



Check here for change of address, credit card payments, or other automatic payment options (see back for details).

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Statement Date	January 10, 2024
Account Number	00000000-0
Invoice Number	00000000
Past Due Balance	\$ 0.00
New Charges (due by 02/01/24)	\$ 211.48
Total Amount Due	\$ 211.48

Payment Amount: \$
PLEASE MAKE CHECKS PAYABLE TO: Golden West Telecommunications



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JOHN AND JANE DOE
100 MAIN ST
HOMETOWN, SD 57777

|||||
GOLDEN WEST TELECOMMUNICATIONS
415 CROWN STREET
PO BOX 411
WALL, SD 57790-0411

00-00000000-00000000000000000000

To ensure proper credit, please detach and return above portion with your payment



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Important Contact Information

1-855-888-7777

Technical Support - Press 1

Make a Payment - Press 2

Customer Service - Press 3

Before You Dig Call South Dakota One Call
Dial 811 or 1-800-781-7474
www.sdonecall.com

4

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Total Amount Due	\$ 211.48

Summary of Charges

Previous Bill	\$ 211.46
Payments Received	\$ 211.46-
Payments received after January 03 are not included.	
Past Due Balance	\$ 0.00

Total New Charges \$ 211.48

Current charges are due upon receipt. Payments must arrive at the main business office or district offices by the due date to avoid a late charge. Charges become past due and subject to a 1.5% late charge after February 01.

Total Amount Due \$ 211.48

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Sign Up for **AutoPay** and/ or **Web-Only eStatements** & Get a One-Time **\$15** Bill Credit / Each

Visit us Online!

Sign up for **eStatement** to view your invoice or make a payment online: goldenwest.com

Golden West Telecommunications
Statement Date: Jan 10, 2024

Account: JOHN DOE

Account Number:
00000000-0 Page 1 of 3

How to Read Your Monthly Statement

We believe in keeping things simple – especially when it comes to your bill. We hope you find this section-by-section explanation of your Golden West statement helpful.

Follow this sample to understand the information on your statement. If you have questions, give us a call and we'll walk you through it.

- 1 **Account Information**
Please have your account number when calling Golden West.
- 2 **Payment Stub**
To ensure proper payment by mail, please include it with your payment.
- 3 **Contact Information**
Refer to these phone numbers when you need assistance or information from Golden West.
- 4 **Summary of Charges and Payments**
This is a quick, at-a-glance summary of your new charges. It also reflects the previous balance, payments received, and the total new charges due.
- 5 **Promotional / Information**
Watch this area for special offers and valuable information about Golden West services.

The number of pages and details included in your statement from Golden West will vary depending on the number and type of services you subscribe to, whether you are a residential or business customer, and your monthly usage of services.

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Change of Address

Complete and send this information to Golden West with your monthly payment if you need to inform us of a change in your billing address.

7

Payment Options

Simplify your life by using a credit card, debit card, or checking account to pay your monthly bill online or by phone.

8

Frequently Asked Questions

We hope this section will answer your questions. Additional FAQ's can be found at goldenwest.com or as always, contact us for more information.

9

Balance Forward

Check the previous balance of your bill and see any payments that were made in the previous billing cycle.

10

Service Summary

See a breakdown of the monthly cost of your services at a glance.

6

Is your contact information complete and accurate?

Please check box on reverse side and complete this section if your address on this bill is incorrect. Your preferred phone number and email address will be added to your account for future communications. **Signature required.**

New Address: _____

City: _____ State: _____ Zip: _____

Preferred Phone Number: (____) _____

Preferred Email: _____

Signature Required: _____

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Free Electronic Payment Options

Automated Payment: *By far, the easiest way to pay!* Set up a payment plan to have your monthly Golden West payment debited from your bank account or charged to your credit/debit card. Sign up online or download an authorization form at goldenwest.com, or call 1-855-888-7777 to get started.

Register with eStatement and Pay Online:

Secure one-time payments can be made at goldenwest.com/estatement. Statements can be viewed any time!

Check by Phone: Provide your check information over the phone to process your one-time payment. Call 1-855-888-7777.

Credit or Debit Card Payment: Make a one-time payment with your card by calling 1-855-888-7777.

8 FREQUENTLY ASKED QUESTIONS

Why is my first bill higher than expected?

Your first bill covers more than one month of service. It includes partial charges from the day you connected to the end of the billing cycle, as well as charges for the next month of service. Golden West prorates charges for the first month you are connected, which means the monthly rate is divided into a daily rate and you are billed only for the days you receive service. Subsequent bills will cover regular service for the month ahead.

What are non-recurring charges and credits?

Non-recurring charges and credits occur if you add or cancel services during the month. Depending on the date when services were activated or deactivated, you will be charged or credited for the days remaining in the current month. Service order, premise visit or other charges may apply.

What are End User Charges?

End User Charges are fees authorized by the Federal Communications Commission (FCC) for providing access to, and maintenance of, the local telecommunications network.

What is the Federal Universal Service Charge?

The Federal Universal Service Fund (USF) helps provide affordable telecommunications services for low-income customers and customers in rural areas. It also provides discounts on Internet access for eligible schools, libraries and rural health care providers. The USF is collected from telecommunications carriers and administered by the Universal Service Administration Corporation (USAC). USAC is responsible for disbursing the funds according to eligibility criteria established by the FCC.

What is a 911 Surcharge?

This surcharge is mandated by local governments to help pay for emergency services. The money collected from this charge is forwarded directly to the appropriate entity.

What is the Access Recovery Charge (ARC)?

The Access Recovery Charge is a fee authorized by the FCC that provides for recovery of revenues lost due to FCC required reductions to access rates.

What is the CATV Franchise Tax?

For those customers who receive cable television service, the FCC allows the local franchising authority (city or county government) to collect up to five percent of all revenues earned by a cable operator in exchange for consent to use right-of-ways and easements for the cable system's construction and operation.

What is the FCC Administrative Fee?

Cable television providers must pay this fee (per subscriber) to the FCC. The FCC uses these fees to recover annual costs of enforcement, policy and rulemaking, user information, and international activities.

What can I do to reduce the number of calls I receive from telephone solicitors?

You can sign up for Golden West's Telemarketing Call Screening (\$1.50 per month where available) and also place your name on the National Do Not Call registry by calling 1-888-382-1222 or go online at donotcall.gov.

Golden West Telecommunications
Statement Date: Jan 10, 2024

1-855-888-7777
goldenwest.com

Account Number: 00000000-0
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Invoice Number: 00000000
Account: John Doe

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Balance Forward

Previous Bill: \$ 211.46
Payment made on Jan 2: \$ 211.46cr
Total payments through Jan 3: \$ 211.46cr

Balance Before Current Charges: \$ 0.00

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Service Summary

	Adj	Charges	Surcharges	Taxes	Fees	Subtotal
SmartPAK - CompletePAK						
- Residential Telephone Service for 605-000-0000		149.45	40.13			189.58
- Cable TV						
- High Speed Internet Service for johndoe@goldenwest.net						
Residential Telephone Service 605-000-0000		9.40	0.72		10.12	
High Speed Internet Service johndoe@goldenwest.net		6.00	0.37		6.37	
Cable TV		5.10	0.31		5.41	
		169.95	41.53			211.48
Subtotal Current Charges						\$ 211.48
Total Amount Due						\$ 211.48

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Primary Inter-Exchange Carriers (PIC)

Intrastate Carrier: Golden West Long Distance
Interstate Carrier: Golden West Long Distance
605-000-0000

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Charge Detail

SmartPAK - CompletePAK						
Bundled Services (Jan 10 - Feb 09)						149.45
100 Main St. Hometown, SD 57777						
Residential Telephone Service (605-000-0000)						
* Access Line - RES for 605-000-0000						
* Calling Features PAK for 605-000-0000						
* Call Waiting for 605-000-0000						
* Call Forwarding for 605-000-0000						
* Anonymous Call Rejection for 605-000-0000						
* Caller ID for 605-000-0000						
* Call Waiting ID/Requires CallerID & CWT for 605-000-0000						
Long Distance PAK for 605-000-0000						
* Gvt Bundle Pack 300 Minutes for 605-000-0000						
High Speed Internet Service (johndoe@goldenwest.net)						
Internet Features for johndoe@goldenwest.net						
VIPRE for johndoe@goldenwest.net						
Web Storage 500 MB for johndoe@goldenwest.net						
Email Account (Spam and Virus) - Qty 2 for johndoe@goldenwest.net						
Internet PAK for johndoe@goldenwest.net						
M250 Broadband - up to 250 Mbps for johndoe@goldenwest.net						
Cable TV						
Cable TV						
Select TV Package						
Limited TV Package						
Other Charges						
Local Broadcast Retransmission Fee						26.60
Taxes, Fees, and Surcharges						
Federal Excise Tax						0.67
Federal Universal Service Charge						2.25
Hometown City Tax						3.03
State Sales Tax - South Dakota						6.37
Universal Connectivity Charge						1.21
Total for SmartPAK - CompletePAK						\$ 189.58

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Residential Telephone Service (605-000-0000)

100 Main St. Hometown, SD 57777
Recurring Charges (Jan 10 - Feb 09)
SD Communication Impaired Fund: 0.15
* E911 - Hometown County: 1.25
* End User Charge - Single-RES: 6.50

Charge Detail

Residential Telephone Service (605-000-0000)
100 Main St. Hometown, SD 57777
Recurring Charges (Jan 10 - Feb 09)
Wire Maintenance Phone: 1.50
Taxes, Fees, and Surcharges: 0.23
Federal Excise Tax: 0.16
Hometown City Tax: 0.33
State Sales Tax - South Dakota: 6.37
Total for 605-000-0000: \$ 10.12

High Speed Internet Service (johndoe@goldenwest.net)

100 Main St. Hometown, SD 57777
Recurring Charges (Jan 10 - Feb 09)
Main johndoe@goldenwest.net: 0.00
Managed Wi-Fi Router: 6.00
Taxes, Fees, and Surcharges: 0.12
Hometown City Tax: 0.25
State Sales Tax - South Dakota: 6.37
Total for johndoe@goldenwest.net: \$ 6.37

Cable TV 100 Main St. Hometown, SD 57777

Recurring Charges (Jan 10 - Feb 09)
Cable FCC Administrative Fee: 0.10
VOD Service: 0.00
IPTV Equipment (qty 3): 5.00
Taxes, Fees, and Surcharges: 0.10
Hometown City Tax: 0.21
State Sales Tax - South Dakota: 6.37
Total for Cable TV: \$ 5.41

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IMPORTANT INFORMATION ABOUT LANDLINE REQUIREMENT:

Golden West Telecommunications customers can purchase internet service without the requirement of a landline. Discounts will still apply to customers who bundle more than one primary Golden West service; further restrictions may apply. Call 1-855-888-7777, option 3, for more information.

INTERNATIONAL INFORMATION:

International service is provided by Express Communications DBA Golden West Telecommunications. Rates for international calls are subject to periodic change. Please call Golden West for more information.

Golden West Telecommunications
Statement Date: Jan 10, 2024

1-855-888-7777
goldenwest.com

Account Number: 00000000-0
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Long Distance Carrier

This section identifies your long-distance carrier.

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Charge Details

This area is a breakdown of services and charges that occur on a monthly basis.

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Bundled Long Distance Usage

If you have a SmartPAK bundle, this area will show usage of your long distance minutes within that bundle.

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Notices & Messages

This section includes important notices or messages to customers.

For more information
1-855-888-7777, option 3

