### SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH ANNUAL REPORT **JULY 1, 2022**

Company:

Golden West Telecommunications Cooperative, Inc.

Address:

415 Crown St, PO Box 411

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. https://www.goldenwest.com/residential/internet/lifeline/
- Company's information posted on USAC website.
- Channel 2 (Golden West Connections) slide, Bill Other (describe): Message on all monthly statements, On-hold message

# 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. The 2022 notice will go out in June/July time frame. Mailings and Bill Stuffers that
Informed Existing and New
Customers of the Availability of
Lifeline/Tribal Link-Up

### LIFELINE ASSISTANCE LOW COST INTERNET AND PHONE

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



Lifeline discounts apply to a bundle with internet.

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

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

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

goldenwest.com/lifeline

#### 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

#### **Battery Backup**

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



Lifeline information sent to all new . Customers.



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

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

Lifeline eligibility depends on income and participation in other federal assistance programs. The benefit may also be available on phone service with a smaller decount. 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 receiving a phone discount may also block long distance calls on their phone line at no charge. Golden West is an equal oppertunity provider and employer.

### Save \$9.25

For more information and to apply, visit goldenwest.com/lifeline.

Call 1-855-888-7777 with additional questions.



### Give Your Loved Ones the World.

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

Tribal Lifeline, a federal program available to Golden West members, providers \$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. The benefit may also be available on phone service with a smaller discount. Only one Utelline benefit (internet or prone, but not both) per household. CIF – Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply. Lifeline subscribers receiving a phone discount 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

For more information and to apply, visit goldenwest.com/triballifeline.
Call 1-855-888-7777 with additional questions.





## 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 \$28.60 off phone\* service each month for those on tribal lands who qualify.

\*The Federal Communications Commission has extended the \$5.25 Lifeline discount on phone service through Nov. 30, 2022. 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/lifetine





## 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.

\*The Federal Communications Commission has extended the \$5.25 Lifeline discount on phone service through Nov. 30, 2022. 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



# Lifeline and Tribal Link-up Advertisement in Company Directory

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

### Lifeline Assistance

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

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** is a federal program available from Golden West. Lifeline will provide \$9.25 per month towards qualifying Internet or \$5.25 towards phone service for eligible customers.

**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 \$17,388 for a single person household to \$35,775 for a family of four.

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

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.

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

Golden West
We're everywhere people connect.



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 subscribers who qualify with a monthly discount up to \$34.25 on internet or up to \$30.25 on phone service. Subscribers qualify for Lifeline based upon eligibility in other assistance programs or by income.

#### 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 \$5.25 off phone service. Subscribers qualify for Lifeline based upon eligibility in other assistance programs or by income.

#### Program Based Eligibility:

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

TRIBAL LINK-UP assistance provides reduced connection charges for telecommunications service for subscribers who reside on tribal lands and are eligible for Lifeline. The discount is 100% of the applicable charges up to \$100. Subscribers can request Link Up once for each change of primary residential address.

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

1-855-888-7777

goldenwest.com/lifeline

Only one Lifeline benefit per household is permitted. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible. Golden West is an equal opportunity provider and employer.



# Lifeline and Tribal Link-up Information on Company Website



**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.

Affordable Connectivity Program Consent Form

#### Lifeline Assistance

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

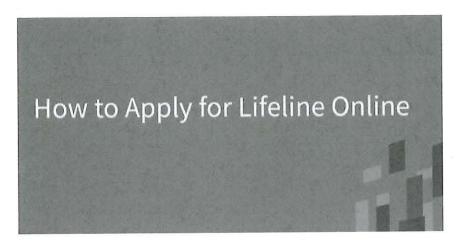
LIFELINE provides qualifying customers with a monthly credit of \$9.25 off the basic service portion of their internet bill OR \$5.25 off the basic service portion of their telephone bill.

TRIBAL LIFELINE assistance for residents of tribal lands provides eligible subscribers with a up to \$34.25 monthly discount for internet service or \$28.60 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.

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

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.

# Company Information Posted on USAC Website

USAC "Companies In 57790

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

ompany Name	Phone	Type of Service	City	State	ZipCode	County	Website
man-I-T	888-268-3921	ACP Mobile Internet	Wall	SD	57790	Pennington	https://human-i-Lorg/request-internet
icket Wireless	844-246-8364	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.cricketwireless.com/emergency-broadband-benefit
ewPhone Wireless, LLC	855-204-3667	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.newphone.com/
/NV, Inc.	888-777-0446	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.ultramobile.com/
erizon Wireless	800-922-0204	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.verizon.com
electel Wireless	877-218-5744	ACP Mobile Internet	Wall	SD	57790	Pennington	https://selectelwireless.com
olden West Telecommunications	855-888-7777	Fixed Lifeline Service	Quinn	SD	57790		
						Pennington	http://www.goldenwest.com
initi Mobile	214-323-8000	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.infinitimobile.com
ONSOLIDATED TELCOM	701-483-4000	ACP Home Internet	Wall	SD	57790	Pennington	https://www.consolidatednd.com
olden West Telecommunications	855-888-7777	Fixed Lifeline Service	Wall	SD	57790	Pennington	http://www.goldenwest.com
axsip Telecom Corporation	866-629-7471	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.maxsiptel.com
dcontinent Communications dba Midco	800-888-1300	Fixed Lifeline Service	Quinn	SD	57790	Pennington	https://www.midco.com/lifeline/
delity Cablevision, LLC	800-392-8070	ACP Home Internet	Wall	SD	57790	Pennington	https://www.fidelitycommunications.com
no Health LLC	855-533-7266	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.sanohealth.com
s for People	651-354-2552	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.pcsforpeople.org
&T Mobility LLC	866-986-0963	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.att.com/ebb
/NV, Inc.	888-777-0446	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.ultramobile.com/
ortheast Nebraska Telephone Company	402-632-4321	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.nntc.net
anding Rock Telecommunications, Inc	701-854-7098	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://standingrocktelecom.com
rizon Wireless	800-922-0204	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.verizon.com
rth American Local, LLC	888-247-3903	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.northamericanlocal.com
delity Cablevision, LLC	800-392-8070	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.fidelitycommunications.com
electel Wireless	877-218-5744	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://selectelwireless.com
rizon Wireless	800-922-0204	ACP Home Internet	Wall	SD	57790	Pennington	https://www.verizon.com
est River Cooperative Telephone Company	605-244-5213	ACP Home Internet	Wall	SD	57790	Pennington	https://sdplains.com
ntex Wireless, LLC	800-931-0141	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.cintexwireless.com
raight Talk, Total Wireless, Simple Mobile,	833-333-9227	ACP Mobile Internet	Wall	SD	57790	Pennington	https://MyACPBenefit.com
almart Family Mobile, TracFone, Net10, Page us & Go Smart							
ghes Network Systems, LLC	844-737-2700	ACP Home Internet	Wall	SD	57790	Pennington	https://www.hughesnet.com
&T Mobility LLC	866-986-0963	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.att.com/ebb
raight Talk, Total Wireless, Simple Mobile, almart Family Mobile, TracFone, Net10, Page us & Go Smart	833-333-9227	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://MyACPBenefit.com
ARTHLINK, LLC	888-327-8454	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.earthlink.neVinterneV#/
ngo	866-405-4646	ACP Home Internet	Wall	SD	57790	Pennington	https://www.lingo.com
igo	866-405-4646	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.lingo.com
DNSOLIDATED TELCOM	701-483-4000	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.consolidatednd.com
	605-244-5213	ACP Home Internet	Quinn	SD	57790	Pennington	https://sdplains.com
est River Cooperative Telephone Company							
orth American Local, LLC	888-247-3903	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.northamericanlocal.com
ntex Wireless, LLC	800-931-0141	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.cintexwireless.com
rch Wireless	877-998-6674	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.torchwireless.com
rizon Wireless	800-922-0204	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.verizon.com
ar Mobile, Inc	800-416-3003	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://www.good2gomobile.com
rtheast Nebraska Telephone Company	402-632-4321	ACP Home Internet	Wall	SD	57790	Pennington	https://www.nntc.net
rch Wireless	877-998-6674	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.torchwireless.com
cess Telecom, Inc.	800-615-0898	ACP Mobile Internet	Wall	SD	57790	Pennington	https://excesstelecom.com
fetyNet Wireless	888-224-3213	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.safetynetwireless.com
comerang Wireless, LLC	866-488-8719	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.entouchwireless.com/
						-	
wPhone Wireless, LLC	855-204-3667	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.newphone.com/
Iden West Telecommunications Cooperative,		ACP Home Internet	Quinn	SD	57790	Pennington	https://www.goldenwest.com
inding Rock Telecommunications, Inc	701-854-7098	ACP Mobile Internet	Wall	SD	57790	Pennington	https://standingrocktelecom.com
man-I-T	888-268-3921	ACP Mobile Internet	Quinn	SD	57790	Pennington	https://human-i-t.org/request-internet
no Health LLC	855-533-7266	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.sanohealth.com
icket Wireless	844-246-8364	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.cricketwireless.com/emergency-broadband-benefit
dcontinent Communications dba Midco	800-888-1300	Fixed Lifeline Service	Wall	SD	57790	Pennington	https://www.midco.com/lifeline/
nturyLink or Quantum Fiber	866-642-0444	ACP Home Internet	Quinn	SD	57790	Pennington	https://www.centurylink.com
niti Mobile	214-323-8000	ACP Mobile Internet	Wall	SD	57790	Pennington	https://www.infinitimobile.com
	844-737-2700	ACP Home Internet	Quinn	SD	57790	Pennington	hllps://www.hughesnet.com
	888-327-8454	ACP Home Internet	Wall	SD	57790	Pennington	https://www.earthlink.net/internet/#/
RTHLINK, LLC		ACP Mobile Internet	Quinn	SD	57790	Pennington	hllps://excesstelecom.com
RTHLINK, LLC	800-615-0898	The man man man			57790	Pennington	https://www.maxsiptel.com
ARTHLINK, LLC	800-615-0898 866-629-7471	ACP Home Internet	Wall	SD	37730		
ughes Network Systems, LLC ARTHLINK, LLC ARCHES Telecom, Inc. axsip Telecom Corporation ar Mobile, Inc			Wall	SD	57790	Pennington	https://www.good2gomobile.com
ARTHLINK, LLC tcess Telecom, Inc. axsip Telecom Corporation ar Mobile, Inc	866-629-7471	ACP Home Internet					
ARTHLINK, LLC cess Telecom, Inc. axsip Telecom Corporation ar Mobile, Inc cs for People	866-629-7471 800-416-3003	ACP Home Internet	Wall	SD	57790	Pennington	https://www.good2gomobile.com
ARTHLINK, LLC  ccess Telecom, Inc.  axsip Telecom Corporation  ar Mobile, Inc  Cs for People  T Domestic Telecom, Inc.	866-629-7471 800-416-3003 651-354-2552 800-689-0617	ACP Home Internet ACP Mobile Internet ACP Mobile Internet	Wall Wall	SD SD	57790 57790	Pennington Pennington	https://www.good2gomobile.com https://www.pcsforpeople.org
ARTHLINK, LLC  ccess Telecom, Inc. axsip Telecom Corporation ar Mobile, Inc Cs for People	866-629-7471 800-416-3003 651-354-2552	ACP Home Internet ACP Mobile Internet ACP Mobile Internet ACP Mobile Internet	Wall Wall Quinn	SD SD SD	57790 57790 57790	Pennington Pennington Pennington	https://www.good2gomobile.com https://www.pcsforpeople.org https://bosswireless.com/en-us/

# Other Lifeline and Tribal Link-up Advertising and Outreach



### Lifeline Keeping You Connected

Lifeline, a federal program available to Golden West members, provides a monthly discount towards broadband internet to those who qualify.

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



## Message on all monthly statements.

### FEDERAL PROGRAM AVAILABLE TO QUALIFYING HOUSEHOLDS:

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

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

For more information visit goldenwest.com/lifeline.

### On-Hold Message – January 2022

Do you receive Lifeline benefits? Qualifying customers can receive a monthly discount on Golden West internet service with Lifeline. Ask a representative about this income-based Federal benefit program.