



**WELCOME  
TO NCC**

**INTERNET  
VIDEO  
VOICE**



# TABLE OF CONTENTS

<b>Welcome .....</b>	<b>1</b>
<b>Cooperative Members.....</b>	<b>2</b>
<b>Mission Statement.....</b>	<b>3</b>
<b>Core Values .....</b>	<b>3</b>
<b>Local Telephone .....</b>	<b>4</b>
<b>Calling Features.....</b>	<b>4</b>
<b>ND Long Distance.....</b>	<b>5</b>
<b>Internet.....</b>	<b>6-9</b>
<b>Video/TV .....</b>	<b>10-12</b>
<b>Security .....</b>	<b>13</b>
<b>Technical Support.....</b>	<b>14-15</b>
<b>About Your Bill .....</b>	<b>16</b>
<b>Important Resources .....</b>	<b>17-19</b>
<b>Contact Information .....</b>	<b>21-22</b>

*This institution is an equal opportunity provider and employer.*

*If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cut.html](http://www.ascr.usda.gov/complaint_filing_cut.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).*

# WELCOME





Thank you for signing up with NCC telecommunication services! We are your local cooperative working to bring modern communication services to Northwest North Dakota and are proud to have you as a member.

This booklet contains information about your cooperative and each of the products and services that are available.

## **NCC provides:**

- Telephone features such as call waiting, caller identification, voice mail, three way calling and many more.
- Internet services available in the entire NCC cooperative area.
- TV Video available with local channels including local news, weather and community channel. Plus, whole DVR, PPV and movie channels.
- Phone systems and telephones for your home or business.
- North Dakota Long Distance (NDLD) offers long distance telephone rates with plans available to fit anyone's long distance calling needs.
- Protect you, your family, and your property with NCC Security, a 24/7/365 alarm monitoring service for burglary, fire, smoke, carbon monoxide, water, temperature, and more.

To keep connected with you, our customer, NCC provides several different ways for you to stay updated on community and NCC happenings. NCC provides local content, local news, and local weather on our cable television system. Please visit our website at [www.nccray.com](http://www.nccray.com) to view additional information regarding our products and services. This site is updated regularly and also provides exciting news, photos and local happenings. You will also receive our monthly newsletter, the Ringer.

We appreciate you choosing NCC as your local provider. Please contact us with any questions or comments locally **568-3331, toll free 800-245-5884 or email [ncc@nccray.com](mailto:ncc@nccray.com). You can also follow us on Facebook: [www.facebook.com/northwestcommunications](http://www.facebook.com/northwestcommunications).    **



## COOPERATIVE MEMBERS

NCC is a cooperative which means it is owned by those we serve. By receiving service from NCC you are automatically a member of the cooperative. As a member, you have the opportunity to take part in the operation of your cooperative each year by nominating and voting for candidates for director positions at the NCC Annual Meeting the 3rd Tuesday in June. NCC was formed in 1951 to provide low cost quality telephone service to its member-owners and has grown into a broadband company with speeds up to 1Gig for every member. See the front cover of the NCC telephone directory, where the Districts and current Directors are listed.



# MISSION STATEMENT

It is the mission of Northwest Communications Cooperative to be the premier provider of communications services in northwest North Dakota.

## CORE VALUES

- We exist for the benefit of our customers, and will provide high-quality, competitively-priced services.
- We will be good stewards of the Cooperative's assets, and offer services where they are technically and economically feasible, to ensure long-term financial viability.
- Our employees are an important asset, and we will provide them with the opportunities and tools necessary to accomplish our mission.
- For our communities, we will continue to be good corporate citizens and strive to enhance the quality of life in northwest North Dakota.
- We will conduct our business with the highest degree of integrity.



# LOCAL TELEPHONE SERVICE



**Residential.....\$22.46/mo.**

*Crosby, Epping, Marmon and Round Prairie exchange \$21.50/mo.*

- *\*plus mandatory fees & taxes*
- *\*Additional installation, activation and/or premise visit charges may apply*
- *\*Prices subject to change*

**Business .....\$24.50/mo.**

**Extended Area Service (EAS) provides unlimited free calling between the following exchanges:**

- |            |           |               |                 |
|------------|-----------|---------------|-----------------|
| • Alamo    | • Epping  | • Marmon      | • Ray           |
| • Bowbells | • Flaxton | • McGregor    | • Round Prairie |
| • Columbus | • Grenora | • Noonan      | • Tioga         |
| • Crosby   | • Lignite | • Powers Lake | • Wildrose      |

*EAS charges automatically are applied to customers in Epping, Marmon, Round Prairie, and Crosby for additional extended area service for local calls between Epping, Round Prairie and Marmon to Williston, and Crosby to Ambrose and Fortuna.*

## CALLING FEATURES

**FREE Voice Mail:** Voice Mail from NCC allows you to check your messages from anywhere. No hassles, no equipment.

**FREE Voice Mail to Email:** Voice Mail to email service delivers any phone message that is left for you directly to your email in an audio file. It provides an easy way for you to listen to your messages, without ever having to pick up the phone. Simply click on the audio file that is delivered to your email to listen to your messages at your convenience.

**Call Forwarding .....\$2.00**

**Call Waiting .....\$2.00**

**Caller ID .....Number Only.....\$3.50**

**.....Name & Number.....\$4.50**

A list of complete calling features can be found at [www.nccray.com](http://www.nccray.com) or in the NCC Telephone Directory.

Instructions to use these features can be found in the NCC Telephone Directory.

# CaretakerSentry MEDICAL ALERT SYSTEM

**One-time purchase and program fee .....\$100**

**Monitoring fee. ....\$25/mo.**

System includes a base unit and two-way voice pendant. Pendant is water resistant, reaches up to 600 feet, has up to 4 hour talk and 6 month standby times and can be worn on lanyard, wrist or on belt.

## Features:

- Fully supervised – communicates with central station every 13 hours to ensure proper connection.
- Emergency call is placed by either pressing the ‘EMERGENCY’ button on the pendant or on the base unit.
- Battery back-up for up to 24 hours.
- Caretaker button – program an additional phone number to call family, friend or nurse assist hotline.

## NORTH DAKOTA LONG DISTANCE

If you are looking for great long distance rates and service, look no further than your own backyard. Over 85% of NCC’s customers are saving time and money with NDLD, NCC’s very own long distance service. Plus you’ll enjoy the convenience of just one bill from NCC and earn capital credits on every call you make.

### Anytime rates for HOME

#### 10¢ NATIONWIDE PLUS PLAN FOR HOME

\$3.95/mo. per line

10¢/minute State-to-State

10¢/minute In-State

### Anytime rates for BUSINESS

#### 10¢ NATIONWIDE PLUS PLAN FOR BUSINESS

\$4.95/mo. per line

10¢/minute State-to-State

10¢/minute In-State

### Flat rates plan for HOME

No monthly call plan charge

10¢/minute State-to-State

15¢/minute In-State

### Flat rates plan for BUSINESS

No monthly call plan charge

8¢/minute State-to-State

14¢/minute In-State

**Unlimited Long Distance only available in an NCC Bundle.**

# RESIDENTIAL INTERNET



## Internet Only

*25Mbps .....	\$72.00/mo.
*50Mbps .....	\$92.00/mo.
*150Mbps.....	\$107.00/mo.
*300Mbps.....	\$132.00/mo.
*1Gbps (1,000Mbps) .....	\$221.00/mo.

*\*Symmetrical speeds with unlimited usage and no data caps.  
\*Monthly fee excludes fees & taxes. Speeds where available.  
\*One Time \$100 installation fee.  
\*Activation and NECA fee are waived with a signed 6 month agreement.  
Agreement can be found online at [www.nccray.com/internet](http://www.nccray.com/internet) or by calling NCC.  
\*Includes up to (5) email accounts and 1GB of storage. Additional storage and email accounts can be purchased for an additional cost.*

### WiFi: \$5.00/mo.

Get Internet access on the wireless enabled devices in your home/business.

### WiFi+

Add additional access points for better WiFi coverage throughout your home.

**More information at [www.nccray.com/internet](http://www.nccray.com/internet)**

*Free activation during Internet installation. \$25 one-time activation fee.*

## Email Filtering for all NCC Email Accounts

### Free service included with Internet service

Protect your computer from most viruses and unwanted junk email. Suspicious emails are stopped before they enter your inbox. You can view these suspicious messages by logging into the Daily Digest which will list all of the filtered/SPAM email and give you the option to view and release any emails you want delivered to your inbox. SPAM email will be kept for 30 days and then automatically deleted if not released. Daily notification will be emailed from “Daily Digest – NCC Ray” or you can always login by visiting [www.nccray.com/internet/email](http://www.nccray.com/internet/email) and click on the link to check your filtered emails.



# SMALL BUSINESS INTERNET

## Internet Only

*50Mbps .....	\$97.00/mo.
*150Mbps.....	\$112.00/mo.
*300Mbps.....	\$137.00/mo.
*1Gbps (1,000Mbps).....	\$326.00/mo.

## Online PC Backup

- Never worry about your files being lost again!
- Back them up with NCC's data storage service.



		Photos	Music	Videos
\$5.00/month	25GB	3,750	4,250	500
\$10.00/month	100GB	15,000	17,000	2,000



# ***HIGH SPEED INTERNET***

Gig Internet (1000 Mbps) is here!  
Call for pricing and availability.





## **WHOLE HOME DVR FEATURE**

**WATCH TV ON YOUR TIME  
FROM ANY ROOM!**

*Only \$9.95/mo.*

# **FREE!**

## **WATCHTVEVERYWHERE**

***It's for the whole family!***

Stream your favorite channels & programming from your tablet, PC, smartphone or laptop!

For instructions on acquiring watchTVEverywhere go to [www.nccray.com](http://www.nccray.com). Click on the TV tab at the top. Once on that page, scroll down to find the watchTVEverywhere setup link.

# VIDEO



## Local Community Channel 16 (Channel 12 on cable TV)

Post your community announcement on the local Cable TV system

Fundraising, non-profit, church and school activities are free to list.  
Businesses or individuals may be charged a small fee.

### Send announcements to:

NCC Business Office (568-3331)

PO Box 38

Ray, ND 58849

[ncc@nccray.com](mailto:ncc@nccray.com)

fax to 568-7777, mail, or drop off at office.





## NCC ADVANCED VIDEO

Available to FTTH customers.



<b>Economy Package</b> .....	\$47.49/mo.
<b>Basic Package HD channels included</b> .....	\$96.55/mo.
<b>Expanded Basic Package</b> .....	\$122.49/mo.

Pricing includes two FREE Set Top Boxes

*Set top box needed for all TV sets*

### Premium Packages

<b>HBO</b> .....	\$17
<b>Cinemax</b> .....	\$13
<b>Showtime &amp; The Movie Channel</b> .....	\$17
<b>Starz &amp; Encore</b> .....	\$11

### Added Features

<b>NFL RedZone</b> .....	<b>\$49.95/NFL Season</b>
<b>Pay Per View</b> .....	<b>pricing subject to event</b>

*(Residential only service.)*

**Whole Home DVR Feature** .... \$9.95/mo.

- Includes the DVR Set Top Box.
- Record and watch shows on any set top box you have in the home.

**Additional Set Top Box** ..... \$5.95/mo.

# SECURITY



## Monitoring

We've partnered with a Central Station Alarm Association (CSAA) 5 Diamond Certified central monitoring station to bring you live support 24/7 for every alarm and dispatch. They provide fast and reliable service so your property is always protected no matter where you are. Monitoring starts at \$45 per month (a three-year contract is required). *Additional monitoring fees may apply.*



## Life Safety Systems

Protect your family and your property with sensors that alert you and our central monitoring to emergencies inside your home.

- Smoke
- Heat
- Carbon Monoxide
- Environmental
  - Water
  - Low Temperature (freeze detector)
  - Dual Temperature



CO2 Detector



Water Sensor



Motion Sensor



Security Package

## Burglar Alarms

Stay alert of potential danger and protect your family while our central monitoring center dispatches emergency response.

- Perimeter Sensors
- Motion Detectors
- Window
- Vibration
- Glass Break

## Additional Services

Increase your security system with convenient and affordable services:

### Remote Services

Receive text alerts and access your system right from your cell phone or from any internet connection.

### Open/Close Reports

Individualized user codes track who opened or closed a premises and when the system was armed and disarmed.

## Additional Sensors

Customize your system with sensors that detect and alert you of a wide variety of potential issues.

- Environmental
- Water
- Low Temperature
- (freeze detector)
- Dual Temperature

*Additional sensors and services are available at additional cost. Contact us to customize your system for your home or business monitoring needs.*

**Cameras now available – call for a site survey and quote today!**

# TECHNICAL SUPPORT

## Internet Support

Before calling to report an Internet trouble, please do the following:

- Shut down your computer. Unplug the power cord from the back of the modem and check the front of the modem to ensure that all the lights have been turned off. After 30 seconds, plug the modem back into the power source. Turn your computer back on. Wait 5 minutes and try your connection again.
- If this does not work, you can reach an NCC Internet Customer Service Representative Monday – Friday, 8:00 a.m. to 5:00 p.m. by calling the NCC Business Office 568-3331. Calls to the NCC office after hours and when an NCC Internet Customer Service Representative is not available are answered by ISPN who can provide technical support over the phone 24 hours per day, 7 days per week.

## Telephone Support

If you are experiencing no dial tone or static on the line:

- Check all telephone cords – from jack to telephone base and from telephone base to the handset-make sure they are not loose or damaged.
- Try a different telephone handset. Unplug the current telephone handset from the jack and plug in a different handset to see if it works.
- Hang up all telephones. Make sure all telecommunications equipment, answering machines, fax machines, caller ID boxes, computer modems and telephone sets are working.

To check, unplug each piece of equipment from the phone jack and electrical outlet. Leave everything unplugged for five minutes. Then, try plugging in the equipment one at a time and check to see if the trouble clears.

- If the problem is that you are unable to call long distance, you will need to contact your long distance carrier. If NDLD is your long distance carrier, you will need to contact NCC at 568-3331.
- If you are still experiencing issues, it might be in the phone line or wiring and you will need to call NCC to report the trouble 568-3331.

**During a power outage:** Your landline phone will continue to work. Cordless phones generally will not work. After power has been restored, you may need to reset your cordless phone by unplugging it from the jack.



# TECHNICAL SUPPORT

## eTech Remote PC Repair

e-Tech is a comprehensive technical support solution that's fast, reliable, feature-rich, and affordable. You can manage the headaches of PC issues in the comfort of your own home. Technicians will speak with you to determine the best service package for your immediate needs. Packages including:

<b>Tune Up</b>	.....\$50.00 per instance
<b>Set Up</b>	.....\$60.00 per instance
<b>Clean Up</b>	.....\$80.00 per instance
<b>Repair</b>	.....\$100.00 per instance
<b>Premier</b>	.....\$200.00 per year OR \$75.00 + \$15.00 per month

For support, contact 855.50.ETECH (38324) or [ncc.etech247.net](http://ncc.etech247.net)

*Prices and terms subject to change without notice. Please call NCC at 568-3331 for the most current information.*

*Sheri Torgerson, Customer Service Representative*



# ABOUT YOUR BILL

Your monthly bill is mailed to you during the first week of each month. You are billed one month in advance (i.e. you receive a bill the first part of January for services in January). Your first bill might seem high. When service is connected anytime during the month, you are billed from the connect date/installation date to the end of that month, plus you are billed for one month in advance on your first statement. If you disconnect service, you should receive credit for any unused service as of the disconnect date. If it is a permanent disconnect, you should receive a check for the credit, as long as we have an updated address on file. Long distance calls placed between the 13th of one month and the 12th of the next month are billed the first week of the following month. NCC has contracts to bill for North Dakota Long Distance and AT&T only. You will receive a separate bill from all other long distance carriers. Bills are due upon receipt and are considered delinquent after the 15th of the month. When your bill has a 30 day balance at the time of billing (usually around the 25th of the month), you will see a delinquent notice on page one of your bill. This notice states the date and time of scheduled disconnection. If you do not pay by that date, you will be disconnected. A separate delinquent notice is not sent. Reconnecting after services have been disconnected for non-pay will require payment in full, plus a \$25/service reconnect fee.

## Payment Options

If you are mailing in your payment, you can use the envelope included in your bill from NCC. NCC also has an overnight drop box at our business office at **111 Railroad Avenue** in Ray.

### **NCC also offers the following convenient payment options:**

#### **Smarthub**

Receive, view and pay your NCC bill online. Also view previous bills and verify payment. Sign up at [www.nccray.com](http://www.nccray.com) It's safe, secure and very convenient. Download the app and pay from your smartphone or tablet.

#### **Pay by Bank**

Have your payment automatically deducted from your checking or savings account each month. You can still receive your printed and/or E-Bill.

#### **Pay by Credit/Debit Card**

You can pay your NCC bill automatically with your credit card each month. You can still receive your printed and/or E-Bill.

#### **NCC Secure Pay**

Make a credit/debit card or check payment 24/7/365 by calling 1-888-816-8068. It's safe to use and can be done anytime it's convenient for you.

# IMPORTANT RESOURCES


NCC publishes a monthly newsletter called the Ringer. If you sign up for e-bill and choose not to receive a printed bill from NCC, you will receive an email reminder that your bill and your newsletter can be accessed online at [www.nccray.com](http://www.nccray.com). You will receive it monthly for free with your statement from NCC.

The NCC Telephone Directory will be mailed to you when you become a new customer. Additional directories can be obtained for free at the NCC Business Office or your local financial institution. New directories are published in August every year. Any changes to the directory should be reported to NCC by the first of April to be included in the next directory.

An Online Telephone Directory can be found on our website.

## Important Websites:

[www.nccray.com](http://www.nccray.com) is our corporate website where you will find information, prices and forms for the products and services that we provide to customers.

NCC Facebook page: [www.facebook.com/northwestcommunications](https://www.facebook.com/northwestcommunications). Make sure you go on and Like us! We keep this site updated with photos, videos, notifications on outages, and just fun info.    

The Federal Communications Commission website at [www.fcc.gov](http://www.fcc.gov).

The North Dakota Public Service Commission website at [www.psc.state.nd.us](http://www.psc.state.nd.us).

## Business Telephone Systems customized to fit your needs.

- NCC Security Monitoring Systems
- Network Solutions
- Fax lines
- Dedicated Circuits
- Website Hosting
- Conference Calling

## Winter Disconnect Plan

NCC offers a temporary disconnect plan for customers who wish to temporarily discontinue their Telephone, Internet and Cable TV services, but retain their directory listing and email account while they are away.

# IMPORTANT RESOURCES

## Telephone

- No monthly service charges while suspended.
- \$2/mo. to keep your number & listing in the telephone directory.
- \$25 reconnect fee.

## High Speed Internet

- No monthly service charge while suspended.
- Any applicable term contract will be extended by the number of months your service is on temporary disconnect.
- \$25 reconnect fee.

## Video/Cable TV

- No monthly service charges while suspended.
- \$25 reconnect fee.

## Remotely Monitor Your Home While Away with a Sensaphone

Monitor your remote facility, cabin or home for power failures, temperature and sound.

- When an alarm is detected, the Sensaphone can notify four people by making voice calls.
- 24 hour battery back up

Contact NCC for more information and purchase price.

## Lifeline

Telephone assistance programs are available and include:

**Lifeline** - low income monthly discount of \$9.25 per month on landline telephone service.

**Toll Limitation Service (TLS)** - Toll block to prevent long distance calls from your phone, available at no charge to qualifying low-income consumers.

You are eligible for Lifeline and TLS if your household income is 135% of the federal poverty guidelines and/or if you participate in a federal assistance program. When you qualify for any of the above programs, you must certify in our office by completing a Lifeline Assistance Application. Please be prepared to show proof of eligibility. Lifeline assistance is available on one communication service only. More information on Lifeline discounts and eligibility can be found on our website at [www.nccray.com/voice](http://www.nccray.com/voice).

# IMPORTANT RESOURCES

## CPNI

Rules implemented by the FCC require us to implement authentication procedures when accessing customer's account information. CPNI is the proprietary (not available to the general public) information that telecommunications carriers, such as NCC, have on file for our customers. NCC will do everything possible to protect the privacy of your information.

Our authentication procedure is as follows:

- Only the person with their name on the account will be allowed to make any changes to the account. It is important to have anyone who makes account changes to be listed on the account.
- You will be asked for a photo ID when you stop in the office to receive account information.
- When calling to inquire about account information, specific information will be asked of you to ensure customer identity.
- A change of name or address for an account will generate a letter and will be mailed to the account holder address on record.
- Call detail information that pertains to specific telephone calls will need to be mailed to the address on account, given over the phone by an NCC employee calling the phone number on record, or the customer can come to NCC and obtain that information by presenting a valid photo ID.
- Our authentication procedures are for your safety, and we appreciate your understanding.

## Federal Do-Not-Call Registry

The National Do-Not-Call Registry has been established to offer you a choice about receiving telemarketing calls at home. Registering will stop most telemarketing calls, but it will not stop calls from certain non-profit and political organizations, and calls from organizations with which you have established a business relationship. Consumers can register their residential and wireless telephone numbers, on the National Do-Not-Call Registry by telephone or by Internet at no cost. The number will be on the list the day after registration; however, telemarketers have up to 31 days to remove the number from their call lists. You may register up to three numbers at one time if registering on the Internet. If registering via telephone, you can register only one number at a time and you must call from the telephone number you are registering. A number can be removed from the Do-Not-Call Registry at anytime. To register or remove a number from the Do-Not-Call Registry call 1.888.382.1222, for TTY call 1.866.290.4236 or register on the Internet at [www.donotcall.gov](http://www.donotcall.gov). Additional information can be obtained at [www.donotcall.gov](http://www.donotcall.gov). Notice to Businesses: Federal law requires any person making telephone solicitations to residential telephone subscribers to comply with the federal Do-Not-Call rules and regulations set forth in 47 C.F.R. 64.1200 and 16 C.F.R. Part 310, including the requirements of the national Do-Not-Call (DNC) Registry.





# CONTACT INFORMATION

## Northwest Communications Cooperative

111 Railroad Avenue

PO Box 38

Ray, ND 58849

Phone: 568-3331 | Fax: 568-7777

Email: [ncc@nccray.com](mailto:ncc@nccray.com)

Follow us on:    

## Important numbers:

**Call Before You Dig: 811**

**Directory Assistance: 411**

**NCC Secure Pay: 1-888-816-8068**

## Access Your Voicemail System:

### From your home phone:

Dial NXX-1001 and it automatically logs you into your voicemail.

### From another touch-tone phone:

1. Dial NXX-1001.
2. Enter your mailbox number, which is your ten digit phone number.
3. Enter your four-digit password (default is 0000 but it can be changed to your preference).

## Internet Service Information:

Email addresses are: [username@nccray.com](mailto:username@nccray.com)

Username: \_\_\_\_\_ Password: \_\_\_\_\_

2nd username: \_\_\_\_\_ Password: \_\_\_\_\_

3rd username: \_\_\_\_\_ Password: \_\_\_\_\_

4th username: \_\_\_\_\_ Password: \_\_\_\_\_

5th username: \_\_\_\_\_ Password: \_\_\_\_\_

Wireless modem password (needed for others to access WiFi in your home/business): \_\_\_\_\_

# ***NORTHWEST COMMUNICATIONS COOPERATIVE***

PO Box 38 • 111 Railroad Avenue  
Ray, ND 58849

701-568-3331 or 611  
800-245-5884

**[www.nccray.com](http://www.nccray.com)**

**Call Before You Dig!**

ND One Call: 800-795-0555 or 811

