

**1-855-888-7777**

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

[goldenwest.com](http://goldenwest.com) | [theexchangesd.com](http://theexchangesd.com) | [info@goldenwest.com](mailto: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](https://facebook.com/goldenwesttelecom)

 [instagram.com/goldenwesttelecom](https://instagram.com/goldenwesttelecom)

 [youtube.com/@GoldenWestT](https://youtube.com/@GoldenWestT)

### Service Agreement & Acceptable Use Policy

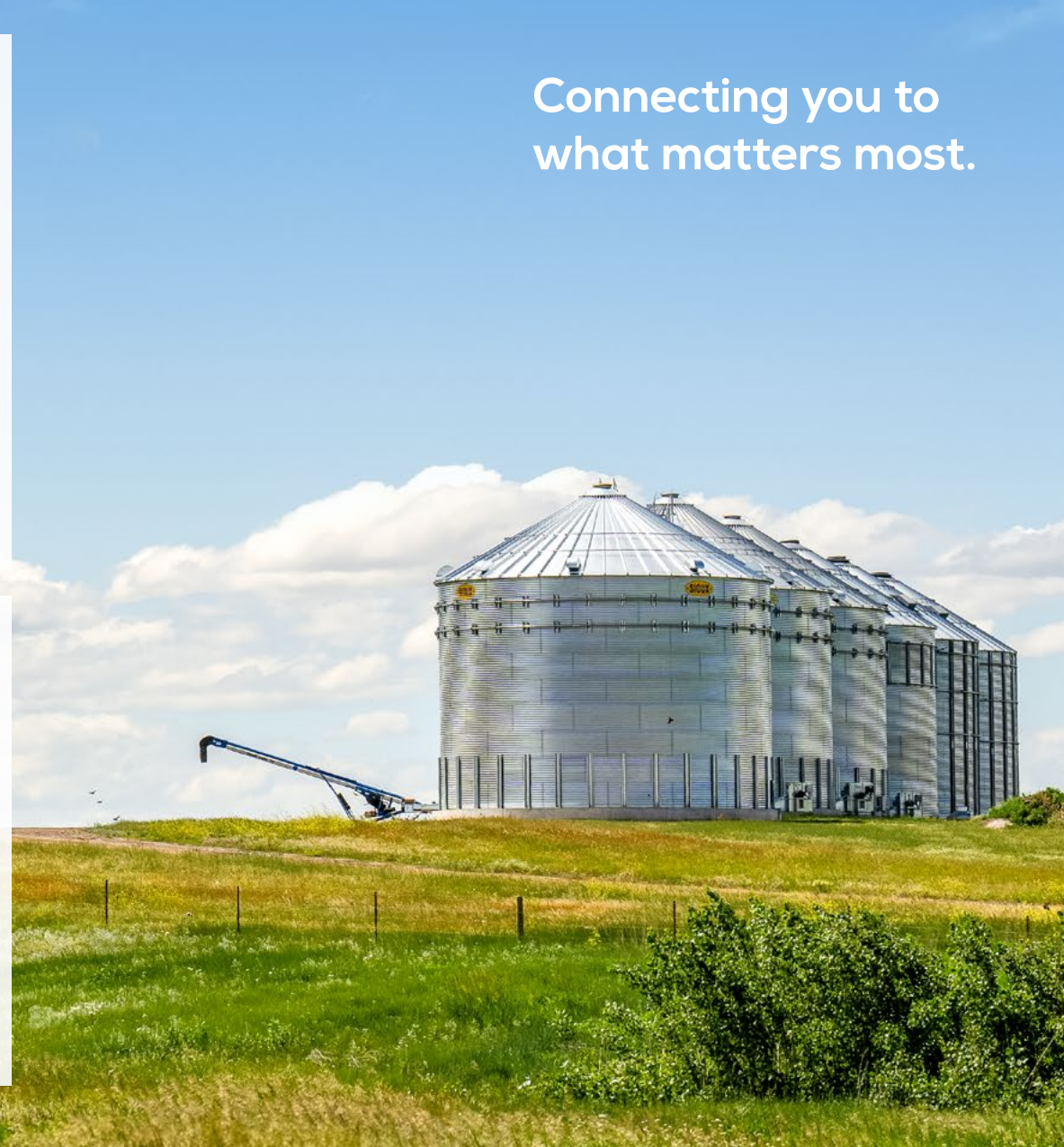
Thank you for connecting to the world with Golden West internet, phone, and/or cable TV service! By subscribing to a Golden West service, you agree to Golden West's Agreement for Non-Contractual Services and to Golden West's Acceptable Use Policy.

**Golden West encourages you to review these policies at:**

- Agreement for Non-Contractual Services – [goldenwest.com/non-contract](http://goldenwest.com/non-contract)
- Acceptable Use Policy – [goldenwest.com/aup](http://goldenwest.com/aup)

For a complete list of Golden West's policies and information, visit [goldenwest.com/information](http://goldenwest.com/information).

Connecting you to what matters most.





## 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](https://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](https://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](https://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
<b>Bills Mailed</b>	<b>1st</b> Current Month	<b>Jan. 1st</b>	<b>10th</b> Current Month	<b>Jan. 10th</b>
<b>Payments Due</b> <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>	<b>20th</b> Current Month	<b>Jan. 20th</b>	<b>1st</b> Next Month	<b>Feb. 1st</b>
<b>Final Notices Sent</b> <small>for Past Due Accounts</small>	<b>25th</b> Current Month	<b>Jan. 25th</b>	<b>5th</b> Next Month	<b>Feb. 5th</b>
<b>Late Payment Arrangements Required</b> <small>to Avoid Disconnection</small>	<b>6th</b> Next Month	<b>Feb. 6th</b>	<b>16th</b> Next Month	<b>Feb. 16th</b>
<b>Past Due Accounts Disconnected</b> <small>in Accordance with South Dakota PUC and FCC Rules</small>	<b>7th</b> Next Month	<b>Feb. 7th</b>	<b>17th</b> Next Month	<b>Feb. 17th</b>

For information on our **Collection Policy**, visit [goldenwest.com/collectionpolicy](https://goldenwest.com/collectionpolicy).



## BUNDLED SERVICES

No matter what combination you're looking for, Golden West has a bundle that works for your family and lets you enjoy more **SAVINGS**.

### Internet PAK

**\$68.45 /month**

- High-Speed Internet
- Home Phone Service

### CableNet PAK1

**\$134.95 /month**

- High-Speed Internet
- Select TV Package  
80+ cable TV channels plus 50 music channels

### CableNet PAK2

**\$148.90 /month**

- High-Speed Internet
- Ultra TV Package  
125+ cable TV channels plus 50 music channels

### Complete PAK1

**\$153.45 /month**

- High-Speed Internet
- Select TV Package  
80+ cable TV channels plus 50 music channels
- Home Phone Service

### Complete PAK2

**\$167.40 /month**

- High-Speed Internet
- Ultra TV Package  
125+ cable TV channels plus 50 music channels
- Home Phone Service

### Cable PAK1

**\$122.45 /month**

- Select TV Package  
80+ cable TV channels plus 50 music channels
- Home Phone Service

### Cable PAK2

**\$136.40 /month**

- Ultra TV Package  
125+ cable TV channels plus 50 music channels
- Home Phone Service

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

Contact Golden West for information specific to your service address. Customers not yet connected to the fiber-optic network receive the maximum speed the current infrastructure will deliver, typically up to 25 Mbps or up to 100 Mbps. To view the Broadband Labels to compare speeds, visit [goldenwest.com/labels](http://goldenwest.com/labels).

Golden West is working to upgrade its entire service territory to fiber-optic network. For information on current projects, visit [goldenwest.com/ftth](http://goldenwest.com/ftth).



Scan to review Broadband Labels



## BROADBAND INTERNET

**\$59.95 a month**

### Managed Wi-Fi

**\$6 a month**

Includes router rental and up to two extenders (if needed), Wi-Fi technical support, and the ability to change the Wi-Fi password through your eBill online account. Members may use their own router, but Golden West will only provide technical support for the router it leases. Please review the details at [goldenwest.com/router](http://goldenwest.com/router) before choosing to use your own router.



### No Data Limits

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

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.

## DIGITAL CABLE TV

### à La carte channel options:

Limited TV Package	27+ Channels	<b>\$16.50 /month</b>
Select TV Package	80 + Channels	<b>\$94.95 /month</b>
Ultra TV Package	125 + Channels	<b>\$108.90 /month</b>

50 digital music channels are also available with above options.

### Premium channels:

HBO	11 Channels	<b>\$19.75 /month</b>
Showtime / TMC	21 Channels	<b>\$18.00 /month</b>
Cinemax	6 Channels	<b>\$15.00 /month</b>
STARZ/Encore	21 Channels	<b>\$12.00 /month</b>
Movie PAK	All premium channels above.	<b>\$56.00 /month</b>
NFL RedZone	Every touchdown from every game!	<b>Call for Pricing</b>

### Additional services and features:

- Digital Video Recording (DVR) **\$13.00 /month**
- High-Definition TV (HDTV)
- watchTVEverywhere
- Digital remote control
- Interactive on-screen guide
- Parental locks

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](http://goldenwest.com)



## 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](https://goldenwest.com/lifeline)

## 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](https://goldenwest.com/goldenshield)

## 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](https://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](https://goldenwest.com/localcalling)



## 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](https://goldenwest.com/vipre)

## Privacy & nondiscrimination

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