

1-855-888-7777

Option 1 - Tech Support | Option 2 - Bill Pay | Option 3 - Customer Service

goldenwest.com | theexchangesd.com | info@goldenwest.com

415 Crown St | PO Box 411 | Wall, SD 57790

525 E 4th St | Dell Rapids, SD 57022

116 N Main Ave | Hartford, SD 57033

1510 National Ave | Hot Springs, SD 57747

883 E 2nd St | PO Box 289 | Mission, SD 57555

85 E Main St | PO Box 299 | Pine Ridge, SD 57770

 facebook.com/goldenwesttelecom

 instagram.com/goldenwesttelecom

 youtube.com/@GoldenWestT

Connecting you to
what matters most.

Service Agreement & Acceptable Use Policy

Thank you for connecting to the world with Golden West internet, phone, and/or cable TV service! By subscribing to a Golden West service, you agree to Golden West's Agreement for Non-Contractual Services and to Golden West's Acceptable Use Policy.

Golden West encourages you to review these policies at:

- Agreement for Non-Contractual Services – goldenwest.com/non-contract
- Acceptable Use Policy – goldenwest.com/aup

For a complete list of Golden West's policies and information, visit goldenwest.com/information.



WELCOME

On behalf of the employees and Board of Directors at Golden West, I want to thank you for the opportunity to serve your telecommunications needs. Since 1916, Golden West has provided honest, straightforward service to the communities we serve.

At Golden West . . .

- we have a strong sense of community. Our employees are your neighbors and friends. We understand the needs of our customers because we live here too.
- we strive to be relevant to our customers' lives by providing the reliable technology you need every day at home and in business.
- we work hard to ensure our long-term sustainability, so we may serve our communities with continued investments and infrastructure.
- our employees approach their work with honesty, integrity, and a commitment to put our customers first.

It's important to know the benefits you receive through cooperative membership with Golden West. It's more than a financial return in the form of capital credit checks.

You have the right to cast a vote in director elections and on changes made to the cooperative's bylaws and articles of incorporation. You can also run for a position on the Board of Directors, which is made up of customers like you. The Board establishes policies that govern the company's day-to-day operation and helps set goals for the future. Cooperative membership means that your voice matters.

Whether it's home phone, broadband internet, digital cable TV, or business solutions, Golden West will work hard to bring you the services you need.

Once again, thank you for allowing us to serve you.

Sincerely,

Denny Law, CEO/General Manager
Golden West Telecommunications

PAYMENT OPTIONS

At Golden West, we want to make sure that understanding and paying your bill is easy. We have several convenient options to choose from:

- **My Golden West eBill:** Download the My Golden West eBill app from the Apple or Google Play stores to take control of your account through your smartphone or tablet.
- **Register with eStatement and pay online anytime:** Secure one-time payments can be made at goldenwest.com/estatement.
- **Automated payment:** Set up a payment plan to have your monthly Golden West payment debited from your bank or charged to your credit card. Visit goldenwest.com/autopay for instructions.
- **One-time payment:** Process your one-time payment over the phone using your checking account, debit or credit card.
- **Mail your payment:** Golden West, PO Box 411, Wall, SD 57790
- **In person at a Golden West office:** See a list of office locations on the back page.

If you are unable to meet your payment time frame, please call **1-855-888-7777, option 2**. A Member Service Associate will work with you to make alternative payment arrangements and help you understand your payment options. For more information visit, **How to Read Your Bill** at goldenwest.com/readbill.

IMPORTANT BILLING DATES

Golden West has two billing dates to help us serve the needs of our members. Using January as an example, the following dates apply for each billing option.

Golden West Billing Cycles	Cycle 1	Example	Cycle 10	Example
Bills Mailed	1st Current Month	Jan. 1st	10th Current Month	Jan. 10th
Payments Due <small>A 1.5% late charge is assessed on unpaid balances after this date. Past Due Notices will appear on the next month's bill for accounts with unpaid balances.</small>	20th Current Month	Jan. 20th	1st Next Month	Feb. 1st
Final Notices Sent <small>for Past Due Accounts</small>	25th Current Month	Jan. 25th	5th Next Month	Feb. 5th
Late Payment Arrangements Required <small>to Avoid Disconnection</small>	6th Next Month	Feb. 6th	16th Next Month	Feb. 16th
Past Due Accounts Disconnected <small>in Accordance with South Dakota PUC and FCC Rules</small>	7th Next Month	Feb. 7th	17th Next Month	Feb. 17th

For information on our **Collection Policy**, visit goldenwest.com/collectionpolicy.



BROADBAND INTERNET

Speeds up to:
250 Mbps
\$59.95 /month

500 Mbps
\$79.95 /month

1 Gbps (Gig)
\$99.95 /month

All internet comes with two email accounts – 8 GB quota each, 500MB web storage, email spam and virus filter, and free 24x7 internet support.

All bundles with internet include VIPRE Advanced Security Software.

All bundles with phone have unlimited local calling, 300 minutes of long distance, and five popular calling features.

BUNDLED SERVICES

CableNet PAK1

Internet & Select TV Package

(80+ cable TV channels plus 50 music channels)

Speeds up to 250 Mbps	\$134.95 /month
Speeds up to 500 Mbps	\$154.95 /month
Speeds up to 1 Gbps	\$174.95 /month

CableNet PAK2

Internet & Ultra TV Package

(125+ cable TV channels plus 50 music channels)

Speeds up to 250 Mbps	\$148.90 /month
Speeds up to 500 Mbps	\$168.90 /month
Speeds up to 1 Gbps	\$188.90 /month

Complete PAK1

Internet, Home Phone & Select TV Package

(80+ cable TV channels plus 50 music channels)

Speeds up to 250 Mbps	\$153.45 /month
Speeds up to 500 Mbps	\$173.45 /month
Speeds up to 1 Gbps	\$193.45 /month

Complete PAK2

Internet, Home Phone & Ultra TV Package

(125+ cable TV channels plus 50 music channels)

Speeds up to 250 Mbps	\$167.40 /month
Speeds up to 500 Mbps	\$187.40 /month
Speeds up to 1 Gbps	\$207.40 /month

Internet PAK

Internet & Home Phone

Speeds up to 250 Mbps	\$68.45 /month
Speeds up to 500 Mbps	\$88.45 /month
Speeds up to 1 Gbps	\$108.45 /month

Cable PAK1

Select TV Package & Home Phone

(80+ cable TV channels plus 50 music channels)

\$122.45 /month

Cable PAK2

Ultra TV Package & Home Phone

(125+ cable TV channels plus 50 music channels)

\$136.40 /month

Managed Wi-Fi

\$6 a month

Includes router rental and up to two extenders (if needed), Wi-Fi technical support, and use of base features of the My Golden West Wi-Fi mobile app.*

Ultimate Wi-Fi

\$11 a month

all the features of Managed Wi-Fi listed above.* Added features allow you to monitor and limit usage by user or device, filter content to ensure safe searches, and prioritize bandwidth to important device(s). Security features also protect your network and devices.

My Golden West Wi-Fi App*

Download the app for free from the Apple or Google Play stores to your smartphone or tablet to control your Wi-Fi today. For more information, visit goldenwest.com/wifi-app.



*The My Golden West Wi-Fi app only works with the Gigaspire router Golden West provides. The cooperative will only provide technical support for the router it leases. Before choosing to use your own router, review the details at goldenwest.com/router.

No Data Limits

Use the internet as much as you want with no extra surprise charges or data restrictions.

Symmetrical Speeds

Download and upload at the same speed no matter which speed option you choose.

DIGITAL CABLE TV

à La carte channel options:

Limited TV - 27+ Channels **\$16.50 /month**

Select TV - 80 + Channels **\$94.95 /month**

Ultra TV - 125 + Channels **\$108.90 /month**

50 digital music channels are also available with above options.

Premium channels:

HBO - 11 Channels **\$19.75 /month**

Showtime/TMC - 21 Channels **\$18.00 /month**

Cinemax - 6 Channels **\$15.00 /month**

STARZ/Encore - 21 Channels **\$12.00 /month**

Movie PAK **\$56.00 /month**

All premium channels above.

NFL RedZone **Call for Pricing**

Additional services and features:

- **Digital Video Recording (DVR)** **\$13.00 /month**
- **Parental locks**
- **Pay-Per-View**
- **High-Definition TV (HDTV)**
- **Video On Demand**
- **watchTVeverywhere**
- **Interactive on-screen guide**
- **Digital remote control**

Digital Cable TV services are not available in all areas. DVR, premium channels, Video On Demand movies and events (some free content), and Pay-Per-View are an additional charge. Two set-top boxes are included with each cable TV package.

Monthly prices do not include taxes and fees.

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

Scan to review Broadband Labels



Broadband Labels

Broadband Labels provide clear and concise information about Golden West's internet speed packages. To compare, visit goldenwest.com/labels.



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.