

RINGER

APRIL 2022



CHANGING LIVES.
MAKING CONNECTIONS.

ExperienceIQ



You can control your Internet and ALL of the devices in your home with the ExperienceIQ feature on your myNCC Connect app.

Simply download the FREE myNCC Connect app, then call NCC to add the ExperienceIQ feature to enhance the app. View and manage the connectivity of all your devices!

Save the Date!
NCC Annual Meeting
on Tuesday,
June 21st, 2022

NCC Director Election Nominations Open

The 2022 NCC Director election nominations for seats are open for:

- District #5 – Powers Lake and Columbus
- District #6 – Tioga

These are 3-year terms. If you or someone you know is interested in becoming a Director for one of the previously listed districts, please refer to the NCC Bylaws located in the printed NCC telephone directory or on the NCC website (nccray.com). Interested applicants may request a petition form by contacting our office. Completed petition forms must be returned to NCC by Friday, May 6th.



Filter: Block entire internet categories, apps and websites.



Usage: Compare time online today, last week, or in the month while viewing the total time spent online per category, app or website.



Time Limits: Limit time for individual apps, sites, or categories. You can set limits by day, category of content or for individual apps and sites.



Pause: Pause the internet for any individual family member, device or the whole house with tap of a button.



Notifications: Receive push notifications for various events like time limits or when a new device connects to your network.



Safe Search: Defaults Google and YouTube searches to remove unappropriated and explicit content from their search results.



Schedules: Set schedules for dinnertime, bedtime or schooltime. Schedules shuts off internet access for every device assigned to a profile.



My Priorities: Prioritize the devices and/or activities on your Wi-Fi to ensure your getting the best performance for what matters most.

Download the
myNCC Connect
app today!





In Home option, and the NEW On-The-Go Mobile option!

The NEW On-The-Go pendant uses a cellular signal and the person wearing the pendant can leave their home and still have medical alert protection as long as there is cellular service.



Caretaker Sentry In-Home Medical Alert System offers:

- ✓ 24/7 monitoring by WH International Response Center, a leading national central station monitoring partner.
- ✓ Two way voice communication allows you to speak with the operator through the pendant.
- ✓ Wristband or pendant option.
- ✓ Caretaker button to program an additional phone number to call family, friend or a nurse assist hotline.
- ✓ Fall detection available.
- ✓ \$100 one-time purchase and program fee for the base unit and pendant, plus \$25/mo. monitoring fee.

NEW Anelto On-The-Go Lite Medical Alert offers:

- ✓ Wireless access to monitoring center with cellular service is included with your subscription through NCC.
- ✓ Includes a caregiver smartphone app.
- ✓ \$100 one-time purchase and program fee for the pendant, plus \$25/mo. monitoring fee.
- ✓ Powered by GPS technology allowing you to go almost anywhere and be confident that if you need it, help is just a push of the button away.

** Pendant operates through cellular service so user must be within range to have access to monitoring.*

NOTICE: NCC Summer office hours begin on Monday, May 2nd, and will be 8:00a.m. to 4:30p.m.

NCC Tech Tip!

How to Organize Your Life with Technology:

With every new year comes new promises to be more organized and more productive. But sticking to those promises? That's a different story. In this Tech Tip, we are sharing a few tips to stay on track and organized with technology.

You can find this Tip, and all of the past NCC Tech Tips by going to nccray.com/category/tech-tips

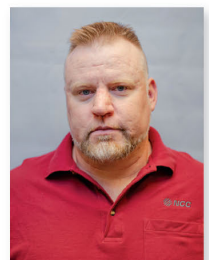
Employees Receive Telcom Training & Safety Awards!

A group of NCC employees recently attended the Telecom Training & Safety (TT&S) Conference and Showcase. TT&S provides safety and training for independent telcos, such as NCC. The annual conference brings together telecommunications professionals to learn about new technology.

Zach Essler and Terrance Vettleson were recognized for their Apprenticeship/Journeyman completion, which involves over 400 hours of classroom training and over 8000 hours of on the job training. In recognition of accident-free miles while on the job, Steve Hobson was awarded a 250,000 miles certificate.



Zach Essler & Terrance Vettleson



Steve Hobson

AFFORDABLE CONNECTIVITY PROGRAM

You could be eligible for a discount of \$30/mo. toward broadband service. Contact us for more information.



Affordable Connectivity

The Affordable Connectivity Program (ACP) is a Federal Communications Commission program that helps connect families and households struggling to afford internet service. This new benefit provides a discount of up to \$30 per month toward broadband internet service for eligible households.

The ACP is a more permanent program to replace the temporary Emergency Broadband Benefit Program (EBBP) which NCC participated in offering and ran from May through December 2021.

A household is eligible if one member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in one of several Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard) Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

Eligible households can enroll by going to [ACPBenefit.org](https://www.acpbenefit.org) to submit an online application or print a mail-in application. You must then contact your preferred broadband provider, such as NCC, to select your internet plan. Or, if you are already receiving service from NCC, proof of eligibility will be required to obtain the discount.

Additional information can be obtained by visiting [nccray.com/affordable-connectivity-program](https://www.nccray.com/affordable-connectivity-program).

National 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. If you received an unwanted call after your number was on the National Registry for 31 days, report it to the FTC. 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.**
- **Additional information can be obtained at www.donotcall.gov.**

Regarding 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.



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Important Notes



- **NCC will be closed on Good Friday** on Friday, April 15th. Our after-hours support can be reached at 568-3331. Employees will be on call for any emergency outages. Happy Easter!
- **Thanks to all of the students who applied for an NCC scholarship.** Winners' profiles and pictures will be posted on our website, our Facebook page, the June eNewsletter, and the printed newsletter.
- **It's always a good idea to keep your contact information updated with NCC,** including email address and phone number. We would also like a phone number for our outbound calling system. It defaults to your landline telephone number if you have one. If you would like a different phone number, please call 568-3331 or email ncc@nccray.com and let us know that number so that you don't miss out on important notices from NCC.
- **NCC does not require customers to purchase equipment** needed to obtain Internet and TV/Video service, unless it becomes damaged or is not returned (i.e. modems, access points, set top boxes, etc.). Returned equipment to NCC, which is damaged, will be billable to the customer. Equipment is labeled damaged by the NCC technician picking up the equipment from customer premise OR by the company which manufactures the equipment which often can happen months after its return.
- **We have measures in place to help protect customers against illegal robocalls,** which are unwanted automated telephone calls that deliver a recorded message. A calling feature is automatically active on all NCC landline telephone lines at no additional charge. It blocks any incoming call with a Risk level of 4 or above. Any incoming call with a Risk level of 3 or below will be allowed. For customers who subscribe to Caller ID, calls with a Risk level of 2 or 3 will be labeled 'Potential Spam' and will show the originating phone number so you will be able to make the decision to answer or not. You can opt-out of this calling feature any time by calling us at 568-3331 or emailing ncc@nccray.com.

Non-Discrimination Statement:

Northwest Communications Cooperative is the recipient of Federal financial assistance from the U. S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. This institution is an equal opportunity provider and employer. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992 (English) or (800) 877-8339 (TDD) or (866) 377-8642 (English Federal-relay) or (800) 845-6136 (Spanish Federal-relay). Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Ave., SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.



If you plan to begin any project that involves digging, such as building a patio, putting up a fence, or planting bushes and trees, remember to call 811 before work begins. **Every digging job requires a call to 811 to have underground utility lines marked.**

In some cases, lines are buried close to the surface and could easily be damaged by even shallow digging, resulting in service interruptions to your neighborhood. When you call, simply tell the operator where you're planning to dig and what type of work you'll be doing.

The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely. As one of your local service providers, NCC thanks you in advance for your cooperation!



NCC is Your Local Provider of Internet, Telephone, TV and Security Monitoring and Surveillance services!

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: lorig@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.