



gondtc.com | 701.662.1100 | 1.800.880.4213 | Fax 701.662.6444

PO Box 180 | 211 22nd St NW | Devils Lake, ND 58301-0180

Updated 4/1/2020

NDTC continues to monitor the effect COVID-19 is having on our community.

As of March 19, NDTC lobby was temporarily closed. Please see payment, communication and onsite options below.

Internet Capacity Increase

To help accommodate the unprecedented number of individuals staying at home during the day and using the web, NDTC recently increased the capacity of our network to handle the expected upsurge in internet usage. Rest assured our network is more than capable of handling the COVID-19 virus-related surge in demand. We will continue to monitor it daily and adjust the capacity as needed.

Please call our office if you are an NDTC internet customer and seem to be experiencing sluggish internet. There could be a number of reasons for it and we are here to help you get the best experience possible from your connection.

Student Connections

Before it was announced that our schools would be closed for a period due to COVID-19, our team was working closely with the administrative personnel in local schools. Once the announcement came that e-learning was approved, NDTC was ready to set up connections that are helping make it possible for all students to have the broadband access they need to complete their schoolwork from home.

We are a proud member of Broadband Association of North Dakota (BAND). Members across our great state have worked to make connecting students possible. Read about it here:

https://www.kfyrtv.com/content/news/Broadband-Association-of-North-Dakota-works-to-get-more-students-connected-569238421.html?fbclid=IwAR2JL1DXf_UEpoTxBSbJjbWh3nbPt-j5Zc0QAujadDzQPIQuYg0kSFoDuJQ

Payment Options

You will continue to have several convenient payment methods:

- Outside NDTC payment drop-off box
- Online payment at <https://gondtc.smarthub.coop/Login.html#>
- SmartHub® Mobile App
- Pay-By Phone by calling 1-844-843-6843.

Communication Options

If you have questions or concerns, feel free to:

- Call our Customer Care Team at 662-1100
- Help Desk, available 24/7 at 662.8350. Please have your login ready before you call the help desk.
- Email: support@gondtc.com. When emailing support, please include a phone number where you can be reached.



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Onsite Visits

Before scheduling an onsite visit from one of our technicians, we will ask the following questions:

- Have you or anyone in your household visited a high-risk area within the past 14 days?
- Have you or anyone in your household been in contact with anyone who shows symptoms or has tested positive to COVID-19?
- Is anyone in your household ill (fever, cough, and shortness of breath)?

FCC's Keep Americans Connected Pledge

NDTC is participating in the FCC's Keep Americans Connected Pledge. For the next 60 days, NDTC agrees to:

- not terminate broadband or telephone connectivity to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

We appreciate your understanding as we follow the guidance of the Center for Disease Control (CDC) and public health officials. Please be assured that we will re-open our lobby as soon as we can.

We care about you, our team members and communities, and we're here to help in any way possible. We appreciate your business.

For more information about COVID-19, please visit the CDC's website at <https://www.cdc.gov/>.



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Free TV Previews

Many networks are being very generous now with multiple free previews during the COVID-19 pandemic. NDTC is adding the following free previews to your lineups:

Channel Name	CH #	Expiration
Hallmark	628	05/13/20
Hallmark Movies & Mysteries	629	05/13/20
Hallmark Drama	235	05/13/20
Sportsman	705	04/30/20
Outdoor	704	04/30/20
World Fishing Network	203	04/30/20
CNN	673	04/17/20
Fox News Channel	671	04/18/20
Oxygen	716	04/20/20
Universal Kids	647	04/20/20
CNBC	675	04/20/20
MSNBC	670	04/20/20
AXS TV	750	05/31/20
HDNet Movies	751	05/31/20
UP!	231	05/31/20
ION	712	05/31/20
Sony Movie Channel	233	05/31/20
Disney XD	650	04/27/20
Disney JR	648	04/27/20
FX Movies	718	04/27/20
Nat Geo Wild	707	04/27/20
American Heroes	684	05/31/20
Animal Planet	688	05/31/20
Destination America	682	05/31/20
Discovery	680	05/31/20
Discovery Family	681	05/31/20
Discovery Life	699	05/31/20
Investigation Discovery	687	05/31/20
MotorTrend	683	05/31/20
OWN	685	05/31/20
Science	686	05/31/20
TLC	690	05/31/20
A&E	711	04/30/20
Crime & Investigation	667	04/30/20
FYI	693	04/30/20
History	691	04/30/20
Lifetime	630	04/30/20
Lifetime Movies	174	04/30/20
Lifetime Real Women	115	04/30/20
AMC	717	04/30/20
BBC America	677	04/30/20
BBC World	678	04/30/20
IFC	708	04/30/20
Sundance	709	04/30/20
WeTV	713	04/30/20