

RINGER

OCTOBER 2023

A PUBLICATION OF NORTHWEST COMMUNICATIONS COOPERATIVE.

photo by Veronica McGinnity

In honor of Co-op Month, join NCC at the following fun events:

- **Fill the Bucket** – bring non-perishable and essential items to NCC from October 2nd - 6th. Donations will benefit the Ray Community Food Pantry.
- **Ray Cooperative Appreciation Breakfast** – Tuesday, October 3rd, 7-11am at the Ray Golf Course. Sponsored by Western Cooperative Credit Union, AgCountry Farm Credit Services, Ray Farmers Union Elevator, Farmers Union Insurance, and NCC.
- **Free BBQ meal** – NCC will partner with New Century Ag and Burke Divide Electric for a free BBQ meal before the home football game in Crosby on October 13th.

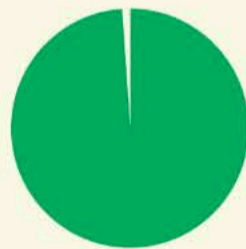


AS A COOPERATIVE, NCC EXISTS BECAUSE OF YOU!

Without our members, we wouldn't be able bring the latest, innovative technology to our area. We're proud to serve our Smart Rural Communities. Thank you for being a member.

99%

of the premises in NCC's service area are **eligible for internet service**



NCC's broadband service is essential to community-based government entities like:



- Farm Service Agencies
- 911-PSAP Centers
- County and City Government Offices
- Ambulance Service Stations
- Law Enforcement Facilities
- Senior and Community Centers
- Chamber of Commerce and Economic Development Efforts
- Extension Offices
- Veterans Affairs Offices

MORE THAN 98%
(AND GROWING!)



of premises are **eligible for Gigabit speeds**



8 SCHOOLS

Advanced connectivity and unlimited educational opportunities to all **8 schools** in Williams, Divide, and Burke Counties



11+

Services to **7 medical clinics, 2 hospitals, 2 long term care facilities** and several non-profits

43 EMPLOYEES
7 BOARD OF DIRECTORS

ABOUT 15,000 PEOPLE
3,500 SQUARE MILES SERVED



NCC SERVICE AREA MAP



STREAM TV HERE AND
HERE AND HERE AND
HERE AND HERE AND
HERE AND HERE AND



START
STREAMING
—
GET A
\$50 CREDIT*

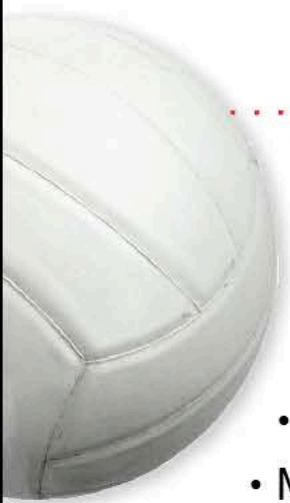


With NCC Video, one account is all you need to stream your favorite movies and shows wherever life takes you.

SCAN ME

*Visit nccray.com/stream-tv-here for details

NCC
MAKING CONNECTIONS



BEK Broadcasts co-sponsored by NCC this Fall include High School Volleyball:

- Tuesday, Oct. 3rd, Parshall at Ray
- Thursday, Oct, 5th, Kenmare-Bowbells at Stanley
- Monday, Oct. 16th, Divide County at Alexander.

Construction in Portal

Exciting times are happening in the community of Portal. NCC and Precise Underground, based out of Williston, have begun underground placement of fiber cable to bring high quality telecommunication services to the people in this community. All customers involved in the project were sent a packet of information. We anticipate the project will take a couple of months. We will be contacting customers individually to set up cutover to the new services as soon as our new facilities are ready to serve you. Please call our office if you have any questions 701-568-3331.



Robocalls Calling Feature:

The Federal Communications Commission (FCC) has mandated that telephone providers such as NCC take additional steps against these illegal callers. If you have a landline from NCC you have a calling feature on your line at no additional charge. This calling feature does the following:

- Automatically blocks any incoming call with a Risk Level of 4 or above.
- Labels the call as "Potential Spam" for any incoming call with a Risk Level of 2 or 3. It will also show the originating phone number so you will be able to make the decision about answering or not. Please note: if you do not have a telephone with a Caller ID screen, you will not see this notification.
- You can opt out of this feature anytime by contacting our office.

More information about the FCC's push to combat Robocalls and Spoofing can be found here: www.fcc.gov/spoofed-robocalls

Additionally, you can list your number on the National Do Not Call Registry by going here: www.donotcall.gov Please note: after you register, other types of organizations may still call you, such as charities, political groups, debt collectors and surveys. If you receive an unwanted call after your number is on the Registry for 31 days (or it's a robocall, you can report anytime even if your number is not on the Registry), you can report it to the FCC by going here: www.donotcall.gov/report.html

HOW
ARE WE
DOING?



LEAVE US A REVIEW ON
FACEBOOK OR GOOGLE AND
BE ENTERED INTO A MONTHLY
DRAWING!

Welcome New Employee

Tracey Palmer started on August 14th as a Communication Specialist. He came to NCC from CenturyLink and lives in Ray. We welcome Tracey to the NCC Team!



Tracey Palmer

NCC Provides Home Security Solutions!

Check out the benefits by visiting
nccray.com/residential/home-security

2023 Service Awards



L to R: Christopher Sydenstricker, Jen Bingeman, Kevin Mattox, Steve Hobson, David Johnson, and Sarah Knox.

Please join us in congratulating the following employees celebrating milestone years of service working at NCC:

10-Year \$350 cash

Steve Hobson (April 15, 2013)
Sarah Knox (September 23, 2013)

5-Year \$300 cash

Jen Bingeman (March 19, 2018)

1-Year \$250 cash

Christopher Sydenstricker (August 1, 2022)
Kevin Mattox (August 15, 2022)
David Johnson (August 15, 2022)

Thanks to these and all of the awesome employees and directors for sharing their time and talent for members of the NCC cooperative.

NCC iVoice Customer Notice:

If you subscribe to NCC iVoice, a Voice over Internet Protocol (VoIP) service, we want to ensure that you have all the necessary information about this service and its limitations, compared to traditional Plain Old Telephone Service (POTS).

VoIP is an internet-based service, which means that it relies on your internet connection to function. In contrast, POTS is a traditional analog telephone service delivered over legacy networks.

While VoIP service offers many advantages, such as cost savings it also has certain limitations that we want to make you aware of. These limitations include:

- Dependence on Internet connection:
As noted above, VoIP service is entirely dependent on your internet connection. If your internet connection is weak or unreliable, it can impact the quality of your call or even disconnect the call altogether.

- Power outages:
Unlike POTS service, VoIP service requires electricity to function. In the event of a power outage, you may not be able to make or receive calls using VoIP, unless you have backup power solutions in place. NCC does provide a battery which allows for up to 8 hours of telephone service when there is a power outage. Additional battery back-up is available for purchase.

- Emergency services:
It is important to note that VoIP may not be as reliable as POTS service in emergency situations. In the event of a power outage, you may not be able to make emergency calls, unless you have battery back-up.

At NCC, we take these limitations seriously and have implemented measures to minimize their impact on our customers. We have built our network to be resilient, robust, and fault-tolerant. Our network is continuously monitored and maintained to provide you with the best possible service.

We are committed to providing you with the best possible service and support, and we encourage you to take these limitations into consideration when making your decision to use our VoIP service. If you have any questions or concerns, please don't hesitate to contact our customer support team. We appreciate your membership and always look forward to serving you.



Cable TV Notification:

The FCC requires that as a Video TV provider, NCC must notify customers annually of the following information:

- ✓ NCC provides Video TV services to customers in the exchanges of Alamo, Bowbells, Columbus, Crosby, Epping, Flaxton, Grenora, Lignite, Portal, Marmon, McGregor, Noonan, Powers Lake, Ray, Round Prairie, Tioga and Wildrose.
- ✓ Video packages available include: Economy Package for \$58.70/mo., Basic Package for \$114.75/mo. and Expanded Basic for \$140.75/mo. For the Advanced TV platform a set-top box is needed for each TV; two set-top box is included with the package fee and additional boxes are leased for \$5.95/mo. Premium Packages are as follows: HBO - \$17/mo., Cinemax - \$13/mo., Starz/Encore - \$11/mo. and Showtime - \$10.99/mo. Advanced TV: Whole Home DVR feature is \$9.95/mo. and Pay-Per-View options and NFL RedZone are available. NCC Video subscription includes two free streams and five hours of cloud storage. Each additional stream is \$2.50/mo. and additional cloud storage can be purchased in 50-hour increments for \$2.50/mo. Current pricing can be found on the NCC website at www.nccray.com. Pricing does not include franchise, FCC fees & taxes.
- ✓ Installation for Advanced TV is \$25, plus the costs of any additional equipment and time spent installing this equipment. NCC Video activation is \$25, or \$50 for tech installation and activation.
- ✓ Instructions on how to use our Video service is provided to customers by an NCC technician at the time of installation. Additional information about the equipment can be found online at www.nccray.com.
- ✓ Channel line-ups are available on the NCC website at www.nccray.com.
- ✓ Customers with billing questions or complaints in regards to billing, signal quality, equipment issues, etc. can contact NCC by calling 568-3331 during normal business hours or by emailing ncc@nccray.com.
- ✓ Information on the set-top box, DVR and universal remote that NCC utilizes with our Video system can be found on our website at www.nccray.com. These manuals provide information about the compatibility with your TV, Internet enabled device or any other system you may be using. Additional universal remotes are available for purchase at NCC, but may also be purchased at any local retail outlet that sells TV equipment.
- ✓ To protect our customer's information, NCC adheres to an authentication procedure before information is shared and/or changes are made to accounts.

Important Notes

- **NFL RedZone from NFL Network now available!**
Every touchdown from every game. Call NCC today to subscribe. Must subscribe on an annual basis.
- **Do you know how NCC Video is different from what you're using today?** Check out the Information Station videos today at www.nccray.com/information-station to find out what you could be missing!
- **Rural Development Finance Corporation (RDFC) Grant applications are due** to NCC by October 13th. Visit nccray.com/grants for more information.
- **New construction requests to NCC.** As it gets later in the construction season, please note that if you're calling NCC for new construction it may not be possible to get it done until next Spring. We will make every effort to get it done this Fall, but if we would happen to have a wet Fall or early Winter it becomes more difficult to get to all requests and you would stay on the list for construction right away next Spring.
- **Landline Telephone Customers Please Notice:**
Effective October 1, 2023, the FCC increased the Federal Universal Service Charge (FUSC) from 29.2% to 34.5% for Telephone line charges. This change will be reflected on your November bill as follows: for residential Telephone line service the charge will increase from \$1.90 to \$2.24, single business line will increase from \$2.77 to \$3.28, and multi-line business line will increase from \$3.56 to \$4.21.
- **Solar Fade – NCC TV Customers Please Notice!**
With Fall approaching, we need to anticipate outages associated with Solar Fade Interference. This occurs when the Sun is directly in line with our Satellite dish and the Satellite orbiting above the Earth. Here are the predicted outage range: October 7th – 15th, starting around 12-noon running through 5:00pm. This is only a prediction and subject to change.



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

Report Trouble: 611
Email: ncc@nccray.com
Website: www.nccray.com
Phone: 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