

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2023**

Company: Golden West Telecommunications
Cooperative, Inc.

Address: 415 Crown Street
PO Box 411
Wall, SD 57790-0411

Telephone number: 605-279-2161

Company contact: Greg Oleson

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

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):

*Required

Media of General Distribution

Run in newspapers throughout service area in June '22. Will run again in 2023.

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.

Ad placed in newspapers in Tribal Areas
in May 2023.

**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.

*The Tribal Lifeline discount on phone service is currently set to reduce to \$25.00 on November 30, 2023. 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
lifelinesupport.org



Ad placed in newspapers in non-Tribal
Areas in May 2023.

**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.

*The discount on phone service is currently set to expire on **November 30, 2023**. 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
lifelinesupport.org



Ad run in Tribal areas - September 2022

Give your loved ones the world.

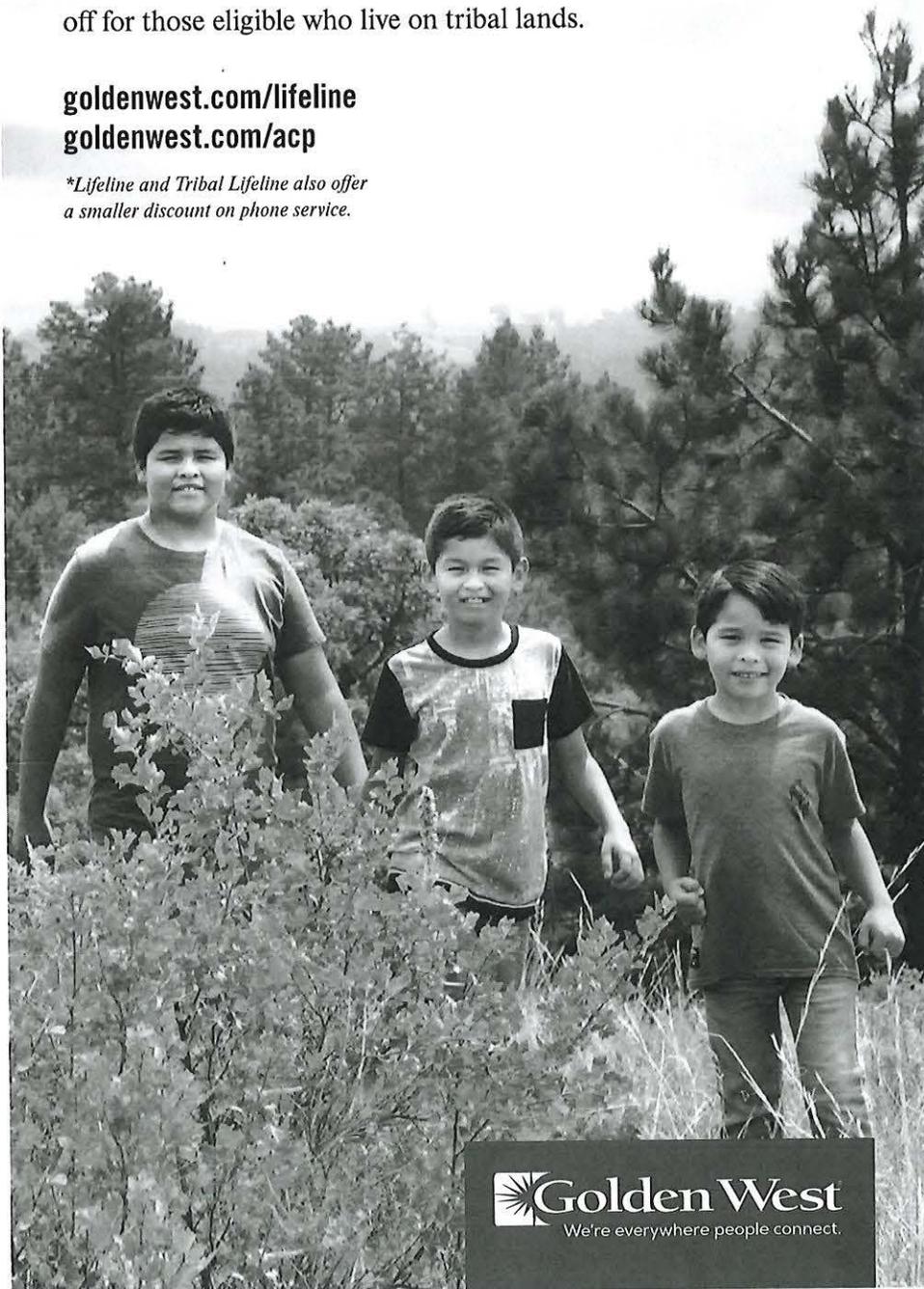
Get fast internet free or at a reduced price.

Staying connected is more important than ever these days. The Lifeline federal program provides \$9.25 off broadband internet each month for qualifying individuals; Tribal Lifeline offers \$34.25 off internet service each month for those living on tribal lands.*

The Affordable Connectivity Program (ACP) is another federal broadband program. It provides up to \$30.00 off internet service each month for qualifying households or up to \$75.00 off for those eligible who live on tribal lands.

**goldenwest.com/lifeline
goldenwest.com/acp**

**Lifeline and Tribal Lifeline also offer a smaller discount on phone service.*



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

Letter to Existing and New Customers

Included in new customer packets.

Lifeline & ACP Assistance Low Cost Internet & Phone

Discount options are available for families who qualify.

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

Tribal Lifeline and Link-Up, is a federal program available to Golden West members. It 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.

The **Affordable Connectivity Program (ACP)** is an FCC benefit program that helps ensure households can afford the broadband they need for work, school, healthcare, and more. The benefit provides a discount of up to **\$30.00 per month** toward internet service for eligible households and up to **\$75.00 per month** for households on qualifying tribal lands.

*The Federal Communications Commission has extended the \$5.25 Lifeline discount on phone service through Nov. 30, 2023.

goldenwest.com/lifeline • goldenwest.com/acp

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



Virus Removal, Internet & PC troubleshooting

Computer support from the comfort of your home.

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



Virus, Adware, and Malware Removal

PC Optimization

Operating System Repair

Advanced Router Setup

Device and Software Install



A one-time charge will apply. Charge must be paid up front via credit or debit card and cannot be applied to your Golden West bill. Price varies by service(s) required. Device must be operational to receive service.

1-866-264-7397 | goldenwest.com/goldenshield

Computer Protection

You have enough things to keep track of every day.

Your computer's health doesn't have to be one of them.



Having up-to-date antivirus software is vital to the health and performance of your computer. **VIPRE Advanced Security**, Golden West's easy-to-install security software, is built with the right combination of online and antivirus protection and comes with free 24 x 7 tech support. Work and play online with peace of mind.

When you bundle other services with Golden West internet, VIPRE Advanced Security is FREE and can be installed on up to three computers. Customers who don't bundle can add VIPRE for \$4.25 per month.

goldenwest.com/vipre

Battery Backup

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

Privacy & Nondiscrimination

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

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 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.



Company Website

Lifeline



[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.

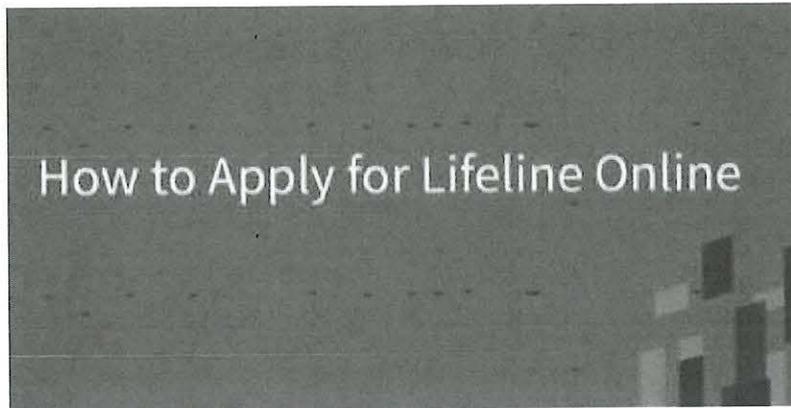
What do the programs provide?

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.

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. CIP - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply. Lifeline subscribers may also block long distance calls on their phone line.

USAC Website



Companies Near Me

This tool can help you find companies in your area that offer Lifeline and the Affordable Connectivity Program (ACP) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

ACP service providers may have their own application process, so consumers should contact their preferred service provider for more information. Consumers may also be eligible for a one-time discount on a laptop, desktop computer, or tablet through ACP. Ask your service provider if they offer devices or use this tool to see a list of providers who offer discounted devices.

Find a Company

Enter Your Zip Code

OR

Example: 12345

Enter Your City and State

Select A Program:

- ACP
- Lifeline

[Clear Results](#)

Companies near 57790

The order of these companies are random and may be different the next time you search.

An asterisk (*) after the company name means that this service provider offers both ACP and Lifeline.

Types of Service:

Home Service: Lifeline home phone or Internet service

Mobile Service: Lifeline mobile phone or Internet service

Showing 2 of 2 companies

Download List: 

Company Name	Phone	Type of Service
Golden West Telecommunications*	855-888-7777	Home Service
Midcontinent Communications*	1-800-888-1300	Home Service

If you want to see more companies, see the list of companies in SD

More About the Data

- Search results are based on program enrollment and information provided by the companies.
- Information on the availability of devices and plans free with the ACP benefit are self-reported by providers and subject to change.
- The search results may include a company listed in your area that may not provide service to your address.
- Also, the search results might not show every company that is near you. A company may still offer Lifeline and/or ACP service even if it is not on the list. Please contact the company to confirm if they offer Lifeline or the ACP service for your address.

Tell Us What You Think

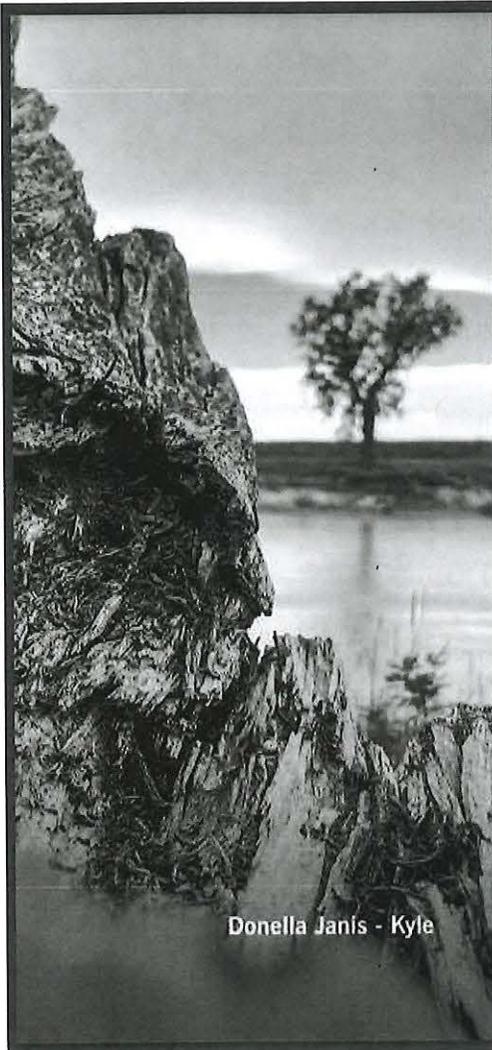
We will continue to update this tool, so please check back often. If you have any comments or see something wrong - or if you are a company that needs to add or update your Lifeline or ACP information, email us at LifelineProgram@usac.org or ACProgram@usac.org.

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[Website Feedback](#) | [Privacy Policies](#)

Other

Ad in small Golden West calendars.



Donella Janis - Kyle

Keeping You Connected

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

The **Affordable Connectivity Program (ACP)** is an FCC benefit program that helps ensure households can afford broadband. It provides eligible applicants a discount toward internet service.

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



Transcript for the Lifeline Messaging 2022-23

This was ran in August-November 2022:

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. Ask a representative for details.

This was ran in December 2022 and January 2023:

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 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. Ask a representative for details.

This ran in February-April 2023:

For those who qualify, Golden West members have access to two federal programs: Lifeline and the Affordable Connectivity Program. Discounted broadband internet and phone service are available through Lifeline. Discounted broadband internet is included in the Affordable Connectivity Program. Both programs have additional benefits in tribal areas. Ask a representative for more details or visit [goldenwest dot com slash acp](http://goldenwest.com/acp) or [goldenwest dot com slash lifeline](http://goldenwest.com/lifeline).

April 2023 Bill Stuffer -
Tribal Areas



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. The benefit is also available on phone service, but the discount is less. 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

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



Internet for All

Get up to \$75 off high-speed internet.

Golden West is keeping people connected by participating in the FCC's Affordable Connectivity Program (ACP). Eligible households on qualifying tribal lands can save up to \$75 per month on internet access.

The ACP makes it easier for eligible households to connect for work, school, and health care. With monthly internet packages starting at \$59.95, ACP-approved customers can get FREE or heavily reduced home internet service!*

*Certain taxes and fees are not covered.



Scan the code to sign up for ACP today.
For more information, call 1-877-384-2575
or visit affordableconnectivity.gov

Two steps to enroll

1. Go to affordableconnectivity.gov to submit an application or print out a mail-in application;

then

2. Contact Golden West or another preferred participating provider to select an eligible plan and have the discount applied to your bill.

Maximize your discount

Apply and qualify for Lifeline first, and automatically be eligible for the ACP subsidy, as well. See reverse.

Get the discount faster

Apply for ACP and/or Lifeline online for the quickest path to determining eligibility.

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



April 2023 Bill Staffer - Non-Tribal Areas



Get Full-Speed Internet at a Reduced Price.

Lifeline, a federal program available to Golden West members, provides \$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 is also available on phone service, but the discount is less. 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

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



Internet for All

Get up to \$30 off high-speed internet.

Golden West is keeping people connected by participating in the FCC's **Affordable Connectivity Program (ACP)**. ACP provides up to \$30 per month toward internet service.

The ACP makes it easier for eligible households to connect for work, school, and health care. With monthly Internet packages starting at \$59.95, ACP-approved customers can get heavily reduced home internet service!*

*Certain taxes and fees are not covered.



Scan the code to sign up for ACP today.
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goldenwest.com/acp

