

YOUR NDTC QUARTERLY

OUTLOOK

WINTER 2025

COMMUNITY FOCUS:

Dockside Entertainment Center

Activities for the Whole
Family to Enjoy Year Round



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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.
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.



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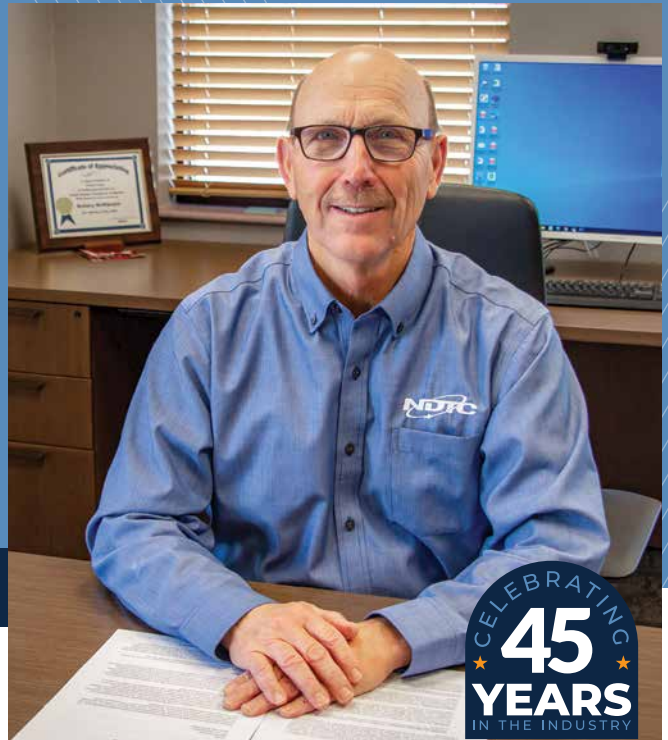
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NOTES FROM THE

General Manager

Rodney Hoffmeyer // NDTC General Manager



Here we are at the end of another year, and the holidays are upon us. Time goes faster every year. I hope everyone enjoyed time with family and friends. I have good news that is all about me to share with everyone. I have decided to retire after 45 years in the industry. My last day will be February 28, 2025. I have thoroughly enjoyed my time at NDTC.

What will I do? I do not plan on leaving the area. I would love to do a little more hunting or fishing. Spoiling the grandkids will be high on my to-do list. Travel and see parts of the country I have never seen. MaryAnn (my wife) has also been talking about different jobs already. I hope they involve sun and water and not hammer and nails. Lastly, just relax and do whatever I want.

This is the time of the year we all think about everything we are thankful for. I was fortunate to have a long career in one industry. I worked with a lot of great employees and made many friends along the way. I will miss the daily interaction with all of you and the structure work brought to my life. Thank you to everyone that was a part of it.

The Board of Directors of NDTC handled the hiring of my replacement. They have named TeeJay Kurtz as the next General Manager/CEO of NDTC. TeeJay has worked at NDTC for 21 years. Please welcome him as he starts in his new role on March 1, 2025.

What have we been up to this year? Aside from our normal workloads, NDTC has mainly been doing upgrades or maintenance to our plant and electronics. The most time-consuming part has been moving individual customers to

newer electronic ports in our central offices. We have over 6,000 done and about 2,800 left to go. We will continue until all are upgraded.

There is uncertainty in the future for our industry, as the new Administration and Congress come into office in 2025. Some of the rules and orders from the last Administration may be rolled back or changed, along with new ones that will be implemented. NDTC will deal with them as needed. We will keep all of you informed about the changes and the effects they may have on you.

Merry Christmas and Happy New Year.

Thank you!

Rodney Hoffmeyer

// DOCKSIDE ENTERTAINMENT CENTER

Activities for the Whole Family to Enjoy Year Round

It's no secret that the weather in North Dakota can put a damper on your outdoor plans. In Devils Lake, there is a new option for keeping your family active when the weather doesn't cooperate. Dockside Entertainment opened its doors to the public in May 2024, and is conveniently located at the corner of ND Highways 2 and 20. The family entertainment center employs one full-time manager and 19 part-time employees who are there to provide additional recreation and activities to the members of the community and visitors to Devils Lake.

Dockside is owned and operated by the Devils Lake Park District. The center has 30,000 square feet of activities, including bowling, a walking track, multi-sport simulator bays, arcade, indoor playground, and courts for pickleball, sport games and bounce houses. Not only does it help keep your family active, but the center also has community/meeting rooms that can host your business meeting, birthday party or family gathering. They have made it easy to plan a visit by booking a bowling lane, sport court or simulator bay on their website at docksidedl.com. The Park District offices have been moved to the new facility, offering additional office space and easy access to their staff.

With community in mind, the center hosts an after-school program offering an option for students in grades Kindergarten – 4th grade to enjoy the facility. On days where school is out early, they offer special rates for daycare programs, host pickleball classes, golf leagues, and bowling leagues, and are a SilverSneakers partner.

Dockside Entertainment relies on NDTC fiber for many services at the center, including telephone, internet, and surveillance cameras. When asked about technology uses at Dockside Entertainment, manager Christy Remmick stated, "Technology is used constantly. Our

six bowling lanes are controlled by one computer at our front desk, over CAT5 wire, which connects to the pin setters, scoring screens and player kiosks. Our five multi-sport simulators also connect over CAT5 to the sensors and cameras, allowing our customers to play over 35 games on them. We have two front desk check-in stations where members check into the facility and non-members purchase





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Christy Remmick - Manager

day passes. These stations also process any activities they plan to do in the entertainment center while visiting.”

Cameras are used throughout the interior and exterior of Dockside, serving multiple purposes. They add to the safety for both employees and customers, while allowing the front desk staff the ability to view all areas of the center from their workstations. The park district staff can also access the cameras, allowing them to provide support to the Dockside Entertainment staff when needed.

Remmick stated, “We rely on a fast and stable internet connection for our activities. Customers don’t want to be waiting for things to start up or to move to the next player or game. Our front desk and concessions need to process transactions quickly, so customers aren’t waiting around.”

TV screens are located around the facility and connected through Wi-Fi. These screens display ads for local businesses, and promote events, activities and general information about Dockside Entertainment. Customers can utilize the internet connection via the free guest Wi-Fi.

The next time the kids are full of energy, the weather disrupts your outdoor plans, or you’re looking for something new to do, visit Dockside Entertainment for a fun indoor experience with family and friends.

NDTC appreciates Dockside Entertainment entrusting us with their extensive communication needs, and wishes them continued success in the future.



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!



CYBERSECURITY: Recognizing and Reporting Phishing Emails

Recently several of our customers notified us about a suspicious email they received. The email stated that NDC was closing all versions of our mailbox and required them to click a link to 'upgrade' their email program. These keen-eyed users recognized some specific indicators alerting them to the possibility the email was indeed a phishing scam. NDC thought this would be a great opportunity to thank them for their vigilance and to inform users as to what they should be looking for in order to avoid falling victim to one of these scams.

How to Recognize Phishing Emails:

Phishing emails often masquerade as legitimate communications from trusted entities. Be on the lookout for these common red flags:

- 1 Suspicious Sender:** Examine the sender's email address carefully. Phishers often use addresses that appear similar to legitimate ones but may have slight misspellings or extra characters.
- 2 Urgent or Threatening Language:** Many phishing emails use fear tactics, claiming your account has been compromised or threatening dire consequences if you don't act immediately.
- 3 Generic Greetings:** Be wary of emails that use generic salutations like "Dear Customer" instead of your name. Legitimate companies typically use personalized greetings.

- 4 Inconsistent URLs:** Hover over any links in the email (without clicking) to see the actual URL. If the URL doesn't match the supposed sender's website or looks suspicious, it's likely a phishing attempt.
- 5 Unexpected Attachments:** Be cautious of unsolicited attachments, especially if they come from unknown sources. These can contain malware that can compromise your device.

How to Report Phishing Emails:

Reporting phishing emails is crucial in helping protect others from falling victim. Follow these steps to report phishing attempts:

- 1 Don't Click Links or Open Attachments:** If you suspect an email is a phishing attempt, do not click any links or open any attachments.
- 2 Report the Email:** Forward the message as an attachment to spam@edgewave.com. This will build rules in your system to keep emails from that sender out of your inbox.
- 3 Notify NDC:** There are a number of ways to notify us. You can call 701.662.1100, or send a message through the contact page on our website, or through our Facebook page.

By staying vigilant and reporting phishing emails, you contribute to a safer digital environment for everyone. Remember, when in doubt, it's always better to err on the side of caution and verify the legitimacy of any suspicious email.

NDTC Managed Wi-Fi

At NDTC, we offer a range of internet plans designed to suit your needs. For those looking to elevate their online experience, we proudly offer Managed Wi-Fi for just \$3.95 per month.

Here's why you should consider signing up for Managed Wi-Fi with NDTC:

Stronger, Faster Signals:

Managed Wi-Fi provides you with lightning-fast broadband via NDTC's advanced fiber-optic network. Whether you're streaming, video conferencing, or gaming, our service ensures optimal performance for every device in your home, while delivering reliable and seamless connectivity.

24/7 Remote Support:

As a Managed Wi-Fi subscriber, you get access to our expert tech support team around the clock. If you ever face any issues with your connection, we'll quickly resolve it remotely. You can call 662.1100 and be directed to our 24/7 helpdesk.

No Upfront Router Fees:

Enjoy a hassle-free experience with a low monthly rental fee. We'll supply the equipment, keep the software up to date, and take care of any repairs or replacements at no extra cost, so you can relax knowing everything is covered.

Mesh-Enhanced Wi-Fi for Maximum Coverage:

Take your internet experience to the next level with Mesh-Enhanced Managed Wi-Fi. This service extends the reach of your connection throughout your entire home, ensuring every room enjoys strong and consistent Wi-Fi. For just \$2.95 more per month, you will have full coverage and uninterrupted browsing.



CommandIQ App:

This app is exclusively available to customers subscribed to the Managed Wi-Fi service. It helps you take control of your Wi-Fi network by providing features such as viewing connected devices, monitoring data usage, setting up a guest Wi-Fi network, and activating parental controls. With parental controls, you can schedule downtime or turn off specific devices. To get started, simply download the CommandIQ app from the App Store or Google Play and follow the on-screen instructions.

Ready to upgrade your internet experience? Reach out to our friendly customer service team today to get started with Managed Wi-Fi!

 **Learn more about Managed Wi-Fi at gondtc.com/internet.**

Lifeline & Link Up Assistance

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 reduces the cost of initiating new telephone service to eligible residents of Tribal lands at the subscriber's principal place of residence. Link Up is a one-time benefit per address.

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
- Tribal Temporary Assistance for Needy Families (TANF)
- Head Start (only those households meeting income qualifying standards)
- Food Distribution Program on Indian Reservations (FDPIR)

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.





PUTTING DREAMS WITHIN REACH:

The 2025 NDTC Scholarship

It's time once again to encourage area high school seniors to apply for the NDTC Scholarship Program!

If you know a hard-working senior from one of the communities we serve, who will be graduating in the spring, they could be eligible to receive one of the ten \$1,000 scholarships we will be awarding.

Since 1999, NDTC has been proud to give back to the community through the scholarship program. We recognize the youth as the future leaders of our communities, and hope through our contribution we can help to put their dreams within reach and be a part of developing them into the best versions of themselves.

Applying for the scholarship is easy. Simply have them go to gondtc.com/scholarships, and click on the application link,

complete the form, upload the required documentation, and submit their application by March 7, 2025.

Here are the eligibility requirements:

- Be a high school student graduating in spring 2025
- Attend an accredited institution of higher education in fall 2025
- Have parents or guardians whose primary residence is within NDTC exchanges and are current subscribers of NDTC's telecommunication services

If you or the applying student have any questions about the NDTC Scholarship Program, please feel free to reach out to [Heidi at 701.662.1100](mailto:Heidi@NDTC.com).



Maintenance Windows:

Maintenance windows are a scheduled period of time during which preventative maintenance that may cause a disruption of service is performed.

Our NDTC IT Service Department uses these maintenance windows to perform work on our NDTC Network Infrastructure (system maintenance, backup, upgrades, etc.) as needed. Because Maintenance Windows may affect a small number of our exchanges or all of our exchanges, our team will generally schedule them after midnight and before 5:00 a.m. Maintenance windows help us ensure you are getting the best experience with the least interruption of service.

As we perform maintenance that requires a lengthy downtime (15 min+) NDTC will post the time and potentially affected exchanges on Facebook. We highly encourage you to follow us on Facebook to keep up to date on all NDTC's happening, including our Maintenance Windows.

Dollars in Motion

Giving Back to Enhance the Lives of Those We Serve

At NDTC, we believe in giving back to our local communities. Since 1995, NDTC has granted over \$1,000,000 to programs and projects that encourage youth, enhance communities and promote education.

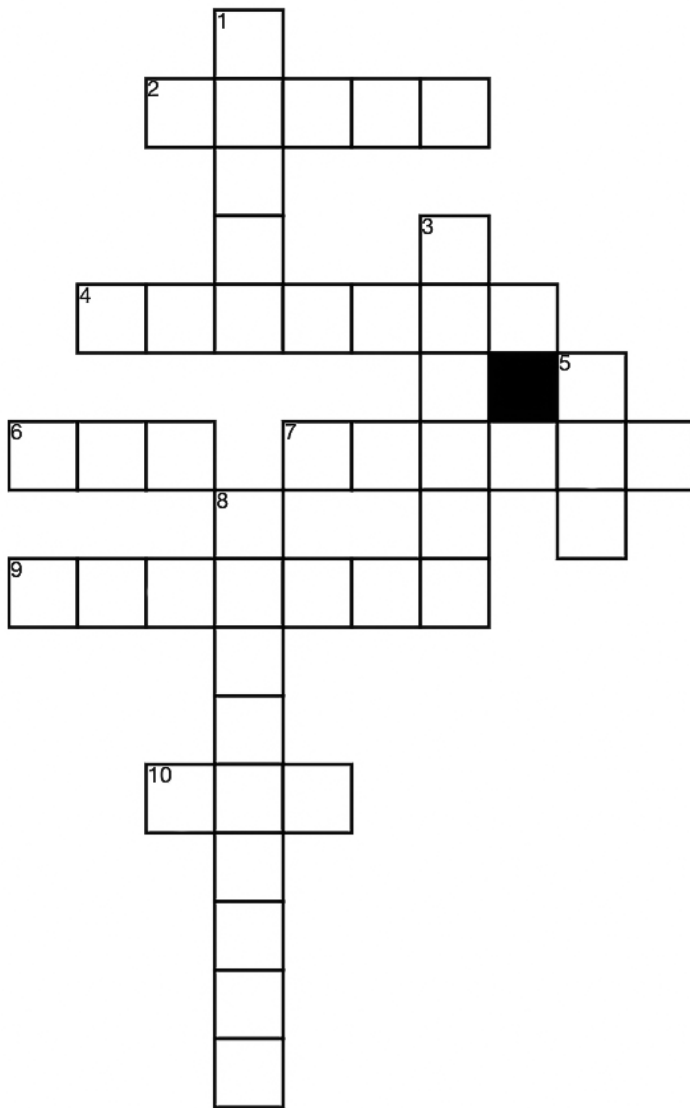
Your business with NDTC helps us be able to give back to our communities. Below are a few examples of past Dollars in Motion recipients:

- Dollars for Scholars
- Farm Rescue
- FBLA
- FCCLA
- Fire Departments
- Community Funds
- Food Pantries
- Medical Auxiliaries
- Parks and Recreation Projects
- Rural Quick Response Units
- SKILLS USA
- County 4-H
- Local Fair Associations

If you have a donation request for NDTC Dollars in Motion to consider or you're looking for more information about the program, please visit gondtc.com/about-us/#dollars-in-motion.

// CHRISTMAS MOVIE

Crossword Puzzle



ACROSS

2. What department store hosts Santa in 'Miracle on 34th Street'?
4. What action-packed Christmas movie features Bruce Willis in a skyscraper?
6. What magical item helps Frosty come to life in the snow?
7. Who is the evil magician in 'Frosty the Snowman'?
9. Who is the red-nosed reindeer leading Santa's sleigh?
10. In 'How the Grinch Stole Christmas,' who is the Grinch's loyal dog?

DOWN

1. In 'Elf,' what syrup does Buddy pour on everything he eats?
3. Which green character tries to steal Christmas from Whoville?
5. What Christmas movie features Buddy, an elf raised by humans?
8. Which film has Kevin defending his house from burglars?

win
\$25
credit
FROM NDTc

Return this completed coupon to NDTc to be eligible for the next drawing. Congratulations to Aileen Clough from Fessenden, ND! She was the winner of the credit from the Fall newsletter issue.

Name _____

Phone # _____

#7 on the 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

DREAMS WITHIN REACH

**Apply Now For a
\$1k Scholarship!**

gondtc.com/scholarships

