

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2024**

Company: Golden West Telecommunications Cooperative, Inc.

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

Telephone number: 605-279-2161

Company contact: Greg Oleson

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

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. www.goldenwest.com
- Company's information posted on USAC website.
- Other (describe): Direct Mailers, Bill Stuffers

*Required

Media of General Distribution

Run in newspapers - August 2013

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, option 3, 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

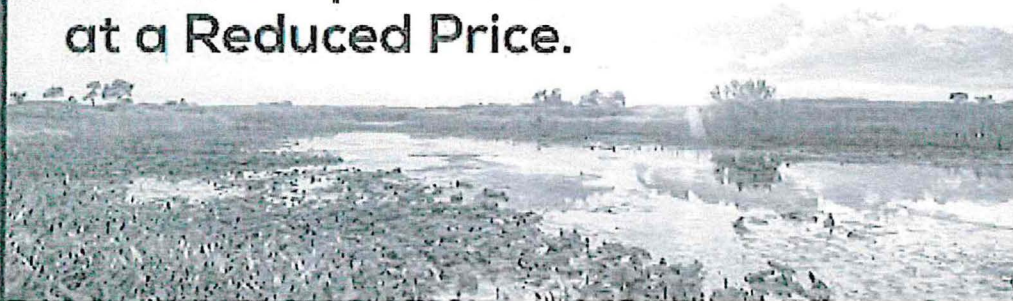
1-855-888-7777 • goldenwest.com



Golden West is an equal opportunity provider and employer.

Newspaper ad run in non-Tribal areas - May 2024

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^a service** each month for those who qualify.

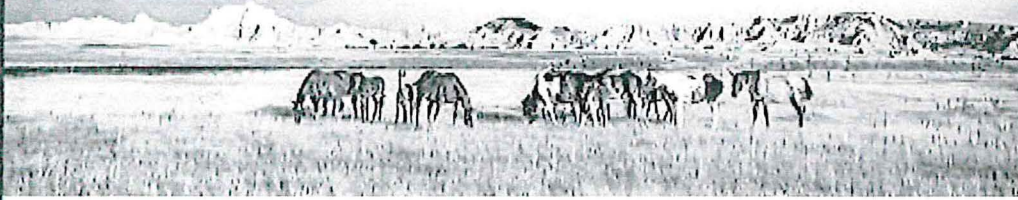
Lifeline eligibility depends on income and participation in other federal assistance programs. This benefit is also available on phone service, but the discount is less. Only one Lifeline benefit (internet or phone, but not both) per household. CIF - Hearing Impaired Service, Long Distance, 911 fees, 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.

For more and to apply,
visit lifelinesupport.org

**Golden West**
Connecting you to what matters most

Newspaper ad run in Tribal areas - May 2024

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.

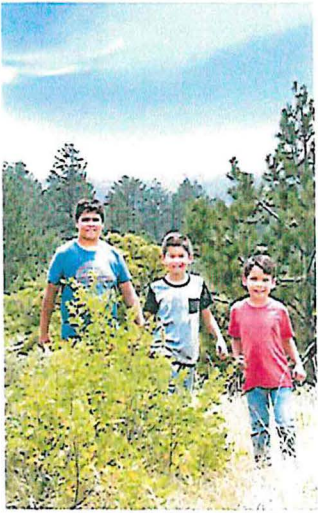
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For more and to apply,
visit lifelinesupport.org

 **Golden West**
Connecting you to what matters most.

Letter to Existing and New Customers

Information in booklet sent to new customers.



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, 2024.

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 anti-virus 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

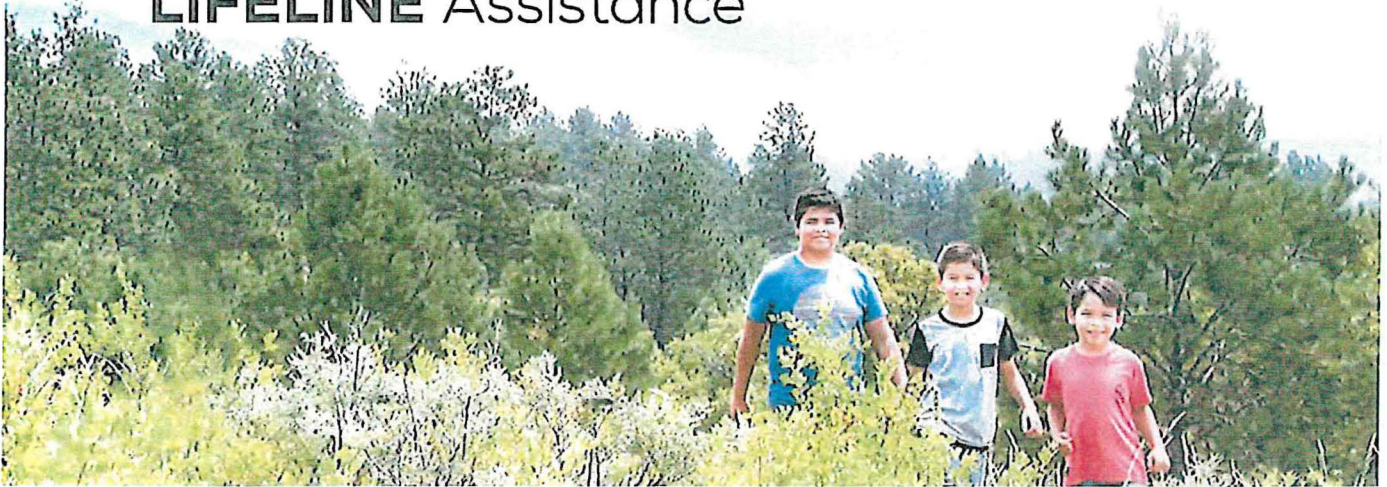
For information on our Home Phone Battery Backup for customers with fiber connections, visit goldenwest.com/batterybackup.

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:

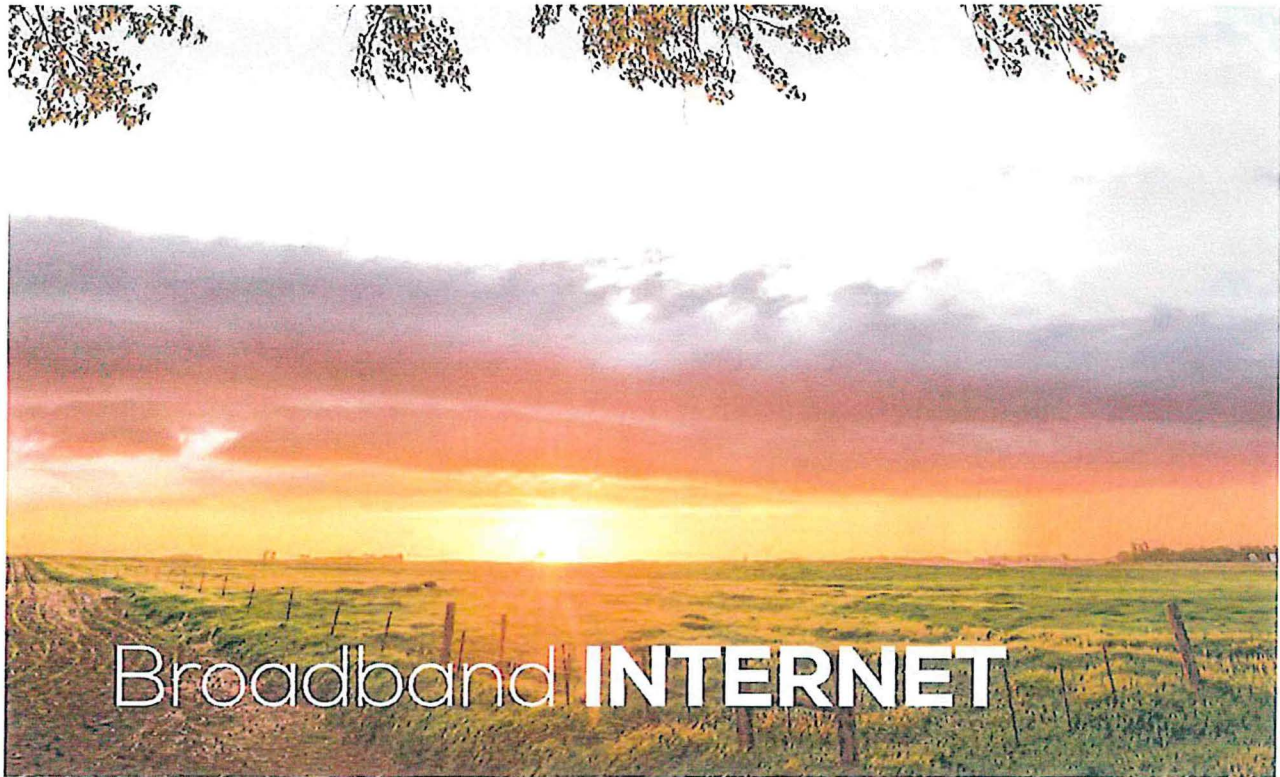
- SNAP • SSI • Medicaid
- FPHA or Section 8
- Veterans Pension/Survivors Benefit

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.



Broadband INTERNET

2024 Regional Directory Ad.

1 Speeds
up to
Gig*

Additional Options:

- My Wi-Fi Free Mobile App
- Ultimate Wi-Fi Security & Control
- Computer Protection
- Malware Removal
- Internet / PC Troubleshooting
- Website Development Tools

Lifeline & ACP

Golden West offers discounted services for qualifying customers through the federal Lifeline and ACP programs.

goldenwest.com/lifeline

goldenwest.com/acp

1-855-888-7777

goldenwest.com

*Internet speeds vary based on network infrastructure and service availability. Higher internet speeds not available in all areas.

415 Crown St, Wall, SD 57790
1510 National Ave, Hot Springs, SD 57747
Billy Mills Hall, Junction Hwy 18 & 407
Pine Ridge, SD 57770



Company Website

<https://www.goldenwest.com/residential/internet/lifeline>



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:



- 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.

**The Federal Communications Commission has extended the \$5.25 Lifeline discount on phone service through Dec. 1, 2024.*

USAC Website

Find a Company

Enter Your Zip Code

OR

Enter Your City and State

Examples: 12345

Select a Program:

Affordable Connectivity Program (ACP)

Lifeline

Type of Service (Optional)

Home Service

Mobile Service


Search

[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 company offers both ACP and Lifeline.

Showing 2 of 2 companies

Download List: 

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

If you want to see more companies, [see the list of companies in SD.](#)

Other

Bill Stuffer sent to non-Tribal customers - Oct 2023



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. CIP - Hearing Impaired Service, Long Distance, 911 fees and other applicable charges still apply. Lifeline subscribers may also block long distance calls on their phone line at no charge. Golden West is an equal opportunity provider and employer.

Save \$9.25

For more information and to apply, visit
goldenwest.com/lifeline
Call 1-855-888-7777, option 3



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.
For more information, call 1-877-384-2575
or visit getInternet.gov.

Two steps to enroll

1. Go to getinternet.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



Bill staffer sent to Tribal customers - Oct 2023



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, option 3



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 getinternet.gov.

Two steps to enroll

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

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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



Bill staffer sent to non-Tribal customers - May 2024



Get full-speed internet at a discounted rate.

Lifeline is a federal program available to Golden West members. Those who qualify can get up to \$9.25 off broadband internet each month.

Lifeline eligibility depends on income and participation in other federal assistance programs. This 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.

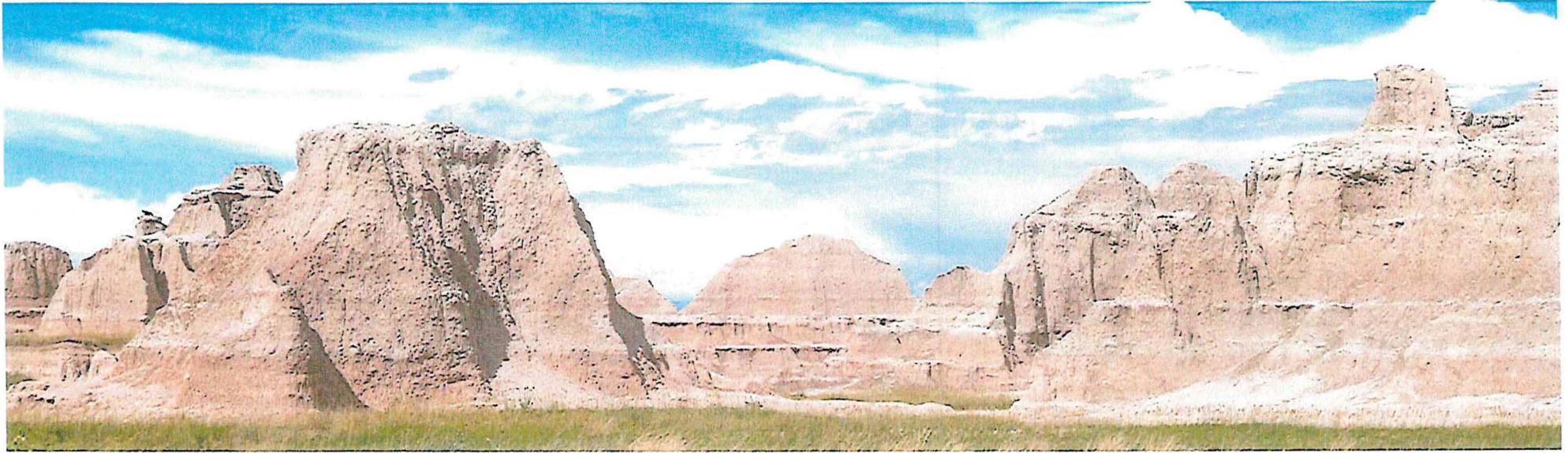
Save \$9.25

For more information and to apply, visit
lifelinesupport.org

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



Bill stuffer sent to Tribal customers - May 2024



Get full-speed internet at a discounted rate.

Tribal Lifeline is a federal program available to Golden West members. Those on tribal lands who qualify can get up to \$34.25 off broadband internet each month.

Lifeline eligibility depends on income and participation in other federal or tribal assistance programs. This 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
lifelinesupport.org

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

 **Golden West**
Connecting you to what matters most.

Direct mailer to Tribal customers - August 2023



Come together.

Maybe it's an old-fashioned idea, especially for a modern communications company. But we believe that bringing people together — no matter the distance, no matter the obstacle — is everything.

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

Need help with internet or phone service costs?

Discount options are available for families 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 provides a discount of up to **\$75.00 per month** toward internet service for households on qualifying tribal lands.

goldenwest.com/lifeline • goldenwest.com/acp

Pine Ridge Office - Jet Hwy 18 and, SD-407
9:30 - 11:30 a.m., 12:30 - 3:30 p.m. Tue, Wed & Fri

Mission Office - 804 East 2nd Street
10 - 11:30 a.m., 12:30 - 3 p.m. Mon & Thu

1-855-888-7777, option 3 | goldenwest.com

 **Golden West**
We're everywhere people connect.
PO Box 411, Wall, SD 57790

PRESORTED
STANDARD
US POSTAGE
PAID
RAPID CITY, SD
PERMIT NO. 618

Direct Mailer to Tribal customers - December 2023



Warm thoughts and best wishes for a wonderful holiday season and a very happy New Year from the team at your member-owned cooperative, Golden West.

 **Golden West**
Connecting you to what matters most.

Need help with internet or phone service costs?

Discount options are available.

- **The Affordable Connectivity Program (ACP)** - is an FCC benefit program that provides a discount of up to **\$75.00 per month** toward internet service for households on qualifying tribal lands.
- **Tribal Lifeline and Link-Up** - is a federal program available to Golden West co-op 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.

goldenwest.com/lifeline • goldenwest.com/acp

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Mission Office - 804 East 2nd Street
10 - 11:30 a.m., 12:30 - 3 p.m. Mon & Thu

1-855-888-7777, option 3 | goldenwest.com

 **Golden West**
We're everywhere people connect.
PO Box 411, Wall, SD 57790

PRESORTED
FIRST-CLASS
US POSTAGE
PAID
RAPID CITY, SD
PERMIT NO. 618

Direct mailer to Tribal customers - January 2024



Maybe it's an outdated idea, especially to a modern communications company. But bringing people together, no matter the distance, no matter the obstacle, is everything.



Need help with internet or phone service costs?

Discount options are available.

- **Tribal Lifeline and Link-Up** - is a federal program available to Golden West co-op 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. goldenwest.com/lifeline

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Mission Office - 804 East 2nd Street
10 - 11:30 a.m., 12:30 - 3 p.m. Mon & Thu

1-855-888-7777, option 3 | goldenwest.com



Direct mailer to Tribal customers - March 2024



Come together

Maybe it's an old-fashioned idea, especially for a high-tech communications company. But we believe that bringing people together — no matter the distance, no matter the obstacle — is everything.



Need help with internet or phone service costs?

The Tribal Lifeline program offers a discount for those who qualify.

- **Tribal Lifeline and Link-Up** is a federal program available to Golden West members. It provides up to **\$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.

goldenwest.com/lifeline

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Mission Office - 804 East 2nd Street
10 - 11:30 a.m., 12:30 - 3 p.m. Mon & Thu

1-855-888-7777, option 3 | goldenwest.com



PO Box 411, Wall, SD 57790

PRESORTED
FIRST-CLASS
US POSTAGE
PAID
RAPID CITY, SD
PERMIT NO. 652

Direct mailer to Tribal customers - May 2024



Need help with internet or phone service costs?

Tribal Lifeline is available.

Tribal Lifeline and Link-Up - is a federal program available to Golden West co-op 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.

goldenwest.com/lifeline

Pine Ridge Office - Jct Hwy 18 and, SD-407
9:30 - 11:30 a.m., 12:30 - 3:30 p.m. Tue, Wed & Fri

Mission Office - 804 East 2nd Street
10 - 11:30 a.m., 12:30 - 3 p.m. Mon & Thu

1-855-888-7777, option 3 | goldenwest.com



PRESORTED
STANDARD
US POSTAGE
PAID
RAPID CITY, SD
PERMIT NO. 852