

photo by Call Addicott



July 2018

RINGER



**CHANGING LIVES.
MAKING CONNECTIONS.**

NCC has a brand new look,
but one thing hasn't changed, we're still offering
the same great services that make your life
and connecting easier!

STAY TUNED TO OUR WEBSITE FOR
OUR EXCITING NEW BRAND COMING SOON!



**Spend your time at the lake
this summer, not paying bills.**



- Sign up in July to receive paperless statements and get entered to **WIN** (2) Grandstand Showpasses to the North Dakota State Fair July 20-28 in Minot.
- Enter again to win by signing up for SmartHub, NCC's online customer portal.



Go Green!



800-245-5884
www.nccray.com

A New Look to Your NCC Statement:

We recently made some changes to our billing system which includes a different look to our statements that you receive every month from NCC. You will notice that it is now broken down by service type (telephone, internet and Video/TV) and service agreement number. Each service type previously was all listed on one number, likely your landline telephone number.

Now, each service type has been separated and assigned a dedicated fictitious number. Individual services were split in order to have more flexibility in making changes to these services, including any future features such as changing Internet Broadband speeds online.

Please call our office at 568-3331 if you have any questions or need further explanation.



Outages – Quick Reference Guide

At this time of year, storms and planned power outages may cause service outages. If your services are out, please try the following steps:

PHONE:

1. Make sure all phones in the house are on hook.
2. Check for dial tone on all phones.
3. Unplug all phones and any cordless phone base from electrical and wall jacks. Make sure ALL phones are offline simultaneously. Leave unplugged for 10 minutes. At that point, plug one phone back in—corded phone if available—to see if dial tone has returned. Plugging in only one phone can rule out a bad cordless phone.

VIDEO TV:

1. Make sure all cords are plugged in securely.
2. Make sure correct source or input on TV is selected.
3. Unplug TV and set top box (if applicable) from electrical outlet. Wait 10 minutes and plug back in. Allow time for equipment to turn back on/powercycle.

FTTH Customers:

Make sure the Cyber Power box is powered on and has green lights on AC and Output. If it doesn't, make sure electrical outlet has power and the power cord is plugged in.

INTERNET:

1. Make sure all cords to and from router are plugged in securely. Make sure cord plugged into wall jack is secure.
 - Copper customers will have a phone cord for DSL
 - Fiber customers will have an Ethernet cable. Slightly bigger than phone cord.
 - Wireless/MMDS customers will have a Motorola or Arris modem hooked up to a router. The Modem will have a black power cord hooked to a power inserter. Trace the power cord from the back of the Modem to ensure it's plugged into the power inserter, then to the outlet.
2. Unplug power cord from back of router and leave unplugged for a minute.
3. Do not move router from original installation even if another jack is available. **The original jack is the only one filtered for Broadband connection.**
4. DO NOT RESET modem/router as this may result in a factory reset & loss of all settings.

Customers are invited to report troubles and receive after-hours support by calling our office number 568-3331.

Farmers Union Youth Day Camp

Kids from the Farmers Union Youth Day Camp visited NCC in June to learn more about cooperatives. They were treated to a tour of NCC, a lesson on the 7th principle of cooperatives: concern for community, a fiber optics demo AND an ice cream treat at the end.



Jeremy Becker,
NCC GM/CEO, giving students
a lesson on cooperatives.

Jamie Holmen,
NCC Network Specialist,
giving students a Fiber
Optics Demo.



Wednesday, August 1st is the Deadline for

GRANT APPLICATIONS:

• **RDRC Grant** - NCC has \$2,000 to distribute to up to (4) recipients in the amount of \$500 to \$2,000. The grants will be awarded to support community owned entities, non- profits and community-based projects. Grant winners must be able to provide \$4 of other funds to every \$1 of RDRC funds awarded.

• **CoBank Grant** – NCC and CoBank will contribute up to \$10,000 to a 501 (c)(3) charity, school or government organization such as counties or municipalities and their agencies or departments.

• **Applications** can be found at www.nccray.com. Please email ncc@nccray.com or call our office 568-3331 with any questions.

Video Cable TV Notification

The FCC requires that as a Video Cable TV provider, NCC must notify customers annually of the following information:

- **NCC provides Video Cable TV services** to customers in the towns of Grenora, Tioga, Bowbells, Lignite, Noonan, Flaxton and the exchanges of Columbus, Crosby, Epping, McGregor, Powers Lake, Ray, Round Prairie, and Wildrose.
- **Video Cable TV packages available include:**
 - **Economy Package** for \$42.49/mo., includes the local broadcast fee of \$14.39/mo.
 - **Basic Package** for \$82.04/mo., includes the local broadcast fee of \$14.39/mo.
 - **Expanded Basic** with HD channels and access to one HD set-top box for an additional \$28.95/mo. A set-top box is needed for each TV to receive the Expanded package. You must subscribe to the Basic package in order to subscribe to the Expanded Basic package, and to the Expanded Basic package if you would like to subscribe to any of the Premium Packages.
- **Advanced TV** is available in areas with fiber optics and is priced as follows: Economy Package for \$42.49/mo., Basic package for \$84.99/mo. and Expanded Basic Package for \$110.99/mo. – includes local broadcast fee.
- **Premium Packages** are as follows: HBO - \$17/mo., Cinemax - \$11/mo., Starz/Encore - \$9/mo., and TMC - \$7/mo. Additional HD set-top boxes are \$5.95/mo. DVR feature is \$9.95/mo.
- **A local broadcast fee** of \$14.39/mo. is assessed to all Video customers.
- **Video Cable TV installation is \$25 plus** the costs of any additional equipment and time spent installing this equipment.
- **Instructions on how to use our Video Cable TV service** is provided to customers by an NCC technician at the time of installation. Additional information about the equipment can be found online at www.nccray.com.
- **Channel line-ups** are available online at www.nccray.com.
- **Customers with billing questions or complaints** in regards to billing, signal quality, equipment issues, etc., can contact NCC by calling 568-3331 during normal business hours or by emailing ncc@nccray.com.
- **Information on the set-top box**, DVR and universal remote that NCC utilizes with our Cable TV system can be found on our website at www.nccray.com. These manuals will provide information about the compatibility with your TV, VCR or any other system you may be using. Additional universal remotes are available for purchase at NCC, but may also be purchased at any local retail outlet that sells TV equipment.
- **To protect our customer's information**, NCC adheres to an authentication procedure before information is shared and/or changes are made to accounts.



Construction Update

Fiber to the Premise:

Marmon – cutovers at customer premise began mid June. This has been delayed due to our Ethernet upgrade. Thank you to all customers for your patience and for getting orders placed so that once we get going on cutovers, we can just keep going until it's complete.

Ray Town - pre-installs at customer premise is finished. Construction began late June and will be done by Anderson Underground. Contractors will be plowing fiber for main lines in alleys, some streets and to each individual home/business.

Crosby Town - pre-installs are ongoing. NCC has been focusing on the businesses and has begun in the residential areas most recently. JCS, a contractor hired by NCC, will also be doing some of these pre-installs. Construction is scheduled to begin as Ray is complete or nearing completion later this summer as Anderson Underground has crews available.

Bowbells - pre-installs are in progress and being done by JCS, a contractor hired by NCC. Ernst Construction will start work in the town of Bowbells the first part of July and should wrap up there the end of August with construction in the rural Bowbells area to begin after that. They hope to have all wrapped up towards the end of October, provided everything goes smoothly and the weather cooperates.

Please call our office at 568-3331 if you have any questions!



New Listings

COLUMBUS

Denham Thomas & Betty939-6191

CROSBY

Teramani Casey.....965-5251

EPPING

Ceynar Richard & Lindsey.....859-6334

Helms Glenn & Tammy.....859-8181

MARMON

Gordon Jerry & Shannon.....826-2646

Hastings Derwin & Annette826-3406

Moran Casey & Megan.....826-5062

Strand Jeffrey & Nicole.....826-5870

RAY

Haglund Paul.....568-6177

ROUND PRAIRIE

Kennedy Kimberly.....875-4878

TIOGA

Aguirre Erica.....664-4859

Burinsky Ronald664-6087

Dohrmann Theodore664-5366

Moberg Britta664-8493

Stern Aaron & Shawna664-5338

T2 Environmental LLC.....664-6897

Send Us Your Pictures for the 2019 NCC Calendar!



NCC is pleased to announce the 2018 photo contest. Winners will have their photos featured in the 2019 NCC calendar. The free calendar will be available to customers in the NCC office by Thanksgiving.

- *Entries must be color photos taken within northwest North Dakota by a person that receives at least one of our services: Internet, Telephone and TV.*
- *Photos must be high resolution or we are not able to use them.*
- *Submit by email to ncc@nccray.com. Or drop off at our office in Ray at 111 Railroad Avenue. Or mail them to NCC, ATTN: Photo Contest, PO Box 38 Ray ND 58849.*
- *Deadline is October 1, 2018.*
- *Like us on Facebook to view photos which are submitted to the contest: www.facebook.com/northwestcommunications.*



Remember to dial 811 before digging!

You can also file your locate requests 24/7 using ND One Call's ITIC system by going to www.ndonecall.com. It not only saves you time and protects you from potentially costly damage, it's also required by ND state law.

Join NCC at these Events in July!

- July 4th
– Tioga Freedom Fest
- July 8th & 9th
– Epping Buffalo Trails Days
- July 14th & 15th
– Ray Fireman's Golf Tournament
- July 20th, 21st & 22nd
– Divide County Threshing Bee
- July 25th
– Co-op Day at the North Dakota State Fair

Notes

- **Co-op Day at the North Dakota State Fair** is on Wednesday, July 25th. Pick up coupons at our office in Ray.
- **Thanks to everyone who attended the 2018 NCC Annual Meeting!** A list of door prize winners will be published in the August newsletter, or you can find it on our Facebook page now at: facebook.com/northwestcommunications.
- **Remember to dial 811 BEFORE** you do any digging!



Report Trouble: 611
Email: ncc@nccray.com
Ph: 701-568-3331 or 800-245-5884
Directory Assistance: 411
Call Before You Dig: 811
Newsletter Editor: Angela Schepp
Design: lori@leutzgraphics.com

Business Hours: M-F 8am to 5pm.
NCC Message Center will take calls outside of these hours.

Make a payment anytime by using Secure Pay 1-888-816-8068 or SmartHub www.nccray.com or download the app