

OUTLOOK



Your Business Could Be in the Spotlight

This issue of *Outlook* is the second one featuring a Small Biz Spotlight on a business located in our rural service areas. We enjoy bringing you these articles and showcasing the stories of local business growth.

Are you interested in having us write about your small business and how you benefit from the use of NDTC communications services? Please call us at 662.1100.

Contact

211 22nd St. NW / PO Box 180
Devils Lake, ND 58301
Phone: 662.1100 • Fax: 662.6444
gondtc.com

Office Hours

Mon. - Fri. 8 A.M. - 5 P.M.
Phone lines open until 6 P.M.

Repair Center also available

Sat. 8 A.M. - 5 P.M.

Payment Drop-Offs

- NDTC office in Devils Lake
- Ramsey Bank in Cando, Rugby, Esmond, Maddock & two Devils Lake locations

To report trouble, call 662.1100. If after hours, follow prompts for assistance.



Small Biz Spotlight SmileQuest Dental



The SmileQuest Dental office of Dr. Rollin Herman, Dr. Benjamin Mack, and Dr. Eric Herman strives to make dental visits more comfortable and efficient for their patients.

For example, insurance processing with a fast internet connection from NDTC enables quick turnaround of filing claims. Dental Hygienist DeAnne Hoffart says, "Even when patients stop at the front desk for their policy information, having fast internet helps the staff quickly search for answers to give the patient immediate feedback and get them checked out as soon as possible. We weren't able to do that before advancements in technology."

NDTC internet service is also vitally important for connecting devices at this state-of-the-art dental office. Wireless access points, installed by NDTC throughout the space, provide patients access to guest Wi-Fi. SmileQuest doctors and staff understand the busy lives of their patients, and they're happy to provide this Wi-Fi service so patients can use their devices and catch up on work while waiting for appointments to begin. Children are more at ease, too, when they can play games and enjoy the office's fun gadgets.

SmileQuest employees and customers benefit from NDTC phone service as well. Notes Hoffart, "A big part of what we do is over the phone, so phone service is essential to our business. Multi-line phones with the 'Hunting' feature allow multiple calls at one time, so customers can be connected immediately without waiting." In addition, she appreciates that customers can easily find out about SmileQuest's solutions in print or online in the NDTC Telephone Directory.

The integration of technology is crucial to the smooth functioning of a dental office. NDTC is pleased to provide SmileQuest with the technology it needs to continue to grow in the years ahead.



Hannah Pierson Receives FRS Scholarship

NDTC partners with the Foundation for Rural Education and Development (FRED) to provide scholarships to rural high school students with high potential for success and a strong desire to return to a rural community upon graduation. Congratulations to Hannah Pierson, Maddock High School, who was chosen in 2017 as a recipient of a \$2,500 Foundation for Rural Service (FRS) Scholarship.

**WIN \$25
CREDIT**
from NDTC!

Return this coupon to NDTC to be eligible for the next drawing. Congratulations to **Donovan Kitsch of Webster**. He was the winner of the credit from the Summer newsletter issue.

Name: _____

Number: _____

Notes from the General Manager

Greetings everyone and welcome to the fall edition of our newsletter. I hope you enjoyed the summer and that we get to enjoy an extended fall of beautiful weather.

We will soon be completing construction for this year's fiber-to-the-premise projects. The areas included in these projects are Cando, Hampden, Starkweather, Webster, and Minnewaukan. Once construction is complete, we will start the process of converting individual homes and businesses to our fiber network platform. If you have questions about anything related to this, please feel free to contact us.

We are also in the initial planning stages for our 2018 fiber-to-the-premise projects. We will provide more information on what this involves sometime in the near future. Once the 2018 projects are done, we will be serving 100 percent of our customers on our fiber network.

Thank you again for giving NDTC the opportunity to be your communications services provider. I wish you all the very best.

Dave Dircks
CEO/GM



Do Our Facebook Posts Appear in Your News Feed?

NDTC posts all kinds of information on our Facebook page at [facebook.com/gondtc](https://www.facebook.com/gondtc) including:

- Our latest money-saving promotions
- News about changes or additions to our services
- Photos and videos from community activities
- Invitations to customer events
- Helpful technology tips
- Alerts about outages
- Employment opportunities
- Fun seasonal/holiday ideas

We hope you're seeing our posts in your Facebook News Feed since we want to keep you connected to what's happening at NDTC and in the community. If you're not seeing our posts, please go to our Facebook page and click on both the "Like" and "Follow" buttons. This is the easiest way to make sure you stay in the know.

To quickly access our Facebook page as well as our webcams and Twitter account, look for the icons on our home page at [gondtc.com](https://www.gondtc.com).

There's No Need to Scream When You See Scareware

Scareware is a particularly underhanded form of malware that causes fraudulent warning messages to pop up on your screen. These messages tell you something is wrong, or something bad is about to happen, and that you must immediately take a specific action to make it stop.

For example, scareware may tell you your computer is infected, and you must download certain software in order to remove the infection. Or it may say your credit rating has been jeopardized and you need to pay for a service to restore it. The price tag for the solution is usually a small one, which makes the scam even more believable.

When scareware works, it scares you into following the message prompts and paying for the software or service that promises to clear the error. In the best-case scenario, you've paid for a worthless service. In the worst case, however, you've downloaded more malicious software to your computer, or you've provided your credit card information to criminals.

Scareware is so common, most of us will run into it at some point. If you do, don't be scared. Stay calm and follow these steps:

1. Close the browser.

The first thing to do when you see a suspicious alert on your computer is close the browser window without clicking anything on the popup.

If the popup is preventing this, instead open your task manager (Ctrl + Alt + Delete on PC, and Command + Option + Escape on Mac) and shut down your browser from there. If this still doesn't work, shut off your computer. When you start your computer again, don't open your browser until you've completed the next two steps.

2. Run a virus scan.

Once you've closed your browser completely, run a virus scan on your computer using your installed security software.

3. Make sure your operating system is up to date.

Run any pending system updates, then reboot your computer afterward if it doesn't reboot automatically.



Lifeline Program Now Covers Broadband and Phone Services

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family, and emergency services. The Federal Communications Commission, which sets the rules for the Lifeline program, added broadband to the list of subsidized services beginning in December 2016. Previously, the Lifeline program offered subsidies only for landline or wireless phone service. Broadband providers are now eligible to participate in the Lifeline program and to offer subsidized internet, which can be a wireless service or a fixed service such as cable, DSL, or fiber optic.

In addition, the FCC also changed the rules for demonstrating eligibility for Lifeline services. Some proofs of eligibility will no longer be accepted; others have been added. Lifeline subsidies will remain limited to one per household. Customers will have to choose whether to obtain federal subsidization on a telephone or a broadband service.

For more information on the Lifeline program, consult the FCC's online guide at www.fcc.gov/general/lifeline-program-low-income-consumers or call NDTc at 662.1100.

Success Calls for the Right Business Phone System

By Landyn Wolf, NDTC Account Executive

At NDTC, we understand your phone system is an essential business tool for many activities. As a Certified Reseller of ESI Communication Servers, we can equip you with a phone system offering features to market your company and increase your employees' productivity while still maintaining high-quality communication with your customers.



Landyn Wolf

ESI phone models with multiple capabilities and programmable keys connect with these ESI servers. I've worked with single- and multiple-line businesses and have seen how well these systems work for businesses of all sizes. Each is completely installed by our certified Telephone Service Technicians, from cabling to on-desk equipment. All of the equipment from ESI comes with a three-year parts warranty and six-month labor warranty.



I would be pleased to provide more details and help you determine which system would work best for your office. Call me at 662.1100 and keep your callers happy!

ESI servers provide unified messaging options, receipt of voicemails directly to your email inbox, and access to your email inbox and voicemails through your mobile device. They also include all of the basic calling features, the ability to customize on-hold music or messages for your callers, and many other advanced features.

Fiber Construction Update

Construction season is in full swing as NDTC continues our multi-year, fiber-to-the-premise (FTTP) project. NDTC is overseeing North Plains Utility Contractors during the placement of fiber to all businesses and residential locations in Minnewaukan. Likewise, Finley Engineering is overseeing Ripley's Inc. in Cando, Hampden, Starkweather, and Webster. The crews will take extra care to see that the underground contractors, engineering firms, and public utility companies coordinate their efforts to result in minimal interruptions for our customers.

This FTTP project will provide our customers with access to internet service with speeds up to a GIG, enhanced video and phone services, and anything else the future may hold. We will continue to maintain the copper facilities currently in place to ensure that our customers will receive uninterrupted internet and clear telephone service. However,

these copper facilities are insufficient to carry large amounts of data over long distances, so we're unable to deliver the higher internet speeds to our customers without upgrading to fiber optics.

Stages of this FTTP project include house visits, staking and planning, placement of the fiber optic cable, splicing it back to the central office, placing electronics in the home, and finally converting homes and businesses over to the new system.

We are excited to extend FTTP technology farther out into our communities and look forward to providing more advanced services to all of our customers. We would like to thank our customers for their patience as we continue this endeavor. We appreciate your business! If you have any questions, please feel free to contact our office at any time.





What to Know Before You Burn, Dig or Mow

Telephone pedestals and fiber markers indicate the location of internet, digital TV, and phone cables and equipment. Please watch for them on your property if you are burning ditches or mowing and be careful to avoid them. Damage can disrupt service for you and/or your neighbors.

Fiber connections are very expensive to repair — often several thousand dollars or more. Repair costs may be billed to the operator who caused the damage, so pay attention in order to avoid having to pay any fines.

Also be sure to call 811 before you dig anywhere. Utility lines, pipes, and cables could be buried on your property. That's why every digging job — from planting a tree to installing a fence — requires a call to 811 to locate and mark underground facilities before digging begins. There's no cost to you to call before you dig.

NDTC thanks you for your cooperation in helping protect our valuable communications infrastructure.

A Year of Retirements for Longtime Employees

NDTC has been through many changes over the years but 2017 has proved to be the year with the most employee retirements. The employees who retired in 2017 served a combined total of over 210 years in the telecommunications industry.

Steve Cebula, Telephone Service Technician from our Rugby office, retired in January with over 39 years of service. Dennis Miller, a Network Services Technician also from Rugby, followed the lead with over 38 years of service. In May, we saw the retirement of Rich Ellison and Paula Windjue. Ellison worked as Network Services Manager with 40 years of service to the industry, while Windjue served as a Customer Service Representative for 39 years. Lynne Webster, Human Resource Administrator, retired in June with over 18 years of service. Tim Twete, Project Manager, just retired in August with over 40 years of service.

In an effort to achieve long-term growth and deliver on customer expectations, the responsibilities for two of the six retirees were shifted and shared among other staff. Replacements were hired to fill the other positions including Human Resource Administrator, Customer Service Representative, Network Service Technician, and Telephone Service Technician.

Strategic planning done many months (and sometimes years) prior to these retirements allowed NDTC to make the employee changes as seamless as possible. Deep appreciation and respect goes out to all our employees working tirelessly to serve our customers every day. To our employees and retirees alike — thank you for your years of service!



Steve Cebula
Telephone Service Technician



Dennis Miller
Network Services Technician II



Rich Ellison
Network Services Manager



Paula Windjue
Customer Service Representative



Lynne Webster
Human Resource Administrator



Tim Twete
Project Manager



211 22nd St. NW
PO Box 180
Devils Lake, ND 58301



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Everything You Need to Know About watchTVeverywhere

What is watchTVeverywhere?

It's a free service available to subscribers of qualifying NDTC TV packages. With watchTVeverywhere, you can watch some of your favorite channels and programming — including full episodes of current TV shows — on your tablet, smartphone, or laptop.

Where can I use it?

You can use watchTVeverywhere anywhere you have an internet connection. For example, catch a Twins game live on your smartphone while enjoying the lake. It works when you're away at hotels, vacation homes, airports, restaurants, and malls. It's also handy to use at home when you want an extra "TV screen," such as those times when three family members each want to watch a different program but you only have two TVs. Or when you feel like some entertainment while relaxing on your front porch or backyard patio.

How do I get started?

Complete a one-time registration at www.watchtveverywhere.com and select NDTC in the drop-down menu.

What's available on watchTVeverywhere for me to watch?

After you've registered with watchTVeverywhere, click "Log In," and enter

your username and password. Then, click on the TV Network you want to watch, and you'll see a list of available watchTVeverywhere programs. You can watch any watchTVeverywhere program as long as it's on a network you subscribe to through your NDTC TV package.

If you have questions about using watchTVeverywhere or want to upgrade your NDTC TV package, give us a call at 662.1100.

