

YOUR NDTC QUARTERLY

OUTLOOK

SPRING 2025

FEATURE:

TV Your Way With NDTC TV+

A New Option to Enjoy Video Content!

+

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Contact

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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.

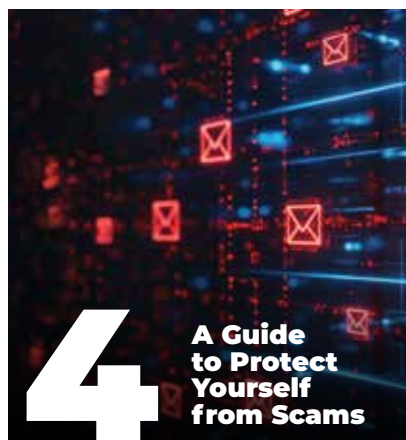
Help Desk

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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NOTES FROM THE

General Manager

TeeJay Kurtz // NDTC General Manager



We have endured another winter, and warmer weather is upon us. Spring is often associated with new beginnings, and I am honored to introduce myself as the new General Manager/CEO of NDTC. I am a lifelong resident of Devils Lake, and am fortunate to have spent my entire career with NDTC. I am grateful for the opportunity to lead our organization as we continuously adapt to the demands of new technologies and changes in industry regulation.

First, I would like to extend my sincere appreciation to Rodney Hoffmeyer for his 45+ years of dedicated service to NDTC. His leadership has been instrumental in shaping our company, and we wish him the very best in his retirement. Congratulations!

We are also excited to announce that Andrew Everson has transitioned from Telephone Service Technician to Outside Plant Supervisor! Andrew has been a dedicated member of the NDTC team, and in his new role, he will oversee the construction and maintenance of our fiber optic network. His knowledge and experience will be invaluable as we continue to upgrade our network to meet the broadband demands of the future. We look forward to his leadership in ensuring that our network remains strong and reliable for all our customers.

As broadband demand continues to grow, we are working on a plan to visit many of the multi-dwelling units in our areas. NDTC will identify apartment buildings that are still using legacy copper telephone cables and upgrade them to fiber optic cables. Our goal is to bring fiber to each individual unit to provide faster, more reliable internet service. Over

the coming months, we will be assessing each building to determine the best approach for fiber installation. This upgrade will allow apartment residents to enjoy the same high-speed, future-proof internet that many single-family homes already receive. We appreciate your patience as we work to bring state-of-the-art connectivity to more customers.

While some of the faces have changed, NDTC remains committed to delivering reliable, high-quality services to our communities. Whether it's high-speed fiber internet, phone services, or our newest TV streaming solution, we strive to provide the best telecommunications experience possible.

Thank you for your continued trust and support. We look forward to serving you in 2025 and beyond.

TeeJay Kurtz

General Manager/CEO, NDTC



NDTCTM **TV+**

TV YOUR WAY

The way TV content is viewed has shifted from watching on a conventional TV set to streaming on a wide array of devices, such as a smart TV, computer, tablet, or smartphone. At NDTc, we are always working to provide customers with the services they want and need. Customers have told us they want the flexibility to watch their favorite programming on devices other than a TV with a wired Set Top Box (STB) and still receive the great customer service they have come to know and love from NDTc.

We are excited to provide customers with what they have been asking for: **NDTc TV+**. A new option to enjoy video content! This user-friendly app gives NDTc TV subscribers access to the same great content across all of their supported streaming devices.

With the launch of NDTc TV+, subscribers have the flexibility to use a wired STB or a streaming STB, or stream on an Amazon, Android, iOS, or Roku device anywhere they have NDTc broadband internet service. Other features on NDTc TV+ include recording capabilities, Video on Demand, Restart TV, and the ability to pause and rewind live TV.

With the current TV market shifting from traditional “cable” to streaming TV, NDTc recognizes the desire for customers to choose their ideal setup. Want a wired STB in the living room? No problem! A Roku streaming TV in the bedroom? Sure thing! Use your iPad

in the kitchen? You got it! NDTc TV+ is TV on your terms; you choose how and where to watch in your home. For a list of supported devices, visit gondtc.com/tv or gondtc.com/resources.

We asked JoAnn, one of our amazing Customer Service Representatives (CSR), how difficult is it to activate NDTc TV+?

“It’s as easy as downloading an app and entering a login and passphrase, and you are streaming NDTc TV+! All you need is NDTc internet, Managed Wi-Fi, and an email address so we can send you your login and passphrase, and you are ready to go! It doesn’t get any easier than that!”

For the best experience while streaming NDTc TV+, NDTc broadband internet and Managed Wi-Fi are required. When away from the home network, subscribers can access recorded content through the NDTc TV+ app. There are also channels that allow out-of-home streaming, so no matter where you are, you can watch their content as long as you have an internet connection.

The best part? There is no additional cost for the new NDTc TV+ streaming service! Three streams are included with all NDTc TV subscriptions **FREE**. Need more than three? Add-on packages are also available.

Jeana, another one of our fantastic CSRs, said, “I think the fact that customers can call in any time to receive help over the phone, with a person one-on-one, is a fantastic benefit with NDTc. You don’t get this kind of customer service with other streaming services!”

Ready to get started streaming with NDTc TV+? Call our office at 662.1100 to activate, download the app, and enjoy TV your way.

HOW TO SPOT A FAKE EMAIL: A Guide to Protect Yourself from Scams

Email is a vital part of our daily lives, from staying in touch with loved ones to handling business communication. Unfortunately, cybercriminals see this as an opportunity, regularly using fake emails to trick individuals and businesses into sharing sensitive information. Recognizing the signs of a phishing email is one of the most important steps you can take to protect yourself and your organization.

What is a Phishing Email?

A phishing email is a fraudulent message designed to look like it came from a trusted entity, such as a bank, social media site, or legitimate organization. Cybercriminals use these emails to steal sensitive details like usernames, passwords, or financial information—or even trick recipients into downloading malware. By being informed about the signs of phishing emails, you can stay a step ahead of these scams.

7 Signs of a Fake Email

To recognize a phishing email, keep an eye out for these common red flags:

- 1 “Too Good to Be True” Offers:** Rewards like winning a lottery, free gift cards, or massive discounts often bait users. If you didn’t enter a contest or sign up for a specific offer, it’s likely a scam.
- 2 Urgent or Threatening Language:** Phishing emails often create panic with statements like “Immediate action is required” or “Your account will be suspended unless you respond”—don’t fall for this tactic.

- 3 Unfamiliar Sender Email Address:** Cybercriminals often use fake domains that look similar to trusted companies, swapping a letter or adding extra characters (e.g., @amaz0n.com instead of @amazon.com).
- 4 Generic Greetings:** Legitimate organizations often address you by your name. Be cautious if the email starts with a vague greeting like “Dear Customer” or “Hello Friend.”
- 5 Suspicious Links or Attachments:** Hover your mouse over any link in the email to inspect the URL without clicking it. If it looks odd or mismatched from the company’s legitimate web address, don’t click! Similarly, avoid downloading attachments from unknown senders—they can contain malware or viruses.
- 6 Grammatical Errors and Typos:** Organizations usually maintain professional communication. Be wary of emails riddled with spelling mistakes, odd sentence structures, or incorrect formatting.
- 7 Requests for Sensitive Information:** Legitimate companies rarely ask for sensitive details, like passwords or Social Security numbers, via email. If an email makes this request, it’s almost certainly a scam.





What to Do if You Receive a Suspicious Email

Protecting yourself doesn't stop at recognizing fraudulent emails. Here's what you can do if something seems off in your inbox:

- **DO NOT click** on any links or download attachments.
- **Verify the sender.** Contact the company or organization directly using official methods (e.g., their legitimate website or phone number) to confirm if they sent the email.
- **Mark it as spam or phishing.** Most email platforms provide tools to report suspicious emails, which helps flag them for other users.
- **Update your security software.** Ensure that your antivirus and anti-malware tools are up to date to provide an extra layer of protection.

Protect Yourself Today

Spotting fake emails is one of the simplest yet most effective ways to stay safe online. Be proactive—educate yourself and share news about threats with those around you to help create a safer online environment for everyone. Remember, staying one step ahead starts with you.

If you're looking for more resources or assistance in improving your cybersecurity practices, don't hesitate to reach out to us!

Your Security is Important to Us

Under the rules of the Federal Communication Commission (FCC), telephone companies like NDTc are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). As a customer, please remember the policies below when visiting or calling our office:

– When visiting us in person, you will be required to show a photo ID to discuss your account.

– We can only discuss account information with people authorized by the account owner.

– When you call with account questions, we must authenticate you by requesting your pre-established password.

If you would like clarification on these policies, please call 662.1100.

// LEADERSHIP TRANSITION:

Celebrating Rod's Retirement and Welcoming TeeJay as New CEO



A few months ago, Rod Hoffmeyer announced his retirement as CEO/General Manager of NDTC, which was effective February 28th of this year. Rod's career with NDTC began in 1979, when the company was part of Contel. He continued with NDTC after its formation in 1993, and throughout his 45 years, Rod has witnessed tremendous growth and transformation in the telecommunications sector. Rod was promoted to the CEO/GM role in 2019 and has led NDTC through numerous changes.

Starting March 1st, TeeJay Kurtz stepped into the role of CEO/General Manager. TeeJay, who was born and raised in Devils Lake, has been with NDTC since 2003 and brings extensive experience and a deep understanding of the telecommunications industry. His leadership, calm demeanor, and expertise in navigating the complexities of this ever-evolving field will be invaluable to NDTC.

As we celebrate Rod's well-deserved retirement, we extend our best wishes for his future endeavors and express our gratitude for his wonderful leadership and the impact he's had on our company. We also offer a warm welcome to our new CEO/GM, TeeJay. We are confident that TeeJay will uphold the values that have driven NDTC's success, while also pursuing new opportunities for growth. Under his leadership, we remain committed to delivering excellence and advancing technological innovation. We are excited about the bright future ahead for our company, and its continued success.



GROUNDBREAKING SEASON:

Call 811 Before You Dig

Whether you're planning a home improvement job, planting a tree, or installing a fence or deck, it's the law to contact North Dakota One Call (NDOC) at 8-1-1 or ndonecall.com.

North Dakota law requires anyone conducting an excavation to notify NDOC. Operators are required to mark the locations of their underground facilities at no cost to the caller.

The North Dakota Public Service Commission enforces the requirements of the state's underground damage prevention laws (ND One Call Laws) as set forth in the One Call Excavation Notice System under Chapter 49 of the North Dakota Century Code. The Public Service Commission's role is to enforce the requirements of the state's damage prevention laws and take action when violations are reported to the Commission.

Here are the steps to follow, according to NDOC:

- 1 Mark your proposed excavation area with white paint or flags.
- 2 Call NDOC at 8-1-1 at least 48 hours (excluding weekends or holidays) before your project start date. As you describe your project and location, an

NDOC representative will complete a ticket for you to get your lines marked. You can also apply for a ticket online. Tickets are valid for 21 calendar days.

- 3 After logging your ticket into a computer, NDOC sends it to member utilities for them to mark the location of their equipment in the ground and confirm whether it interferes with your proposal or not. You can check the status of your ticket anytime on the NDOC website.

PLEASE NOTE: Private facilities that are not NDOC members will not be marked. When a property owner or tenant has any type of private underground facility, they are responsible to locate those facilities or hire someone to locate them.

- 4 Once all utilities have marked their lines, you can start your excavation project in the approved area. Be sure to respect the marks and use proper tools and techniques as you dig.

For more information on this process, call 8-1-1 or visit ndonecall.com. The website also offers ITIC, a user-friendly digital ticketing solution that provides benefits like accuracy, efficiency, and flexibility.

NDTC presents at T4 Summit



The T4 Tools, Trades, Torque, Tech summit was held on the campuses of Lake Region State College and Camp Grafton on January 22nd and 23rd, 2025. Hundreds of middle school and high school students from the Lake Region and surrounding areas filled classrooms, ready to learn about future workforce opportunities.

What is T4? According to their website, "T4 introduces students to workforce skills, needs, training, and networking opportunities with industry leaders and technicians! How do we expect young people to dream if they don't know what they can dream about?"



Kim, NDTC Network Service Technician I, presented a class on cybersecurity.

Students learned by playing interactive games highlighting how their choices affect the cybersecurity of a company.

Andrew and Matt, NDTC TST-Splicers, showed students how they splice ribbon and single strand fiber. Students were able to try it for themselves and see how clean a connection they could make.

T4 was a great way to showcase just a couple of the in-demand career opportunities available with telecommunication companies like NDTC. We appreciate the invitation, and thank everyone involved in bringing this amazing learning experience to Devils Lake.

Do you have a student who wants to learn more about what we do at NDTC or careers available? Give us a call at 662.1100 to set up a tour or job shadow.

PICK+IT COLLEGE FOOTBALL CHALLENGE WINNERS!

1 **JOHNNIE C.**
\$100 NDTC Bill Credit

3 **HEIDI S.**
\$25 NDTC Bill Credit

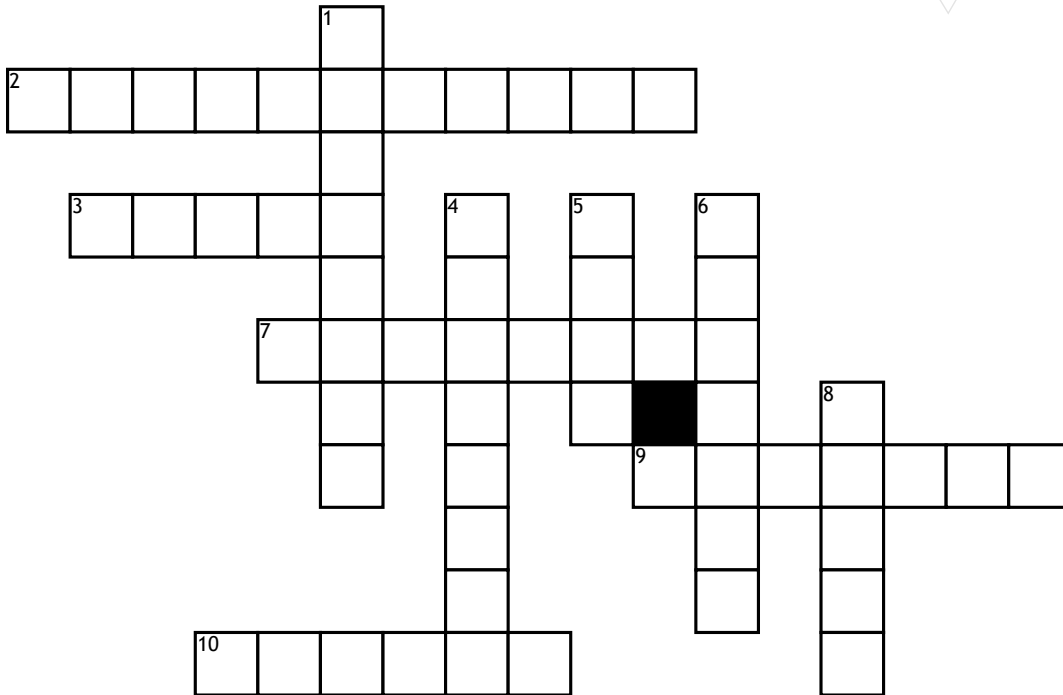
2 **JEREMY S.**
\$50 NDTC Bill Credit

LAST **SUSAN B.**
\$25 NDTC Bill Credit



// CYBERSECURITY

Crossword Puzzle



ACROSS

- 2. Files sent through email
- 3. The secure version of HTTP
- 7. A piece of software or hardware that blocks certain types of traffic
- 9. Symbol to look for before entering ANY personal details
- 10. A person who uses computers to gain unauthorized access to data

DOWN

- 1. Trying to steal other people's sensitive information
- 4. A name used in conjunction with a password to gain access to a computer system or a network service
- 5. Irrelevant or unsolicited messages sent over the Internet, typically to a large number of users, for the purposes of advertising, phishing, spreading malware, etc.
- 6. Software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system
- 8. Software and services that run on the Internet instead of your computer

win
\$25
credit
FROM NDTc

Return this completed coupon to NDTc to be eligible for the next drawing. Congratulations to Mavis Maloney from Esmond, ND! She was the winner of the credit from the Winter newsletter issue.

Name _____

Phone # _____

#6 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

Take Full Control of Your Network

Stay in charge with CommandIQ.

The NDTC CommandIQ app gives you an instant snapshot of your home or small business network.

App Features:

- View all the connected devices on your network
- Set up basic parental controls or guest network
- Run speed tests
- Change your SSID and password

gondtc.com



Download Today

