

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2025**

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): Bill Stuffers, Bill Banner

*Required

Public Notice - Published in newspapers across
Golden West's service area in Dec 2024.

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 24/7.

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.

December 2024 Newspaper Ad - Non-Tribal Areas

**Get full-speed internet
at a reduced price.**



Save \$9.25

Lifeline, a federal program available to qualifying Golden West members, provides a monthly discount of \$9.25 on broadband internet.

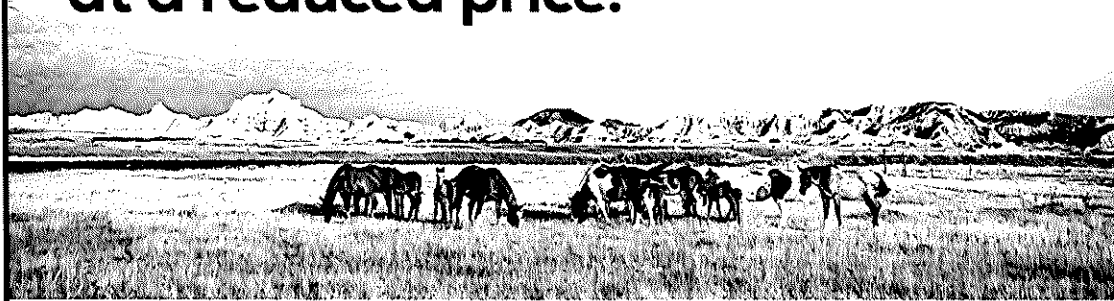
Internet service from Golden West comes with unlimited data and no contracts. Lifeline eligibility depends on income or participation in other federal assistance programs. The benefit is also available on phone service, but the discount is less. Only one Lifeline benefit (internet or phone) per household. CIE—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



December 2024 Newspaper Ad - Tribal Areas

**Get full-speed internet
at a reduced price.**



Save \$34.25

Tribal Lifeline, a federal program available to qualifying Golden West members, provides a monthly discount of \$34.25 on broadband internet for residents of tribal lands.

Internet service from Golden West comes with unlimited data and no contracts. Lifeline eligibility depends on income or 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) 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

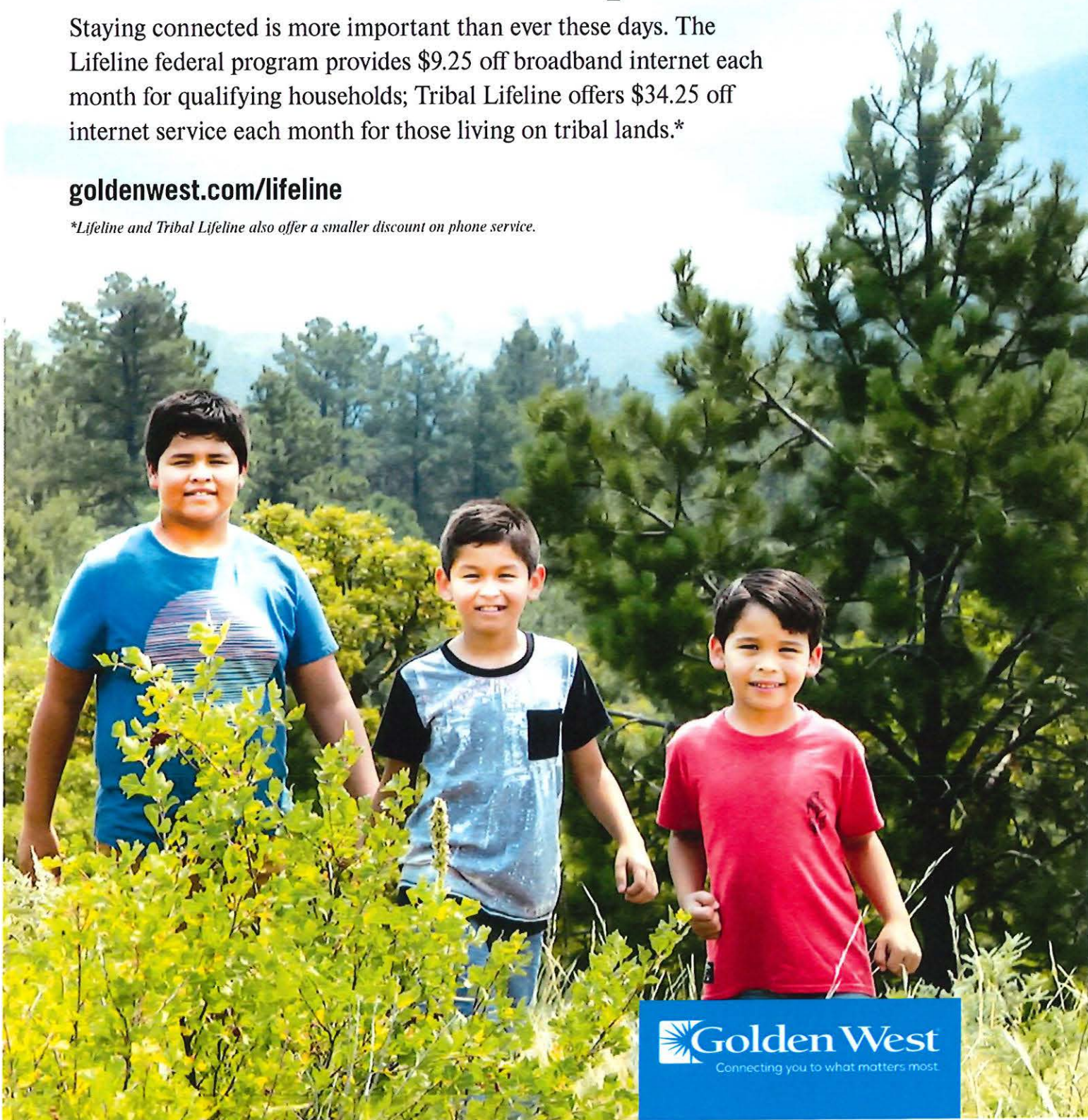


Get fast internet at a reduced price.

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

goldenwest.com/lifeline

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



Ad in booklet sent to new customers.

Lifeline offers lower cost internet & phone

Discount options are available for households who qualify.

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

*The Federal Communications Commission has extended the \$5.25 Lifeline discount on phone service through Nov. 30, 2025.

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



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 24/7 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.



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

Golden West offers discounted services for qualifying customers through the federal Lifeline program.

goldenwest.com/lifeline

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



LIFELINE Assistance

Access to internet service is vital in today's world.

Lifeline provides important discounts to families who qualify.

Tribal Lifeline and **Link-Up** will provide qualifying residents of tribal lands with up to \$34.25 monthly discounts 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

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 \$20,331 for a single person household to \$42,120 for a family of four.

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

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

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 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, option 3 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.

USAC website

cnm.universalservice.org



Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#), which can reduce the cost of your phone or internet service by providing a monthly discount.

If you previously received the Affordable Connectivity Program (ACP) benefit, you should check to see if you qualify for [Lifeline](#). Due to a lack of additional funding from Congress, the ACP stopped accepting new applications as of February 7, 2024. The last fully funded month of the ACP was April 2024, and the program has ended for now.

Find a Company

Enter Your Zip Code

57790

Example: 12345

OR

Enter Your City and State

Select a Program:

☒ 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.

Showing 2 of 2 companies

Download List:

Company Name	Phone	Type of Service
Midco	800-888-1302	Home Service
Golden West Telecommunications	855-888-7777	Home Service

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

October 2024 Non-Tribal Bill Stuffer



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.

Internet service from Golden West comes with unlimited data and no contracts.

Lifeline eligibility depends on income or 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) 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, option 3



October 2024 Tribal Bill Stuffer



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.

Internet service from Golden West comes with unlimited data and no contracts.

Lifeline eligibility depends on income or 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) 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



April 2025 Non-Tribal Bill Stuffer



Get full-speed internet at a reduced price.

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

Internet service from Golden West comes with unlimited data and no contracts.

Lifeline eligibility depends on income or 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) 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, option 3



April 2025 Tribal Bill Stuffer



Get full-speed internet at a reduced price.

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

Internet service from Golden West comes with unlimited data and no contracts.

Lifeline eligibility depends on income or 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) 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



Banner on April 2025 Bills



**Get help with
internet costs.***

goldenwest.com/lifeline

See more information inside.