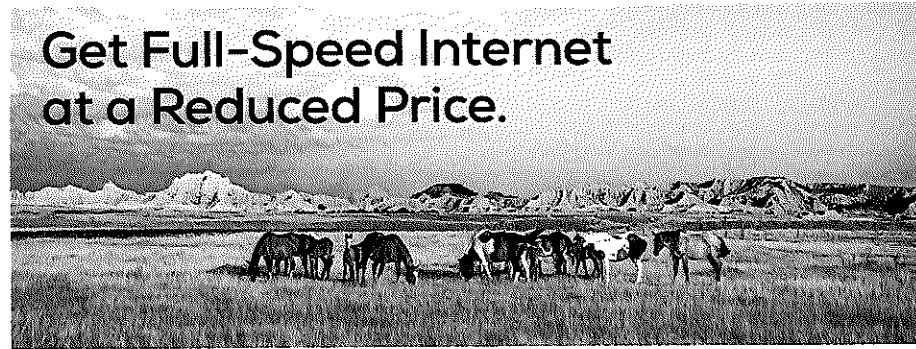
1-855-888-7777 • goldenwest.com



Golden West is an equal opportunity provider and employer.

*Notice run in
Newspapers throughout
Golden West's service
area in June 2021.*

Tribal Lifeline Ad - Printed in newspapers
in Tribal areas in May 2021



**Get Full-Speed Internet
at a Reduced Price.**

Save \$34.25

Tribal Lifeline, a federal program available to Golden West members, provides \$34.25 off broadband internet or up to \$30.25 off phone* service each month for those on tribal lands who qualify.

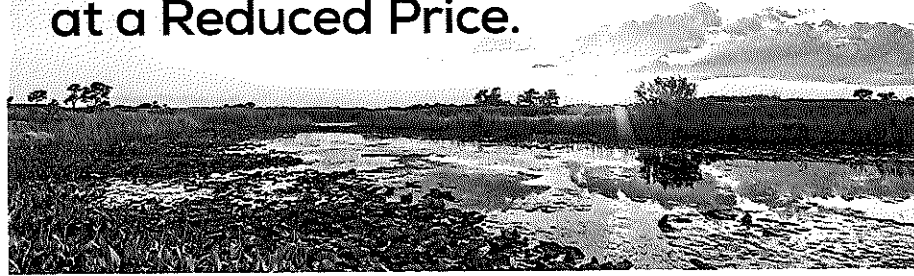
*As of December 1, 2021, the Tribal Lifeline discount on phone service will be \$25.00 each month. Lifeline eligibility depends on income and participation in other federal or tribal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. CIF - Hearing Impaired 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.

For more details visit
goldenwest.com/lifeline
or call 1-855-888-7777



Basic Lifeline Ad - Printed in newspapers in non-Tribal areas in May 2021

**Get Full-Speed Internet
at a Reduced Price.**



Save \$9.25

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

*As of December 1, 2021, the Lifeline discount will apply only to qualifying broadband service. Lifeline eligibility depends on income and participation in other federal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. 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.

For more details visit
goldenwest.com/lifeline
or call 1-855-888-7777



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



LIFELINE ASSISTANCE FOR INTERNET OR PHONE

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

The federal Lifeline programs help make communication services more affordable for low-income subscribers. Lifeline provides a monthly discount towards broadband internet or phone service for qualifying customers. Tribal Lifeline and Link-up provide qualifying residents of tribal lands with an additional discount towards internet or phone service, as well as discounted connection charges.

goldenwest.com/lifeline

WIRE MAINTENANCE

PHONE | HIGH-SPEED INTERNET | CABLE TV

Let us worry about how to fix wiring problems. With a Wire Maintenance plan, we'll isolate the trouble and repair the defective wiring at no cost to you. Best of all, you won't be charged for the repair visit, even if the problem is traced back to your computer or other equipment.

Add a Wire Maintenance plan for \$1.50 to \$4.50 a month, depending on the services you need to cover.

goldenwest.com/wiremaintenance

FREE LOCAL CALLING AREA

Golden West knows that in rural South Dakota, the space between neighbors can be miles. That's why we offer Free Local Calling Areas. Customers living west of the Missouri River can call all other Golden West customers located on the same side of the river toll-free. The same goes for customers living east of the river. With Free Local Calling, staying in touch with your home phone is affordable and reliable.

goldenwest.com/localcalling

For information on our **Home Phone Battery Backup** visit goldenwest.com/batterybackup.



Information in new customer
Welcome packets.

September 2020 Bill Stuffer - Basic



Get Full-Speed Internet at a Reduced Price.

Lifeline, a federal program available to Golden West members, provides \$9.25 off broadband internet service each month to those who qualify.

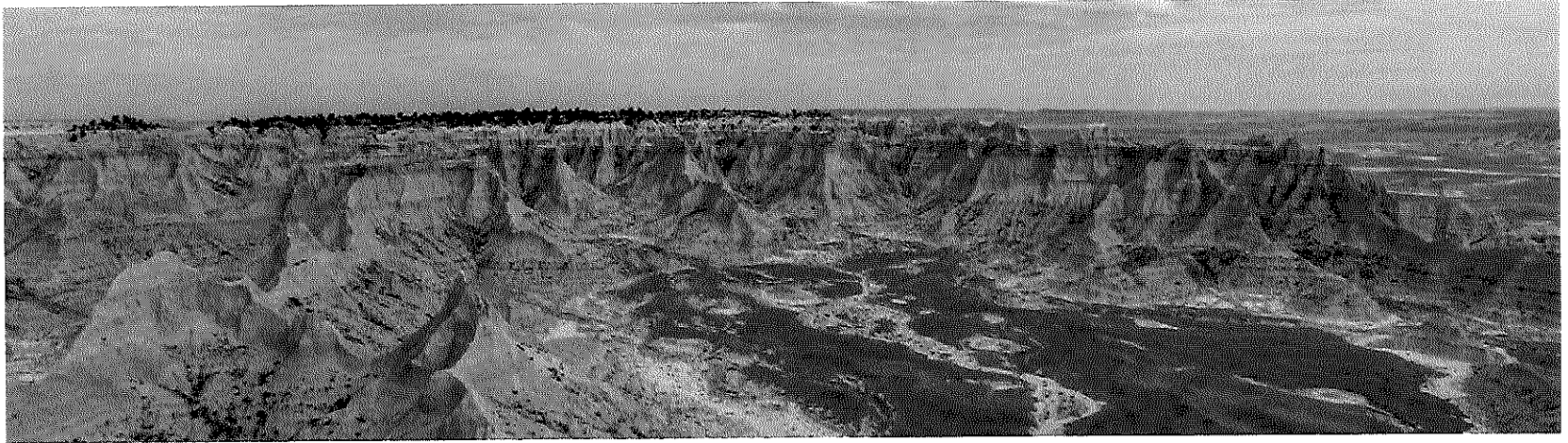
Lifeline eligibility depends on income and participation in other federal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. CIF - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.

Save \$9.25

1-855-888-7777 • goldenwest.com/lifeline

 **Golden West**
We're everywhere people connect.

Sept 2020 Bill Stuffer - Tribal



Get Full-Speed Internet at a Reduced Price.

Tribal Lifeline, a federal program available to Golden West members, provides \$34.25 off broadband internet each month for those on tribal lands who qualify.

Lifeline eligibility depends on income and participation in other federal or tribal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. 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.

Save \$34.25

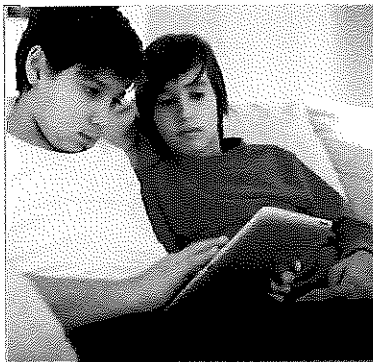
1-855-888-7777 • goldenwest.com/lifeline

 **Golden West**
We're everywhere people connect.

Postcard mailed to residential Tribal addresses on July 15, 2020



CONNECTING
your student for success.



Get full-speed internet, for your student, at a reduced price.

Save
\$34.25
each month

AN INTERNET CONNECTION

is an essential tool for your student's success.

With all the uncertainty on what this fall school season will bring, it's a good idea to be ready for your child's education needs,

High-speed internet is essential, whether doing homework or having to complete the school year by studying from home.

START YOUR APPLICATION TODAY!

Tribal Lifeline, a federal program available to Golden West members, provides \$34.25 off broadband internet each month for those on tribal lands who qualify.

1-855-888-7777 • goldenwest.com/lifeline

Lifeline eligibility depends on income and participation in other federal or tribal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. 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**
We're everywhere people connect
PO Box 411, Wall, SD 57790

April 2021 Bill Stuffer - Basic



Get Full-Speed Internet at a Reduced Price.

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

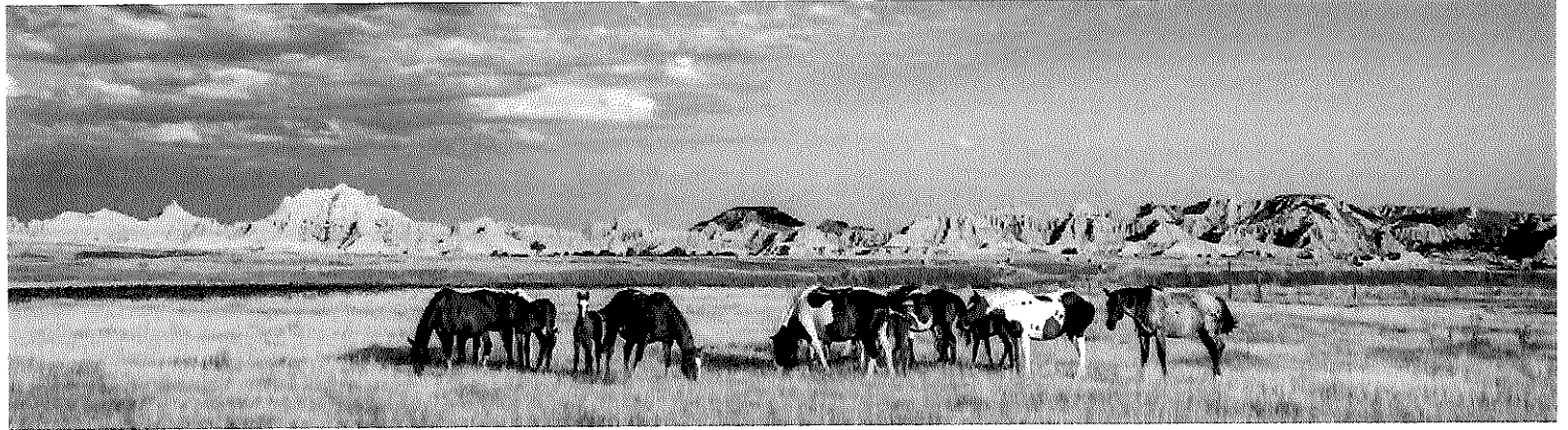
*As of December 1, 2021, the Lifeline discount will apply only to qualifying broadband service. Lifeline eligibility depends on income and participation in other federal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. CIF - Hearing Impaired Service, Long 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

Save \$9.25

1-855-888-7777 • goldenwest.com/lifeline

 **Golden West**
We're everywhere people connect.

April 2021 Bill Stuffer - Tribal



Get Full-Speed Internet at a Reduced Price.

Tribal Lifeline, a federal program available to Golden West members, provides \$34.25 off broadband internet or up to \$30.25 off phone* service each month for those on tribal lands who qualify.

*As of December 1, 2021, the Tribal Lifeline discount on phone service will be \$25.00 each month. Lifeline eligibility depends on income and participation in other federal or tribal assistance programs. Only one Lifeline benefit (internet or phone, but not both) per household. 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.

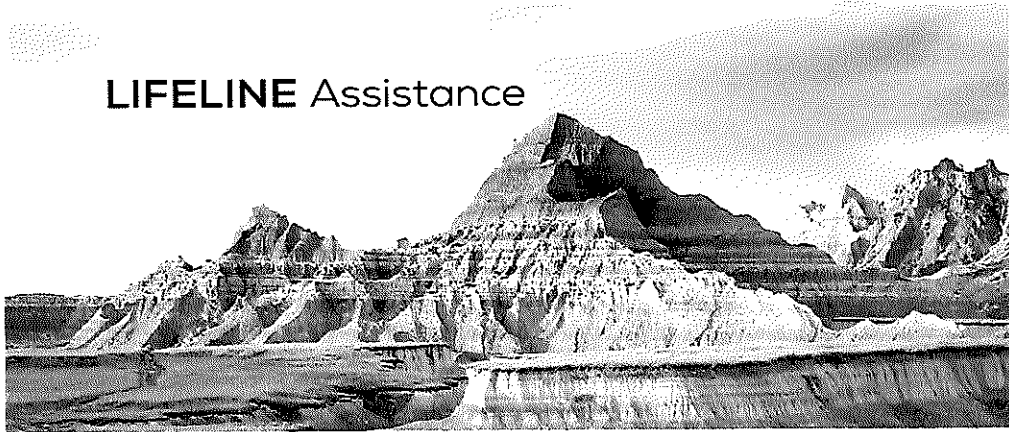
Save \$34.25

1-855-888-7777 • goldenwest.com/lifeline

 **Golden West**
We're everywhere people connect.

**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.

TRIBAL LIFELINE assistance for residents of tribal lands provides eligible subscribers with a up to \$34.25 monthly discount for internet service **OR** \$32.25 for phone service. CIF (Hearing Impaired Service) and 911 fees still apply. Lifeline subscribers may also receive blocking of long distance calls on their phone line at no charge.

Program Based Eligibility:

- SNAP • SSI • Medicaid
- FPHA or Section 8
- Veterans Pension/Survivors Benefit
- BIA General Assistance
- Head Start (Income eligible)
- Tribal TANF • FDPIR

LIFELINE provides qualifying customers with a monthly credit of \$9.25 off the basic service portion of their internet bill **OR** \$7.25 off the basic service portion of their phone bill.

Program Based Eligibility:

- SNAP • SSI • Medicaid
- FPHA or Section 8
- Veterans Pension/Survivors Benefit

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 \$16,389 for a single person household to \$33,885 for a family of four.

TRIBAL LINK-UP provides eligible tribal land subscribers with reduced connection charges for their basic home phone 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.

Lifeline discounts can also be applied to a bundle with internet.

1-855-888-7777

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.



Ad in 2020 company directory.

Lifeline and Tribal Link-up Information on Company Website

Set Location

Submit

Cart

[My Account](#)

[Web Mail](#)

[Residential](#)

[Business](#)

[About](#)

[Support](#)

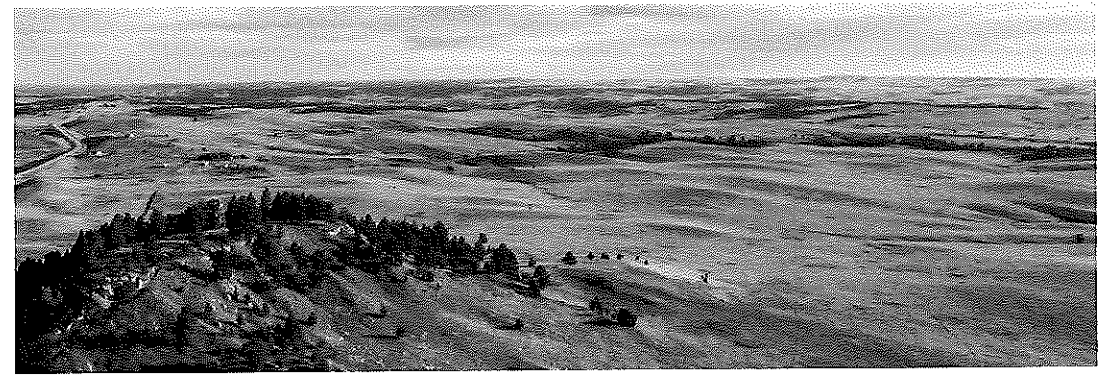
[Contact](#)

[Pay Bill](#)

[Home](#) [Residential](#) [Internet](#) [Lifeline](#)

Lifeline

- [Bundles](#)
- [Internet](#)**
- [TV](#)
- [Phone](#)



[Apply Online](#)

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

[Emergency Broadband Benefit Program \(EBBP\) Consent Form](#)

[Lifeline Assistance](#)

Lifeline (a federal program available from Golden West), includes **broadband internet or telephone**. Lifeline provides a

Chat

monthly discount towards Internet or phone services for qualifying customers. This discount can also be applied to a bundles with internet.

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

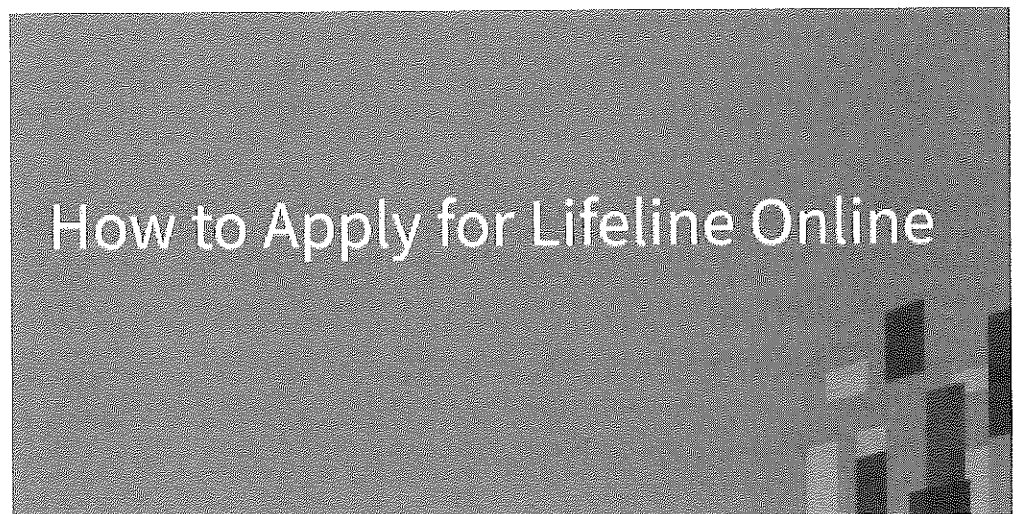
What do the programs provide?

LIFELINE provides qualifying customers with a monthly credit of \$9.25 off the basic service portion of their internet bill OR \$5.25 off the basic service portion of their telephone bill.

TRIBAL LIFELINE assistance for residents of tribal lands provides eligible subscribers with a up to \$34.25 monthly discount for internet service or \$30.25 for 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.

Watch Video For Assistance With Application Process:



- *With our lobbies still closed due to COVID-19, Golden West's ability to assist customers with the application process is limited. We encourage customers to apply directly online. This video will walk you through the process.*
- *Applying by mail will take the longest to process.*
- *Click on the Chapters in the menu on the left to move through the video as you are ready.*

[Apply Online](#)

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.




Quick Links

- [WatchTVEverywhere](#)
- [Video on Demand](#)
- [Channel Lineup \(PDF\)](#)

Support

- [Contact Support](#)
- [Calling Feature User Guides](#)
- [Policies / Information](#)
- [Forms](#)
- [FAQs](#)
- [Rural Call Completion](#)
- [Careers](#)
- [How to Read Bill \(PDF\)](#)

1-855-888-7777

-  [Find us on Facebook](#)
-  [Check us out on YouTube](#)
-  [Follow us on Instagram](#)

**Company Information Posted on
USAC Website**

Found at www.usac.org. Select "Lifeline" and "Companies Near Me."

Lifeline Program - Companies In Wall, SD

The order of this list is random and may change next time you search. The results will still be the same.

Company Name	Phone	Type of Service	City	State	ZipCode	County	Website
Cintex Wireless, LLC	800-931-0141	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.sfonewireless.com
Standing Rock Telecommunications, Inc	701-854-7098	EBB Mobile Internet	Wall	SD	57790	Pennington	https://standingrocktelecom.com
human-I-T	888-268-3921	EBB Mobile Internet	Wall	SD	57790	Pennington	https://human-i-t.org/request-internet
West River Cooperative Telephone Company	605-244-5213	EBB Home Internet	Wall	SD	57790	Pennington	https://sdplains.com
Golden West Telecommunications Cooperative, Inc.	1-855-888-7777	EBB Home Internet	Wall	SD	57790	Pennington	https://www.goldenwest.com
Midcontinent Communications dba Midco	800-888-1300	Fixed Lifeline Service	Wall	SD	57790	Pennington	https://www.midco.com/lifeline/
Northeast Nebraska Telephone Company	402-632-4321	EBB Home Internet	Wall	SD	57790	Pennington	https://www.nntc.net
Long Lines Broadband	712-271-4000	EBB Home Internet	Wall	SD	57790	Pennington	https://longlines.com
NewPhone Wireless, LLC	855-204-3667	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.newphone.com/
Sage Telecom Communications, LLC	800-430-0443	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.truconnect.com/
T-Mobile USA, Inc.	1-800-937-8997	EBB Home Internet	Wall	SD	57790	Pennington	https://www.t-mobile.com
LTD Broadband LLC	507-369-2669	EBB Home Internet	Wall	SD	57790	Pennington	https://www.ltdbroadband.com
Ztar Mobile, Inc	800-416-3003	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.good2gomobile.com
Sano Health LLC	855-533-7266	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.sanohealth.com
Verizon Wireless	1-800-922-0204	EBB Home Internet	Wall	SD	57790	Pennington	https://www.verizon.com
Boomerang Wireless, LLC	866-488-8719	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.entouchwireless.com/
Fidelity Cablevision, LLC	800-392-8070	EBB Home Internet	Wall	SD	57790	Pennington	https://www.fidelitycommunications.com
Verizon Wireless	1-800-922-0204	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.verizon.com
AT&T Mobility LLC	866-986-0963	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.att.com/ebb
Selectel Wireless	1-877-218-5744	EBB Mobile Internet	Wall	SD	57790	Pennington	https://selectelwireless.com
Long Lines Metro, LLC	712-271-4000	EBB Home Internet	Wall	SD	57790	Pennington	https://longlines.com
Golden West Telecommunications	855-888-7777	Fixed Lifeline Service	Wall	SD	57790	Pennington	http://www.goldenwest.com
Cricket Wireless	844-246-8384	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.cricketwireless.com/emergency-broadband-benefit
UVNV, Inc.	888-777-0446	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.ultramobile.com/
TracFone Wireless Inc.	833-343-8322	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.broadbandbenefit.com
T-Mobile USA, Inc.	1-800-937-8997	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.t-mobile.com
PCs for People	651-354-2552	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.pcsforpeople.org
CenturyLink or Quantum Fiber	866-642-0444	EBB Home Internet	Wall	SD	57790	Pennington	https://www.centurylink.com
Metro by T-Mobile	1-800-937-8997	EBB Mobile Internet	Wall	SD	57790	Pennington	https://www.t-mobile.com
Excess Telecom, Inc.	800-615-0898	EBB Mobile Internet	Wall	SD	57790	Pennington	https://excesstelecom.com

Other Lifeline and Tribal Link-up Advertising and Outreach

Email sent April 13, 2021



Get Full-Speed Internet at a Reduced Price.

Lifeline, a federal program available to Golden West members, provides a discount on broadband internet or phone service each month for those who qualify.

[Click Here for More Information.](#)

Monthly Bill Messages

Basic Lifeline

IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

You may be eligible for discounted monthly internet or phone service through Lifeline, a federal benefit program. Lifeline offers a discount of \$9.25 off the cost of internet or \$5.25 off the cost of phone 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

You may also qualify if your income falls at or below 135% of the Federal Poverty Guidelines. Please call 1-855-888-7777 to learn more about eligibility and requirements, and to apply for these important benefits.

Tribal Lifeline

IMPORTANT INFORMATION ABOUT LIFELINE BENEFITS:

Golden West customers living on tribal lands may be eligible for discounted monthly internet or phone service through Tribal Lifeline, a federal benefit program. 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

You may also qualify if your income falls at or below 135% of the Federal Poverty Guidelines. Tribal Lifeline offers discounted monthly internet or phone service, but taxes and fees still apply. Tribal Linkup provides financial assistance for the cost of connection charges. Please call 1-855-888-7777 to learn more about eligibility and requirements, and to apply for these important benefits.