

WELCOME

TO THE

family



NCC



CONTENTS

Welcome 2

Local Telephone 4

Calling Features 4

ND Long Distance 5

Internet 6-7

Video/TV..... 8-9

Security..... 10

Technical Support 11

Smarthub..... 12

About Your Bill..... 13

Important Resources 14-16

Contact Information..... 17

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, 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.

Cover photo courtesy of Brooke-Lynn Grasswick.

Welcome

Hi there!

Thank you for choosing us, and welcome to the NCC family. As your local provider, we're genuinely delighted to serve you, and we hope this is the start of a long, happy partnership.

We've put together this booklet to share the many ways we can connect your life, so you can make the most of your service!

Our services:

- **High-speed internet**

We are building a 100% fiber network to connect our entire service area, because our neighbors deserve the best speeds and technology out there.

- **Streaming TV**

Never miss your favorite shows again! NCC Video+, our digital streaming TV service, allows you to watch live and recorded shows anywhere with an internet connection.

- **Phone service for your home or business**

We offer crystal-clear calling, advanced features, and affordable long-distance rates to keep you connected.

- **Home security**

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.

POWERED BY COMMUNITY. BUILT FOR YOU.

NCC was founded as a cooperative, meaning we are owned by those we serve. In 1951, we provided low-cost, quality telephone service to our member-owners. Today, NCC is a broadband company who has invested in bringing future-proof, gig-speed fiber to everyone we serve. As we've grown, NCC has continued to honor our cooperative roots by putting both members and customers first and bringing connectivity to everyone who needs it.

Both members and non-members alike are invited to attend the NCC Annual Meeting, held on the third Tuesday in June. Members, as co-owners of the cooperative, are invited to take an active role in our operations by nominating and voting for director positions within NCC. See the front cover of the NCC telephone directory, where the Districts and current Directors are listed.

CONNECTION IS A PHONE CALL AWAY

NCC iVoice*

Residential\$12/mo*

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

Business\$14/mo*

**Not available in all areas. iVoice is a cost-effective way to provide a voice landline service on our network and is delivered on the Internet. The 911 service may not function in the event of power failure, or outage of, or termination of Internet service. It is important to note that the traditional landline voice service you are receiving today has a battery backup, which allows for calling during a power outage, but that it is limited to the extent that the battery lasts. iVoice service uses this same battery backup and will provide the same functions as the traditional landline.*

Local telephone service

Residential\$22.46/mo*

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

Business\$24.50/mo*

**Plus mandatory fees & taxes; additional installation, activation and/or premise visit charges may apply; prices subject to change.*

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

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

EAS charges are automatically 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.



If you are looking for great long distance rates and service, look no further than your own backyard with NCC's very own long distance service. Plus you'll enjoy the convenience of just one bill from NCC.

We have a plan for your home or business. Give us a call today!

Calling features

FREE Voice Mail: Check your messages from anywhere. No hassles, no equipment.

FREE Voice Mail to Email: Phone messages left for you are delivered directly to your email in an audio file. Simply click on the audio file to listen 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 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

On-the-Go Mobile Monitoring System:

- ✓ Two-way voice communication allows you to speak with the operator through the pendant
- ✓ An additional phone number to call family, friends, or a nurse assist hotline
- ✓ Wireless mobile access to the monitoring center
- ✓ Assisted GPS and Wi-Fi location services
- ✓ Includes a caregiver smartphone app
- ✓ Wristband or pendant option
- ✓ Fall detection
- ✓ Water resistant
- ✓ 24/7 monitoring

Call us at 568-3331
for more information.



CONNECT YOUR LIFE... AND YOUR BUSINESS

Residential Internet

Add enhanced features:

Experience IQ - Monitor online content with parental controls.

Protect IQ - Protect your connected devices from suspicious or harmful network activity.

Call for more information!

WiFi: myNCC Connect mobile app

Manage your WiFi connection and all the devices in your home with the myNCC Connect App. It's FREE and easy to use with your NCC router.

Add enhanced features:

- **ExperienceIQ** - Monitor online content with parental controls for \$4.99/mo.
- **ProtectIQ** - Protect your connected devices from suspicious or harmful network activity for \$4.99/mo.

Add both and get the second one for \$2/mo.

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 log in by visiting nccray.com/internet/email and click on the link to check your filtered emails.



Small business Internet

Internet Only

*100Mbps	\$77.00/mo.
*300Mbps.....	\$97.00/mo.
*500Mbps.....	\$112.00/mo.
*1Gbps (1,000Mbps)	\$156.00/mo.

**Symmetrical speeds with unlimited usage and no data caps. Monthly fee excludes fees & taxes. Not all speeds are available in all areas. One Time \$100 activation fee. Activation and NECA fee are waived with a signed 6 month agreement. Agreement can be found at 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. Some internet enabled devices are limited on speeds.*

Business Solutions to fit your needs

- NCC Security Monitoring Systems
- Network Solutions
- Fax Lines
- Dedicated Circuits
- Telephone Systems
- Conference Calling



Free!

watchTVeverywhere

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

For instructions on adding watchTVeverywhere go to **nccray.com**. Click on the TV tab at the top. Once on that page, scroll down to find the watchTVeverywhere setup link.

NCC Video+



You and NCC Video+ The perfect pair for streaming TV nights.

Our new streaming TV service, NCC Video+ offers great features and perks we think you'll enjoy!

- Enjoy 3 streams for free, with option to purchase additional streams.
- 50 hours of DVR for free, with option to purchase additional hours.
- No set-top boxes required, but available if a more traditional TV experience is desired.

Watch anywhere.



With the NCC Video+ app, you can watch your favorite movies, sporting events, and TV shows from anywhere you have an NCC internet connection.

Economy Package	\$69.00/mo.
Basic Package HD channels included	\$131.00/mo.
Expanded Basic Package	\$156.00/mo.

Premium Packages

HBO	\$17.00/mo.
Cinemax	\$13.00/mo.
Showtime & The Movie Channel	\$10.99/mo.
Starz & Encore	\$11.00/mo.
NFL RedZone	\$49.95/NFL Season

Post your announcements

Share community updates on our local TV channel. Fundraising, non-profit, church, and school activities are free to list. Businesses or individuals may be charged a small fee.

NCC Business Office (568-3331)
PO Box 38
Ray, ND 58849
ncc@nccray.com
Fax to 568-7777, mail, or drop off at office.

FOR PEACE OF MIND

Reliable Security Solutions to Protect What Matters Most

Security and Video Surveillance

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

Burglar Alarms

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



CO2 Detector



Water Sensor



Motion Sensor



Security Package

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 premise 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 available – call for a site survey and quote today!

WE'RE HERE TO HELP!

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 Experience Representative Monday – Friday, 8:00 a.m. to 4:30 p.m. by calling the NCC Business Office 1-800-245-5884. 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 a day, 7 days a week.

Telephone Support

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

- Check all telephone cords from the jack to the telephone base and from the telephone base to the handset to 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 1-800-245-5884.
- If you are still experiencing issues, it may be in the phone line or wiring and you will need to contact NCC to report trouble. Call 1-800-245-5884 or email at ncc@nccray.com.

During a power outage: Your landline phone should continue to work. A battery back up, which can be obtained from NCC, should power NCC phone service for up to 8 hrs. 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.

CONVENIENCE & CONTROL

Smarthub

Easy-to-use app that lets you manage your NCC account on your own time!

- Add or upgrade your services
- View and pay your bill
- Sign up for automatic payments
- Monitor usage 24/7
- Report service issues
- Receive important notices
- Update your account information



SIGN UP OR DOWNLOAD TODAY!
nccray.smarthub.coop

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 your January service).

Your first bill

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.

Disconnecting service

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 billing

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.

Billing & non-payment

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-payment 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, Ray, ND 58849**, and at our Williston office at **421 Main Street Williston, ND**.

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 **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.

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 nccray.com. You will receive it monthly for free with your statement from NCC.

NCC Secure Pay

Make a credit/debit card or check payment 24/7/365 by calling 855-951-3773 or 800-245-5884 toll-free. It's safe to use and can be done anytime it's convenient for you.

GOOD TO KNOW!

NCC publishes a quarterly printed newsletter called **The Network** that is mailed to all customers and also available on our website. We also publish a monthly eNewsletter that is sent via email.

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

NCC Website: nccray.com

Find information, prices and forms for our products and services.

NCC Facebook: facebook.com/northwestcommunications

Federal Communications Commission: fcc.gov

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.

Telephone

- \$2/mo. to keep your number & listing in the telephone directory.
- \$25 reconnect fee.

High Speed Internet

- Any applicable term contract will be extended by the number of months your service is on temporary disconnect.
- \$25 reconnect fee.

Video/Cable TV

- \$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

Lifeline assistance lowers the cost of basic monthly local telephone service or Internet service. You are eligible for Lifeline if you participate in one of the following programs or your household income is 135% of the federal poverty guidelines:

- | | |
|---|---|
| • Federal Public Housing Assistance (Section 8) | • Survivor Benefit Programs |
| • Medicaid | • Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) |
| • Veterans' Pension | • Supplemental Security Income (SSI) |

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 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 donotcall.gov.

Additional information can be obtained at 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

Ray location:

111 Railroad Ave
Ray, ND 58849

Williston location:

421 Main Street
Williston, ND 58801

Mailing address:

PO Box 38
Ray, ND 58849

Phone: 800.245.5884 | **Fax:** 568-7777

Email: ncc@nccray.com

Follow us on:    

Important numbers:

Call Before You Dig: 811

Directory Assistance: 411

NCC Secure Pay: 855.951.3773

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

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

421 Main Street
Williston, ND 58801

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

nccray.com

Call Before You Dig!

ND One Call: 800-795-0555 or 811

