

YOUR NDTC QUARTERLY

OUTLOOK

WINTER 2024

COMMUNITY FOCUS:

Cando

Small Town with a Can-Do Attitude



PG. 4 // Business Services from NDTC

PG. 5 // Guarding Against Digital Deception

PG. 8 // NDTC Scholarships Now Available



TABLE OF Contents

Contact

211 22nd St. NW | PO Box 180
Devils Lake, ND 58301
Phone: 701.662.1100
Fax: 701.662.6444
gondtc.com

Office Hours

Mon. – Fri. 8 A.M. – 5 P.M.
Phone lines are open until 6 P.M.
Repair Center also available
Sat. 8 A.M. – 5 P.M.

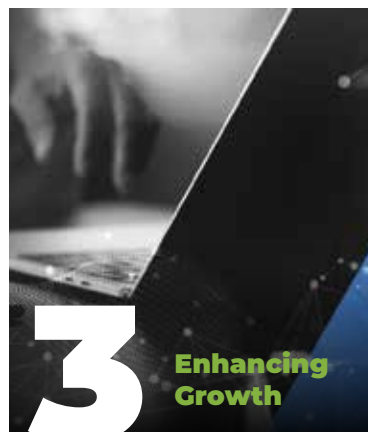
Help Desk

701.662.8350 available 24/7

Payment Drop-Offs

- NDTC office in Devils Lake
- 1st United Bank in Cando, Rugby, Maddock, & Devils Lake

To report trouble, call 701.662.1100.
If after hours, follow prompts
for assistance.



PG. 1 // Notes from the General Manager

PG. 2 // Community Focus: Small Town with a Can-Do Attitude

PG. 4 // Enhancing Growth with Business Services from NDTC

PG. 5 // Guarding against Digital Deception

PG. 6 // Lifeline & Link Up Assistance

PG. 7 // The Affordable Connectivity Program

PG. 8 // NDTC Scholarships Available

PG. 9 // Crossword Puzzle

NOTES FROM THE

General Manager

Rodney Hoffmeyer // NDTC General Manager



As 2023 comes to a close, NDTC marked its 30th Anniversary on November 1, celebrating with a luncheon for employees, retirees, and the Board of Directors. I would like to express my deepest gratitude to each and every one of these individuals who has contributed to making NDTC what it is today, and I look forward to our future.

As the years go by, the things we worry about continue to change. A very noticeable issue lately is cybersecurity. NDTC has been developing cybersecurity policies and training our staff for the past few years. Cybersecurity is something we all need to be concerned about whenever we navigate the internet.

Some cybersecurity tips we should be aware of are:

- 1** When we have a broadband connection, we should have a firewall/router, which helps protect computers against outside cyber attackers. It is important to keep firewalls updated so they can do the best job of protecting our networks.
- 2** We also need to look at ourselves and how we handle the amount of bogus emails we receive today. We need to be careful about clicking on links embedded within emails unless we trust it is a legitimate email. Clicking on these links may cause malicious software to be downloaded to our devices, or tempt us to give up personal information. NDTC performs monthly training focused on this subject.
- 3** The use of strong passwords and multi-factor authentication is essential to protect our online accounts from unauthorized users. Strong passwords, the longer the better, should be a mixture of upper and lower case letters, numbers, and symbols with no ties to personal information. Multi-factor authentication is a second code

needed to access online accounts that may be sent to a phone, as a text message or an email account.

- 4** Make sure that we keep all software updated on all of our devices.

Hopefully, by following these tips we can improve our online safety.

The end of 2023 brings negotiations of new retransmission agreements which give NDTC the right to broadcast NBC, ABC, CBS, and FOX networks. Some of these broadcasting providers are asking for up to 30% increases per year! This makes it hard for video providers like NDTC to keep rates low. It may not be too long before we are seeing rates of over \$10 per month for some of these channels. Typically, our only option is to pass the rate increases on to our subscribers. NDTC makes every effort to try and keep rates as low as possible, but there may be a day when video becomes just too expensive. As for now, NDTC will continue to provide you with our best video product and as always, we welcome your feedback.

Wishing you the best in 2024.

Rodney Hoffmeyer

// COMMUNITY FOCUS

Small Town with a Can-Do Attitude

Nestled in the heart of North Dakota, Cando captures the essence of small-town America. With its friendly community, rich history, and scenic surroundings, Cando offers a unique charm that attracts visitors and makes it a wonderful place to call home. According to Mayor Rollie Bjornstad, “Residents are down-to-earth and it’s a friendly town where everyone knows everyone, and they all get along.”

Established in 1884, the town’s name came about because of a disagreement between two commissioners at the time. In the words of Mr. Parker (Commissioner at the time),

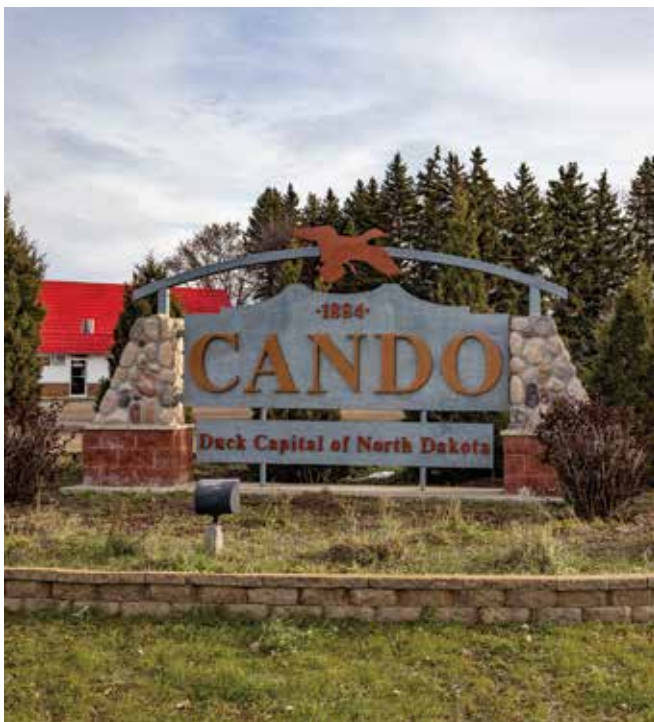
“They say we can’t do it and we say we can do it and just to show that we can do it, we’ll call the county seat *Can-Do.*”

The Pioneer Foundation Building Museum offers visitors a glimpse into the past, where artifacts and exhibits showcase the area’s rich heritage. A short 30-minute drive west will take you to the Dale & Martha Hawk Museum, where you can experience a bygone era. Mark your calendar for their annual Antique Farm Show.

Agriculture is the heartbeat of Cando. The community’s livelihood revolves around farming, with many of its residents engaged in ag-related activities like crop cultivation, raising livestock, and agribusiness. The agricultural focus not only sustains the local economy but also fosters the close-knit community, bonded by a shared connection to the land.

Located in the center of North Dakota’s Prairie Pothole Region, Cando is known as the “Duck Capital of North Dakota” and is a paradise for nature enthusiasts. The area provides ample opportunities for outdoor activities such as fishing, big game and waterfowl hunting, and birdwatching.

Not an outdoor enthusiast? The Audi Theatre houses the Cando Arts Council, which puts on live plays and has an





It's a friendly town where everyone knows everyone, and they all get along.

Mayor Rollie Bjornstad

art gallery in the basement. Various art shows are set up all throughout the year in the gallery for the public to view. The Audi also includes a movie theatre where you can enjoy some popcorn and a new release movie. Challenge friends to a game of bowling at the Country Lanes or on a nice summer day, head out to the Cando Country Club for a 9-hole round of golf. Stroll along Main Street and you'll find stores with about anything you need. The Neumann Rexall Drug has fun gifts throughout, Cando Home and Hardware can take care of all your hardware needs, or pop into New Beginnings Thrift store and see what kind of deals you can find.

Development in any sized town is important. Mr. Bjornstad said, "The City of Cando recently received a grant for a city sewer project that is anticipated for 2024. The grant is \$3.25 million with a \$1 million city match." Health care is always a concern when living in a smaller community. Fortunately for Cando, the Towner County Medical Center is currently working on a new facility. This new addition is expected to open in 2024, and will give residents peace of mind for many years to come.

Cando may be a small town, but it is big on charm, history, and attractions. Whether you are interested in delving into the town's past, immersing yourself in nature, or enjoying a day with friends, Cando has something to offer every visitor. Next time you plan a trip, consider exploring the hidden gem that is Cando, North Dakota, and discover the beauty and allure that await you in this welcoming town.



WANT TO BE FEATURED IN OUR COMMUNITY FOCUS?

Call us at 701.662.1100, share how our services have benefited you or the people in your area, and you may be featured in our Community Focus!

Enhancing Growth

WITH BUSINESS SERVICES FROM NDTC

Businesses in our communities are thriving with the support of our innovative business services. A part of NDTC's mission is to empower local enterprises, so we offer a wide range of business solutions tailored to meet the unique needs of companies in the area. Let's look at the diverse array of services we offer, and how they contribute to the growth and success of area businesses.



High-Speed Broadband Internet

NDTC provides reliable, high-speed broadband internet connections that ensure seamless online operations. From fast downloads and uploads to smooth video conferences, businesses can stay connected and productive.



Business Managed Wi-Fi

Coupling our high-speed internet with Managed Wi-Fi for business is a turn-key way to lift the IT burden from your company. With 24/7 support and professional installation of the latest equipment, your system will be robust enough to handle all your broadband internet needs.



Surveillance Cameras

Now that your business has the best broadband internet connection, you may want to consider installing a surveillance system from NDTC. Crystal-clear cameras powered by a Network Video Recorder store all activity on your premises, day or night. Gain peace of mind with the ability to use the free mobile app to view your cameras 24/7 wherever you are.



Phone Systems

Customizable digital or IP Phone Systems can be installed at a single location or across your business branches in the communities we serve. Keep connected with your customers and each other with these professionally installed systems.

...And More

If your business needs help with networking, web services, or even a way to make a conference call, these additional services may be just what you need. We're here to help your business thrive in the digital landscape and beyond.



Learn more about all our business services at gondtc.com/business.

// SPEAR-PHISHING AND SOCIAL ENGINEERING

Guarding Against Digital Deception



In today's interconnected world, where technology plays a crucial role in our daily lives, cybercriminals are constantly finding new ways to exploit vulnerabilities. One such method is spear-phishing, a form of social engineering that targets individuals or organizations by tricking them into revealing sensitive information or performing malicious actions. This article delves into the world of spear-phishing and social engineering, highlighting the dangers they pose and providing tips to protect ourselves from becoming victims.

Understanding Spear-Phishing:

Spear-phishing attacks are highly targeted, customized, and often personalized. Cybercriminals carefully research their intended victims, gathering information from various sources such as social media platforms, company websites, or publicly available databases. Armed with this knowledge, they craft tailored messages that convincingly imitate trustworthy sources, such as colleagues, friends, or even service providers.

Recognizing the Threat:

The success of spear-phishing attacks lies in exploiting human psychology. By using psychological manipulation techniques and leveraging familiarity, urgency, or authority, cybercriminals aim to convince their targets to divulge sensitive information, click on malicious links, or download harmful attachments. These attacks can have devastating consequences, leading to data breaches, financial loss, or even identity theft.

Protecting Against Spear-Phishing:

- 1** Stay vigilant: Be cautious of unsolicited emails or messages, especially those requesting personal information or urging immediate action.
- 2** Verify the source: Double-check the sender's email address, website URL, or phone number. If something seems suspicious, contact the supposed source through an alternative channel to confirm its legitimacy.
- 3** Think before you click: Avoid clicking on links or downloading attachments from unknown sources. Hover over hyperlinks to check their destinations and ensure they match the displayed text.
- 4** Keep software up to date: Regularly update your operating system, antivirus software, and applications to patch security vulnerabilities.
- 5** Educate yourself and others: Stay informed about the latest phishing techniques, and share this knowledge with colleagues, friends, and family.

Spear-phishing attacks continue to evolve, making it crucial for individuals and organizations to remain vigilant and adopt proactive measures to protect themselves. By staying informed, practicing caution, and taking necessary steps to secure digital interactions, we can guard against the dangers of spear-phishing and social engineering in today's digital landscape.

Lifeline & Link Up Assistance

Lifeline

Lifeline Assistance is a non-transferable government program that provides a discount of up to \$9.25 a month toward one telephone service or eligible broadband service for qualified low-income consumers, and up to \$34.25 in Lifeline support for eligible consumers on Tribal lands. Federal rules prohibit eligible consumers from receiving more than one Lifeline service per household.

Link Up

Link Up reduces the cost of initiating new telephone service to eligible residents of Tribal lands at the subscriber's principal place of residence.

An individual may be eligible for the program-supported service if he or she has a household income at or below 135 percent of the federal poverty guidelines, or if they receive benefits from one of the following qualifying programs:

- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Veterans Pension and Survivors Benefit Program

Consumers residing on Tribal lands may be eligible for program-supported service if their household income is at or below 135 percent of the federal poverty guidelines, if they participate in one of the federal programs listed above or in one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families (TANF)
- Head Start (only those households meeting income qualifying standards)
- Food Distribution Program on Indian Reservations



Consumers can apply through the National Verifier at checklifeline.org or submit a paper application with documentation to the Lifeline Support Center. NDTC is no longer able to accept documentation to determine eligibility.



Visit lifelinesupport.org for more information about the Lifeline Program. You may also call the Federal Communications Commission at 1.888.225.5322 or NDTC at 701.662.1100.



The Affordable Connectivity Program

access service or a bundle of broadband internet service along with voice telephone service).

The Affordable Connectivity Program (ACP) is a federal program designed to assist low-income households in paying for broadband internet service. ACP is under the authority of the Federal Communications Commission (FCC) and is administered by the Universal Service Administrative Company (USAC). ACP replaced the Emergency Broadband Benefit Program (EBBP).


Eligible households can receive up to a \$30/month discount on internet service and up to a \$75/month discount if a household is on qualifying Tribal lands.

The ACP benefit is non-transferable and limited to one monthly internet discount per household. ACP is available for all NDTC service offerings (includes broadband internet

You may obtain ACP-supported broadband internet service from any participating provider of your choosing, and may change providers at any time. In the event the program ends or when a household is no longer eligible, customers will be subject to NDTC's regular rates, terms, and conditions.

You can get ACP if you (or someone in your household): (a) already receives a Lifeline Benefit; (b) participates in certain Federal Assistance Programs (National School Lunch Program, WIC, Federal Pell Grant Program, SNAP, Medicaid, SSI, FPHA, Veterans pension and Survivors Benefit); or (c) if your household income is at or below 200% of the Federal Poverty Guidelines.

Apply for ACP with USAC at getinternet.gov. After USAC determines you are eligible, call NDTC to enroll in the ACP program.

 **For more information, please call our customer service number at 701.662.1100 or visit fcc.gov/acp or affordableconnectivity.gov.**



NDTC

Scholarships Available

If you or someone you know has a high school senior graduating this spring and attending college in the fall, now's the time to encourage them to apply for the NDTC Scholarship Program.

Since 1999, NDTC has been awarding ten scholarships to high school seniors from the communities we serve, and starting this year, we have increased the awarded scholarship amount to \$1,000! We recognize that now more than ever the future leaders of our communities need help with their education expenses, and there has never been a better time for students to apply.

Eligibility requirements:

- Be a high school student graduating in spring 2024
- Attend an accredited institution of higher education in fall 2024
- Have parents or guardians whose primary residence is within NDTC exchanges and are current subscribers to NDTC's telecommunication services

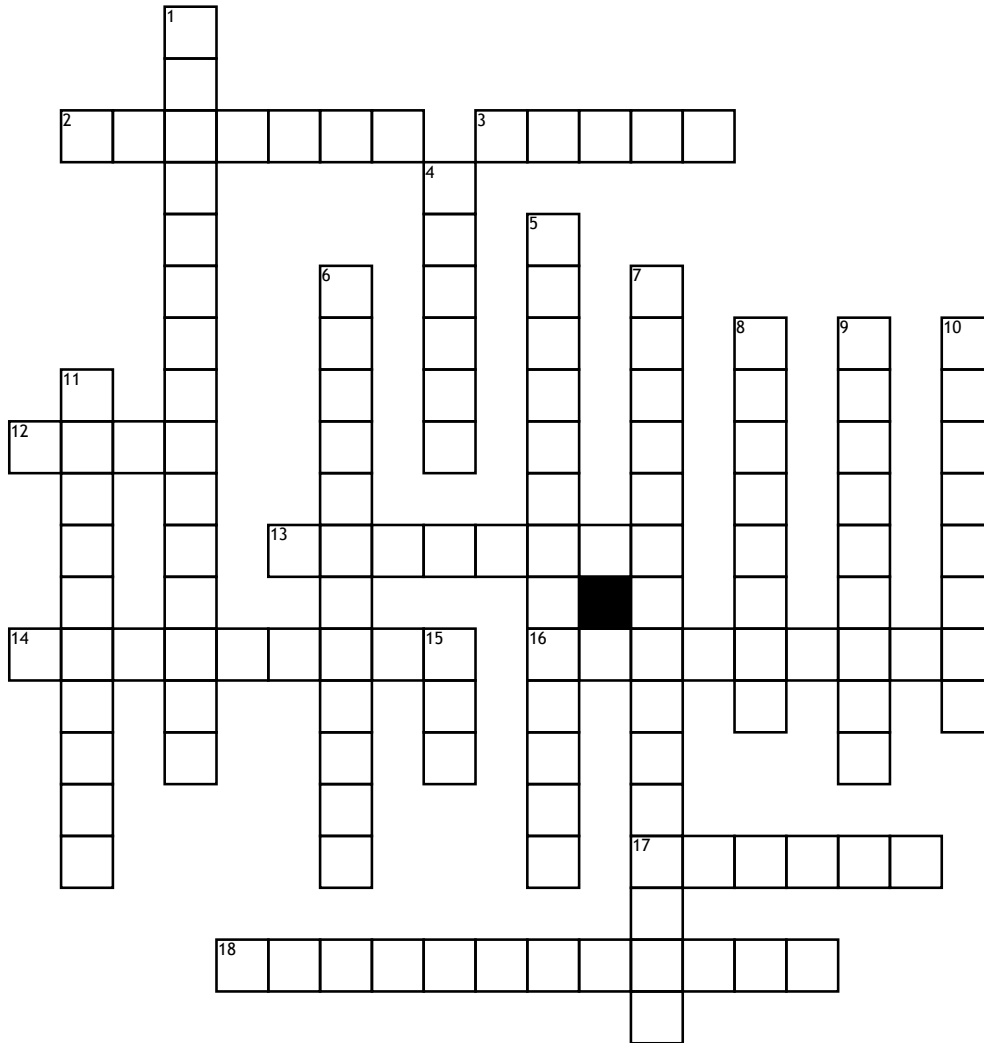
Applications for the NDTC Scholarship Program are available at gondtc.com/scholarships. The deadline to apply for the NDTC scholarship is March 7, 2024.

Questions about the NDTC Scholarship Program, application process, or eligibility requirements can be directed to Heidi at [662.1100](tel:662.1100).



// HOLIDAY MOVIE

Crossword Puzzle



ACROSS

- 2. Best way to spread Christmas cheer
- 3. The name of a movie elf
- 12. You cannot hear it until you believe
- 13. The best time of the year
- 14. Shake this to see Santa
- 16. Kevin is forgotten
- 17. Grinch's heart increases by this amount
- 18. Great in Imax or 3D

DOWN

- 1. "I'll be back" Holiday movie
- 4. Stole Christmas
- 5. What does Kevin use to trip up unwelcomed guests
- 6. Santa's favorite drink
- 7. I triple-dog-dare you to watch this movie!
- 8. It's Turbo Time!
- 9. Where the Polar Express was going
- 10. The main prize in A Christmas Story
- 11. Group that breaks into homes and leaves a calling card
- 15. Will Ferrell movie in breakroom

win
\$25
 credit
FROM NDTC

Return this completed coupon to NDTC to be eligible for the next drawing. Congratulations to Rodney Bennes from Devils Lake! He was the winner of the credit from the Fall newsletter issue.

Name _____

Phone # _____

1 Down on Crossword Puzzle _____

I understand my full name and my city of residence will be listed in the next newsletter if my name is drawn. _____
(initial)



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

ELEVATE YOUR TV EXPERIENCE

GET FREE TV.

NEW TV CUSTOMERS

One Month Free*

PLUS:

Free activation, Free wiring

CURRENT TV CUSTOMERS

One Month Free
of Upgraded Service*

PLUS:

Free activation, Free wiring

*Restrictions apply. Offer valid to March 31, 2024.

Visit: gondtc.com or Call: **701.662.1100**