

Northwest Communications Cooperative

RINGER

APRIL 2023

photo by Kaela Lucke

SAVE the Date!

NCC's upcoming Annual Meeting of Members is Tuesday, June 20th in Ray. Members of all ages are invited to enjoy an evening of food, entertainment, prizes and a business meeting. Registration and food will be from 5:00 – 6:00 pm, with the Business Meeting to begin at 6:00 pm. More details coming soon!

NCC Board of Director Election Nominations are now open for:

- District 3 - Wildrose, McGregor, Noonan, Alamo
- District 7 - Crosby

If you or someone you know is interested in becoming an NCC Director, please refer to the NCC bylaws, which can be found on the NCC website at nccray.com/who-we-are. Interested applicants may request a petition form by contacting our office and returning them by the May 5th deadline.



CHANGING LIVES.
MAKING CONNECTIONS.



GO FASTER

Get NCC's lightning-fast internet, up to 1 Gig!



MAKING CONNECTIONS

701.568.3331 | nccray.com

**ADD OR UPGRADE YOUR INTERNET,
GET A \$50 AMAZON GIFT CARD!**

Limited time offer, not available in all areas. Call for details. Some restrictions apply. Existing customers who upgrade to a higher speed tier or new NCC internet customers will receive a \$50 Amazon gift card emailed to them. By participating in this promotion, you agree to keep the upgraded speed for a minimum of six months. This institution is an equal opportunity provider and employer.

Telecom Training & Safety Award!



Axcel Prine
Construction
Utility Tech

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. Axcel Prine was recognized for 250,000 safe driving miles.

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.

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.

Medical Alert Systems



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

Caretaker Sentry In-Home Medical Alert System:

- ✓ 24/7 monitoring by WH International Response Cntr.
- ✓ Two-way voice communication allows you to speak with the operator through the pendant.
- ✓ Wristband or pendant option.
- ✓ Caretaker button on the base unit 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.



Anelto On-The-Go Lite Medical Alert:

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

- ✓ Wireless mobile access to the monitoring center.
- ✓ 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 with confidence.



701-568-3331 • www.nccray.com

NCC Summer Hours:

Beginning on Monday, May 1st through Friday, September 29th, NCC's regular hours of operation will be 8:00am – 4:30pm. As always, our after hours support is available outside of normal business hours by calling our office line 701-568-3331, and employees are on-call 24/7 for emergency outages.

– How to Spot a Spam Email –

Once upon a time, it was easy to spot a spam email. For example, an email from Brad Pitt asking for your hand in marriage AND your bank account number? Definitely spam. But these days, hackers are finding sneakier ways to target people for their personal and financial information. Knowing how to tell the difference between a genuine email and a fake one is key to protecting yourself, your computer, and your money.

1. WATCH OUT FOR SNEAKY SENDERS

Many spam emails will look very similar to a real company's branding and seem legitimate. But take a closer look at the sender's email address: maybe there is a zero where there should be the letter O or an extra S at the end of the brand's name. A legitimate email from a business shouldn't come from a free email service address such as Yahoo, Hotmail, or Gmail. There also won't be a long, random string of letters and numbers in the email address.

2. CHECK THE GREETING

If a legitimate organization, like your bank or your doctor's office, wants to reach out to you via email, they will have your personal details and will likely address you by your first name. Spam emails, on the other hand, often begin with a generic greeting like "good morning" or "dear valued customer."

3. ASK YOURSELF, "WOULD MY BANK REALLY ASK THAT?"

Third, consider the information the sender is requesting. For example, many spammers will disguise themselves as a bank or other institution, in the hopes that you will give up sensitive financial information. But remember, your bank will never email you to request your password or account number. If a request seems fishy, it probably is. Call your bank to confirm.

4. THINK BEFORE YOU CLICK

Never click any links if you're unsure that the email is legit. First, view the link. On a Mac, you can hover over a link to see what the link address is. You can also right-click on the link and select "Copy Link Address." Paste this address into a Word or text document to see if it looks fake. Rule of thumb: if you don't recognize the link, don't click.

So no, you probably won't end up marrying Brad Pitt; but if you follow these tips, you won't fall victim to a spam attempt, either.



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

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** to submit an online application or print a mail-in application and (2) contacting your preferred participating broadband provider, such as NCC and selecting an 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**.

Important Notes



- **The NCC office will be closed** on Friday, April 7th for Good Friday. Our after-hours support can be reached by calling our office at 701-568-3331. 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 printed newsletter.
- **Please 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 land- line telephone number if you have one. If you would like a different phone number, please call 701-568-3331 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 the return of equipment.
- **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 our office at 568-3331 or emailing us at 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 Avenue, 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: 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.