

Northwest Communications Cooperative

photo by
Melissa Peterson

APRIL 2024

RINGER

INTERNET YOU'VE STREAMED OF.

FREE Amazon Fire TV Stick with any Internet upgrade.
Plus a chance to win a FREE month of service.*



Don't have NCC
Video? Add it and
get 15% off every
month!**



MAKING CONNECTIONS

701.568.3331

nccray.com/internet-streaming

*Some restrictions apply. For rules and regulations visit nccray.com/internet-streaming

SAVE the Date!

Our Annual Meeting of members will be held on Tuesday, June 18th at NCC in Ray. More details to come. We hope to see you in June!



NCC Board of Director Election Nominations are open for:

- District 1 – Marmon, Round Prairie & Grenora
- District 2 – Ray and Epping
- District 4 – Flaxton, Lignite, Bowbells & Portal

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 or by calling NCC to request a printed copy. Interested applicants may request a petition form by contacting our office and returning them by the May 3, 2024 deadline.

– Stay Safe on Social Media –

Here are six simple ways to decrease your risk on social media

- 1. Adjust your privacy settings.** Every social media platform allows you to customize the amount of information you share. We recommend selecting the strongest security settings possible to maximize your privacy.
- 2. Choose a strong, unique password.** With data breaches on the rise, reusing passwords across multiple accounts is the easiest way to fall victim to hacking and identity theft. Use a different password every time, or try a password manager to help you generate and store strong passwords securely.
- 3. Control what you share.** Remember, nothing is really private online: everything you share can be shared with others. And once it's online, it's there forever. Think before you post and be careful not to share sensitive information like your address or your vacation plans.
- 4. Watch who you add.** Catfishing isn't just a show on MTV, and fake accounts are growing increasingly sophisticated. Even people you think you know may not be who they say they are, so be selective with who you add. And remember: if anyone harasses you online, report and block them as soon as possible.
- 5. Think before you click.** Malicious links can expose you to malware or give criminals access to sensitive information. And with the rise of fake and hacked accounts, these links could easily come from people you know. Be wary of clicking links you're not expecting, or ones accompanied by suspicious messages.
- 6. Protect your computer.** Install antivirus software and keep your browser, operating system, and software up-to-date. They're your first line of defense if anything goes awry, so it's well worth ensuring you've downloaded the latest security patch before you scroll through Facebook.

Telecom Training & Safety Award!



NCC employees Taryn Bergstrom, Sheldon Johnson, Blane Zeleny and Bryan Davis participated in a panel discussion with high school and college students in the Bismarck area at the yearly TT&S conference. This was a great opportunity for us to educate our youth on the many career paths NCC and our industry have to offer!

Congratulations to John Halseth who was awarded at TT&S for 250,000 accident free miles!

John Halseth
Construction
Utility Tech



Employee Promotion!



Jeff Robillard
Network Supervisor

Jeff Robillard was recently promoted to Network Supervisor where his responsibilities include the operations and maintenance of NCC's Network Facilities and Equipment. He assumed responsibilities for the network department on March 1st. Jeff's journey with NCC began in 2001, following NCC's acquisition of Dakota Internet Access in Williston.

Jeff resides in Williston with his wife Patti and has two grown children and four grandchildren. Congratulations to Jeff!

Note About Illegal Robocalls:

NCC has 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.

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.

NCC TV Update

NCC Advanced TV and NCC Video rates will go up beginning with your April statement based on the annual programming fee increases from the Cable TV networks and the local networks retransmission agreements.

2024 TV rates are as follows: Local broadcast fee is assessed to all TV subscribers and is a pass through charge from the TV networks. It will go up to \$32.58/mo. Subscriber fees are as follows:

Economy - \$64.53/mo.

Basic - \$92.42/mo.

Expanded - \$117.42/mo.

For more information on TV rates, go to tvonmyside.com. Internet Only subscribers with multiple services from NCC receive a discount – call to ask about them today!

Other changes to TV – NCC Video streaming service:

- Bounce moved to the Economy package is now on channel 14
- Court TV moved to the Economy package and is now on channel 22
- Grit moved to the Economy package and is now channel 30
- Game Show Network moved to the Basic package on channel 227
- mtvU is now channel 246
- NickMusic is now channel 248
- MLB is now channel 204
- BBC News is now channel 206
- Stadium College Sports are no longer available from the Network
- BEK channels have been removed
- AXS channel 214 has been renamed to ANTHEM
- Hallmark Drama has been rebranded to Hallmark Family
- Hallmark Movies & Mysteries has been rebranded to Hallmark Mystery
- Showtime was rebranded to Paramount+ with Showtime

NCC Advanced TV:

- Game Show Network (GSN) moved to the Basic package on channel 88
- Stadium College Sports are no longer available from the Network
- BEK channels have been removed
- AXS channel 454 has been renamed to ANTHEM
- Court TV Mystery channel 81 was renamed to ION Mystery
- Hallmark Drama has been rebranded to Hallmark Family
- Hallmark Movies & Mysteries has been rebranded to Hallmark Mystery
- Showtime was rebranded to Paramount+ with Showtime

Important Notes



- **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.
- **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 the return of equipment.
- **The FCC has rules requiring telecommunications service providers** like NCC to make its services & products accessible to people with disabilities if such access is readily achievable. These rules implement Section 255 of the Federal Communications Act, and require telecommunications service providers to make their services & devices compatible with peripheral devices & specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at 701-568-3331 for further info or to discuss your accessibility needs & the options we may have to assist you.
- **NCC Summer office hours:** Summer hours of 8:00 a.m. to 4:30 p.m. will begin on Monday, May 6th through Friday, October 4th. 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.

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.