

photo by Janae Hagen

RINGER

JULY 2021



2022 Photo Contest!

We are in search of special photographs that depict the beauty of our area for the 2022 NCC Calendar. **Entry deadline is October 1, 2021.**

Requirements:

- Entries must be color photos taken within north-west ND by a person who receives at least one of our services: Internet, Telephone, Security or TV.
- Photos **MUST** be high resolution or we will not be able to use them.
- If emailing your photos, please attach them to an email. If you have photos in a cloud storage, please download the individual photo and send as an attachment in an email.

Entering our free photo contest is easy:

- Mail entries (prints) to:
NCC/Angela Schepp, PO Box 38, Ray, ND 58849
- Or email photo files to: ncc@nccray.com
Subject line: Photo Contest 2021

All photos submitted will be showcased on our Facebook page. You can pick up the 2022 NCC Calendar at our office after Thanksgiving through the first part of 2022. Winners will be announced in the newsletter and on our Facebook page.



photo by Sarah Knox



photo by Janae Hagen

Being a Member Pays!

NCC to disburse capital credit dividends this summer.

We are excited to announce that as a cooperative member-owner, you could be receiving a dividend check as a part of our capital credits program!

THE COOPERATIVE BENEFIT

As a member-owned cooperative, the credits represent each member's ownership of NCC. Capital credits are the margins credited or allocated annually by the NCC Board of Directors to the members of the cooperative based on their purchases from the cooperative the previous year. These margins are used by the cooperative as capital to operate the business for a period of time. Based on the financial condition of the cooperative, any excess is returned to the members in the form of capital credit dividends.

NCC'S INVESTMENT IN TECHNOLOGY

Since 1951, NCC has been invested in bringing state-of-the-art fiber optic technology to their members - an endeavor funded by loans that are required to be paid back. Fiber internet access will ensure NCC members have the internet speeds needed now and in the future. Due to the significant investment required to bring fiber to the premise, the last time that NCC disbursed credit dividends was in 2009.

"As a Cooperative we are owned by our membership, operated by our Board of Directors and exist to provide services to our membership that may not exist otherwise," stated Jeremy Becker, NCC GM/CEO. "As our capital-intensive project of constructing a 100% fiber optic network and updating the electronics within our network comes to an end, the NCC Board of Directors reviewed the cooperative's financial position and are excited to announce this general retirement back to the members."

MEMBER ELIGIBILITY

The \$1.5 million retirement will be distributed to members doing business with the cooperative in the years of 1992 and 1993 and portions of 1994 and 2020. Both longstanding and new members will receive a check mailed out in July of 2021.

WHAT TO EXPECT

Checks will be mailed out in July 2021. Make sure the address on file with us is current and report any changes to NCC at (701) 568-3331.

NCC Annual Meeting Highlights

NCC held its 70th Annual Meeting of members in Ray on Tuesday, June 15, 2021. The meeting was broadcast live on TV and on the NCC Facebook page for any member not comfortable with attending in person.

The business meeting was called to order by President AJ Cvangara at 6:00PM. Jennifer Gjovig, Legal Counsel reported on By-laws changes.

Two directors, AJ Cvangara – District #3 – Wildrose, McGregor, Noonan and Alamo, and Jim Simonson – District #7 - Crosby were re-elected to a two year term; and Roger Manger – District #1- Grenora, Marmon and Round Prairie, Troy Donnelly – District #2 – Ray and Epping, and Nathan Jepsen – District #4 – Flaxton, Lignite and Bowbells all were re-elected for three year terms to the NCC Board of Directors.

Jen Bingeman, CFO reported on the coop's financial state which included a net margin of just over \$4 million. General Manager/CEO, Jeremy Becker stated that upon completion of last year's fiber placement every member in the NCC service area has a fiber optic connection for any future broadband needs, which continues to grow substantially each year. While the cooperative has an outstanding long term debt of \$30 million that we continue to pay down, he announced a \$1.5 million general capital credit retirement to be distributed in July. He also announced that the Internet speeds offered by NCC are being changed and all customers will see an increase.

In celebration of the 70th Annual Meeting, (20) \$70 cash prizes, drawn from all active members was given away during the meeting. The grand prize of \$500 was won by Rick and Annette Haakenson from McGregor.



\$70 Prize Winners:

Scott 7 Brenda Carlson
Ben & Lynette Eaton
Dr. James Rice, Jr.
Arthur & Renea Larson
Clint Schilke
Ryan Anderson
Durant & Traci Lund
Chris & Chandra Rysted
Royal Hovland
Robin & Denise Olson
Steve & Stacey Iverson
Gerald "Butch" Haugland
Mark & Heather Oppegaard
Elsie Koch
Duane & Kristi Knudson
Brian & Connie Lund
Spencer Littlefield
Carol Christianson
Norma Brilz
Brett Halverson

Webmail Update

Why did Webmail change?

To improve the performance of software and applications, they must constantly change in order to adapt to a changing environment. Updates are done by the owners of the software to include new features, correct faults from the current version, and restructure to accommodate future changes.

How often do email apps change?

It's been seven years since NCC last updated the Webmail software. If you take a look at the version histories of other popular email clients such as Gmail, Hotmail and Outlook, they make changes often on a weekly basis.

What is different in this new version?

There are numerous things about this new version that make it better, but here are a few of the major ones:

- **Mobile (cell phone) View and Desktop View available:** If you read your emails on your smartphone, it just became much easier to see and navigate.
- **Drag and Drop:** Trying to attach a document or photo to your email? You can now drag that file into your email and drop it there for attachment. In the old version, you had to open the folder, select the document and then click 'add' to get it attached to the email.
- **Delete Function:** Instead of needing to select each box of every email you want to delete and then clicking on 'Delete', you can now use the 'Delete' button in the navigation pane at the top when an email is selected. You can also select more than one email (Shift + mouse click) and click on 'Delete' to discard more than one email at a time.



If you use NCC webmail as your email client, you likely noticed a change. Sometimes change is difficult to accept; but generally once you get used to it, you often notice it's for the better!

- **Spell check for composing messages:** As you type an email, it will automatically highlight misspelled words as you type them. If you hit the spell check button, you will be able to click on the words to get suggestions for alternate words or spellings.
- **Find-as-you-type address book integration:** When you compose a new email and start typing in the 'To:' field it will suggest possible matches instead of you trying to remember full email addresses, as long as you have contacts listed in your address book.
- **Folders, inbox and message view.**

If you had the link to NCC's webmail as a shortcut on your desktop, you may need to redo it. 1) In your web browser, go to webmail.nccray.com. 2) Resize your browser so you can see the browser and your desktop in the same screen. 3) Left click the icon located to the left side of the URL address bar to see the full URL to the website <https://webmail.nccray.com>. 4) Continue to hold down the mouse button and drag the icon to your desktop.

If you have questions or would like a quick verbal tutorial of the new and improved Webmail, please call 568-3331 and one of our helpful employees will assist you.

THE NATIONAL FCC EMERGENCY BROADBAND BENEFIT PROGRAM

You could be eligible for a discount of \$50/mo. toward broadband service. Contact us for more information.



NCC is participating in the National FCC **Emergency Broadband Benefit** (EBB) Program.

- *This program will help eligible households pay for Internet service who have been financially affected by the pandemic.*
- *This program is temporary and limited to one discount per household.*

Visit **nccray.com** and click on the Emergency Broadband Benefit Program ad at the bottom of the page to see if you qualify and to apply.

Summer Events!

Join NCC at these events:

- Saturday, July 3rd
 - Tioga Freedom Fest - Parade
- Sunday, July 11th
 - Epping Buffalo Trails Parade
- Wednesday, July 28th
 - NDSF Co-op Day
- Saturday, August 7th
 - Ray Grain Palace Days Parade
- Saturday, August 14th
 - BBQ at Drone Camp in Tioga



Edition #4:

Common Reasons for Weak WiFi

It's finally here: the job interview you've been waiting your whole life for! Of course, it has to be a virtual interview, but you don't mind. You've done your research, practiced your responses, and put on your best suit. You turn on your computer, open up Zoom... and then you notice your Wi-Fi is down. Wireless internet is one of the most significant and time-saving technological advancements of our time. It allows us to build a network without all the hassle of running cable. However, these networks are highly dependent on signal strength, and there's nothing worse than a weak Wi-Fi signal.

Visit nccray.com/category/tech-tips/ to view or read how to solve weak WiFi problems and find more tech tips from NCC!

New Faster Internet Speeds

At NCC, we have invested in bringing customers a state-of-the-art fiber optic internet network which will ensure you have the Internet speeds that you need, now and for the future! We're pretty excited about this and hope you are too, as it will bring you many benefits such as: streaming video, music and movies without interruption, instant gaming capabilities, connecting all of your devices without any performance issues and even increased home values of 3.1%*.

NEW Internet Speeds:

100M/100M

300M/300M

500M/500M

1Gig/1Gig

These changes have already been made for you. You don't need to do anything except enjoy your faster speed!

All customers should be receiving a letter in the mail informing you of your new, faster symmetrical internet speed. Symmetrical speeds mean that uploads, like sending photos to the cloud, will transfer just as fast as downloads. For those of you who work from home, you'll enjoy the real-time document transfer these symmetrical speeds provide. If gaming is your specialty, you're going to love one-upping your opponents! Symmetrical speeds provide an all-around better experience for everyone.

Want even more speed? Check out our new speed tiers and pricing online at nccray.com/internet. Upgrade to 1Gig (that's 1,000Mbps) at new lower pricing!

Looking to save money? If you haven't dropped your landline, you can switch to broadband only to save \$13/month or subscribe to multiple services and receive a discount.

If you have any questions regarding this change or would like to upgrade your service, please call one of our Customer Service Representatives at 701-568-3331.

**NCC is Your Local Provider of
Internet, Telephone, Cable TV and
Security Monitoring services.**



Enjoy USA's Independence Day on July 4th!

Our office is closed Monday, July 5th for the holiday. After-hours support is available by calling our office at 568-3331 – employees are on-call for any emergency outages.

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

Summer Business Hours: M-F 8am to 4:30pm.

**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**