

OUTLOOK



Get Ready to Put a Spring in Your Step

There's nothing like the start of spring after a long winter. It's time to throw open the windows, slip on your sandals, and watch for the first bursts of green outside.

Spring is also a great time to take steps forward in your personal journey, whether that involves learning new things or expanding your circle of friends. Contact NDTC if you need help stepping up your technology.

Contact

211 22nd St. NW / PO Box 180
Devils Lake, ND 58301
Phone: 662.1100 • Fax: 662.6444
gondtc.com

Office Hours

Mon. - Fri. 8 A.M. - 5 P.M.
Phone lines open until 6 P.M.

Repair Center also available

Sat. 8 A.M. - 5 P.M.

Payment Drop-Offs

- NDTC office in Devils Lake
- Ramsey Bank in Cando, Rugby, Esmond, Maddock & two Devils Lake locations

To report trouble, call 662.1100. If after hours, follow prompts for assistance.



This Outlook Newsletter Features a Brand New Look



NDTC's Outlook newsletter is an important communication link to you, our customers, as it enables us to keep you informed about changes in technology, new service offerings, and more. We recently redesigned our newsletter to give it an updated look and make room for more content meaningful to our readers. We hope you enjoy the new design, as it represents our continued commitment to invest in the people of our community.

If you are looking for the "Win \$25 Credit" coupon that used to appear on page 1, you will now find it on one of the inside pages. This change allows us to share a more comprehensive feature article with you on page 1.

At NDTC, we offer services including phone, Internet, and digital TV services as well as computer networking, security cameras, and web design. One of our goals with our Outlook newsletter is to help educate you about Internet security issues, scams and viruses, and industry trends. We also want to keep you updated on local community events as well as NDTC news such as the status of our fiber projects and scholarship opportunities. In addition, we regularly post information on Facebook and Twitter, so we invite you to follow us on social media.

We know you have many choices when it comes to your communications services, and we appreciate the faith you place in NDTC by your continued business. Please take a few minutes to read the entire newsletter. If there are other communications-related topics you would like to know more about, let us know. We may be able to include them in future issues.

Happy reading and happy spring!

Include Your Laptop When Spring Cleaning

Take a good look at your laptop. Is the screen dirty? Have dust and crumbs accumulated around the keys? If so, add your laptop to the list of things to tackle during spring cleaning.

You'll need soft lint-free cloths, mild dish soap such as Dawn, a can of compressed air, and isopropyl rubbing alcohol. Before you begin cleaning, power down your laptop and unplug it from the wall.

To clean the lid, bottom panel, and screen:

Mix a couple drops of the dish soap with two cups of warm water, dip your lint-free cloth in the soapy mixture, wring out, and wipe down the surfaces. Rinse out the cloth with clean water and wipe down again. Lastly, to avoid water streaks, wipe down a third time with a dry cloth.

To clean the keyboard: Use your can of compressed air to remove any crumbs that are lying in the crevices in between the keys. After that, dab a lint-free cloth in isopropyl rubbing alcohol and gently rub your keys.

In just a few minutes, your laptop will look (almost) new!

**WIN \$25
CREDIT**
from NDTC!

Return this coupon or sign up online to be eligible for the next drawing. Congratulations to **Betty Erickson of Harvey**. She was the winner of the credit from the last newsletter issue.

Name: _____

Number: _____

Notes from the General Manager



As I sit in my office writing this column, the wind chill factor is somewhere in the -30s. With all the snow, it has been a challenging few months. The good news is that by the time you read this, spring should be just around the corner.

This past year, we buried fiber to the homes of customers in rural New Rockford, rural Harvey, and Penn. We are currently in the process of connecting those customers to the new fiber network.

When construction is able to begin in 2017, we will extend the fiber network to include Cando, Hampden, Minnewaukan, Starkweather, and Webster.

In North Dakota, the 65th Legislative Assembly is in progress, and we also have a new President in office. We will be monitoring any proposed legislation on the state and federal level which may impact our industry. State-of-the-art communications is critical for the growth of rural America.

I hope the New Year has been treating you well. We look forward to meeting your communications needs and certainly appreciate your business in the coming year.

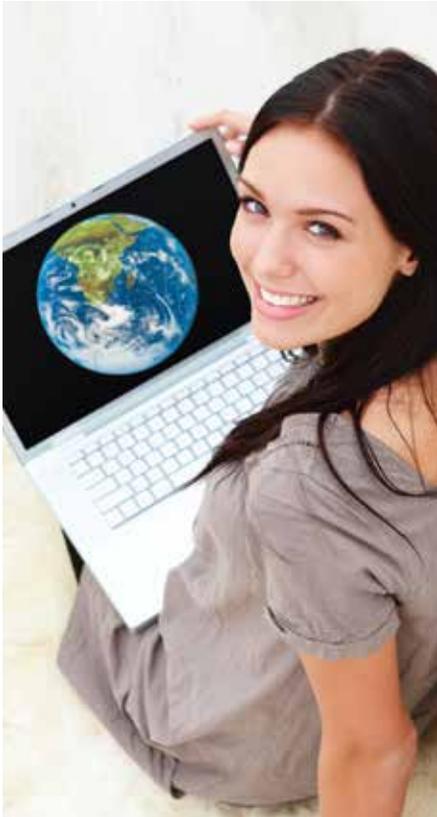
Dave Dircks
CEO/GM

Spread the Word with NDTC Billboard Channel 1

NDTC's Billboard Channel airs local announcements, advertisements, and personal greetings 24/7 on Channel 1. You may create your own ads for airing or visit our website to submit your request to NDTC online.

Announce an event like a fundraiser or rummage sale, or send a personal birthday message or anniversary greeting to someone you love. You can even tune in to Channel 1 to listen to your local radio station: KHND runs in Harvey, KZZJ in Rugby, and KZZY in the Devils Lake area.

Visit our website at gondtc.com/billboard-ads.html or call 662.1100 for more information or to submit an ad.



Watch Webcams Here and Around the World

Why are webcam sites so popular? Webcams allow you to watch, as they happen, activities taking place miles away. They can entertain you, educate you, or simply give you a break in your day. Webcams also have the “what’s new” factor similar to that of Facebook: What happened since the last time I was here? Did the cheetah give birth? Did the ghost appear? Did the sun finally come out in Seattle?

There are so many fascinating things to watch in the world that the potential uses of webcams are almost limitless. Stay in touch with family members who live in a distant place, improve security in homes or businesses, or observe animals like eagles, sharks and pandas giving birth. NDTC’s downtown webcams give a bird’s-eye view of main street traffic in Devils Lake, while the Lakewood webcam displays a view of the boat ramp, lake and weather conditions.

Visit our webcams at gondtc.com/webcams.html. (The downtown webcam can also be seen on NDTC TV Channel 444. The audio comes from Cruiser 102 in Devils Lake).

If you own a business and you are interested in posting an ad around the borders of the Lakewood webcam view, contact NDTC at 662.1100.

Lifeline Program Now Covers Broadband and Phone Services

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family, and emergency services. The Federal Communications Commission, which sets the rules for the Lifeline program, added broadband to the list of subsidized services beginning in December 2016. Previously, the Lifeline program offered subsidies only for landline or wireless phone service. Broadband providers are now eligible to participate in the Lifeline program and to offer subsidized Internet, which can be a wireless service or a fixed service such as cable, DSL, or fiber optic.

In addition, the FCC also changed the rules for demonstrating eligibility for Lifeline services. Some proofs of eligibility will no longer be accepted; others have been added. Lifeline subsidies will remain limited to one per household. Customers will have to choose whether to obtain federally subsidized service from a telephone or broadband provider.



For more information on the Lifeline program, consult the FCC’s online guide at www.fcc.gov/general/lifeline-program-low-income-consumers or call NDTC at 662.1100.

Landline Benefits You May Not Think About

We often talk about the reliability of landline phones (corded ones still work when the power goes out) and the added peace of mind (911 operators can see your exact location during an emergency call), but there are other little known and somewhat quirky landline benefits.

Here are several of our favorites:

- **You can hear everyone much better.** When you actually want to talk to people, rather than text them, it's the phone to use. With a landline, your connection won't suddenly drop off mid-sentence.
- **Old-school phones look really cool** and they add a retro touch to your home décor.
- **You may get more sleep.** Having a smartphone by your bed is an invitation to check your texts, email, and social media, which is a surefire way not to fall asleep.
- **You can't accidentally butt-dial anyone.** Enough said.
- **There's a phone number for the whole household.** It can be useful to have a phone that serves the house generally and not a specific member of the family, particularly if there's business to be done regarding the house itself.
- **Your landline can be the only number you "give out" at appointments and on forms.** With Single Number Service from NDTc, you only have to give your landline number and your calls follow you wherever you go (as long as you are near your cell phone or another landline phone).



Questions about the landline services we offer? Call us at 662.1100.



Pick-It
MARCH MANIA

Play Our Free COLLEGE BASKETBALL CONTEST!

Fill out your bracket and enjoy friendly competition with others in your community. It's easy to enter and fun to play. Plus, all participants have an opportunity to win one of our awesome prizes! **Enter by March 16th.**

NDTC

Sign up and play at: ndtc.pickitchallenge.com

Pick-It Bowl Contest Winners

Thanks to everyone who played NDTc's Pick-It College Football Challenge. We hope you enjoyed the contest and the games. The winners were:

1st Place - Stephanie Armstrong
Amazon Echo

2nd Place - Jim Braun
\$100 MasterCard Gift Card

3rd Place - Paul Nesseth
\$50 MasterCard Gift Card

Congratulations from NDTc!



Restart More Programs in Progress With Improved Restart TV

Running a little late getting home? Relax! With Restart TV, you can go back to the start of a show that's already begun — just press guide or info, then the green button on your remote. When you're browsing channels and see a movie playing that you want to watch in its entirety — Restart it!

This incredible FREE feature with your NDTC TV subscription* is now better than ever:

- Available on virtually all channels as indicated by the green Restart icon.**
- Offers the convenience of trick play — pause, rewind or fast-forward a Restart TV program while in session.

**WANT TO KNOW MORE?
CALL 662.1100.**

*TV Service where available.

**Not all channels are Restart TV eligible.

Upgrade to Faster Internet and Make the Whole Home Happy

Look around the rooms of your home and take note of all the Internet-connected devices they contain. Your list may include computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. Now think about all the online activities taking place simultaneously on a typical day in your home, such as streaming music and HD movies, downloading software and apps, uploading photos, playing video games, and enjoying video chats.

Add everything up and there is an excellent chance that your household is using significantly more broadband than it did even a year or two ago. Many NDTC customers are saturating their bandwidth because of increased usage, and this can make it seem as though their Internet service is running slow when it is actually being maxed out. If this is the case in your household, you may be experiencing annoying slowdowns such as video buffering.

Fortunately, there is a quick way to solve this problem. Simply upgrade your Internet plan to one with higher speeds.* NDTC now offers a variety of competitively priced plans with speeds up to 1 GIG.

For help determining which Internet plan best fits your household's current usage, call NDTC today at 662.1100. Be sure to ask about the option of money-saving bundles including Internet.

**See ad on back page for details on our free offer.*





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Follow us on Facebook and Twitter!



A Reminder on Sun Outages

Sun outages can briefly interrupt TV signals in the spring and fall. They occur when a satellite and a receiving earth station come directly in line with the sun. When watching television, picture quality and sound may be interrupted during a sun outage.

ARE  DEVICES
MULTIPLYING
LIKE RABBITS
IN  YOUR
HOME?  

Every time you turn around, it may seem like another Internet-connected device shows up. It might be a smart TV, smart thermostat, or smartphone. Or perhaps it's a DVR gaming console, streaming box, tablet, or laptop.

When devices are multiplying, you need to start adding — to your Internet speeds, that is. **Switch to a faster plan now and get your first month FREE.***

**HOP TO IT AND CALL
662.1100**

*Service availability and Internet speed will depend on location. Call us for complete details. Offer expires 4/28/17.