



IMPORTANT NOTICE: Mail sent to you is undeliverable; paperless billing enabled.

Dear Customer,

Golden West appreciates the opportunity to serve your telecommunications needs. Our records show multiple bills mailed to the address on this account have been returned as undeliverable.

You will now only receive your bills online.

To avoid additional returned mail, Golden West has changed the monthly invoice preference for this account to paperless billing, or "web bill only."

Your bills can be viewed anytime by visiting ebill.goldenwest.com or by downloading the Golden West My eBill app from the Apple Store or Google Play. You will also receive an email notification each month when your bill is ready.

Update your mailing address so you don't miss important updates.

Golden West must have a deliverable mailing address on file to share maintenance notifications, account updates, service changes, or other customer information. Golden West often mails important notices to help customers identify official communications, rather than sending email messages.

[MEMBERS ONLY: As a member-owner of the Golden West Telecommunications cooperative, keeping your mailing address current also helps ensure cooperative communications and capital credit refund checks (if applicable) can be delivered to you.]

Please call Golden West at 1-855-888-7777, option 2, to add a mailing address to your account. A customer service representative can also help you access your eBill account or change your billing preference back to receiving paper bills, if you prefer. Thank you for being a Golden West customer.

Sincerely,

Golden West Telecommunications