

YOUR NDTC QUARTERLY

# OUTLOOK

WINTER 2021

**NDTC  
Goes  
Full HD**

See Your New Channel  
Guide Inside



FULL HIGH DEFINITION CHANNEL GUIDE

SCHOLARSHIPS ARE BACK

LEARN ABOUT LIFELINE & LINK UP PROGRAMS

EMERGENCY BATTERY BACK-UP POWER



# Contents

## Contact

211 22nd St. NW | PO Box 180  
Devils Lake, ND 58301  
Phone: 701.662.1100  
Fax: 701.662.6444  
gondtc.com

## Office Hours

Mon. – Fri. 8 A.M. – 5 P.M.  
Phone lines are open until 6 P.M.  
Repair Center also available  
Sat. 8 A.M. – 5 P.M.

## Help Desk

701.662.8350 available 24/7

## Payment Drop-Offs

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

To report trouble, call 701.662.1100.  
If after hours, follow prompts for assistance.



# 2



# 4



# 5



# 7

- 1 Notes from the General Manager
- 2 Battery Back-up
- 3 Lifeline & Link Up
- 4 NDTC Scholarship Program
- 5 NDTC Goes Full HD
- 7 SmartHub
- 8 Online Directory



NOTES FROM THE

# General Manager



**RODNEY  
HOFFMEYER**

NDTC GENERAL  
MANAGER

**T**he leaves have fallen and it is time to say goodbye to fall and welcome winter. NDTC's construction season has ended and we were able to complete everything we wanted to get done this past summer. We placed services to more than 200 new locations and completed our Network upgrade. We are now making plans for 2022.

At the time of this writing, North Dakota's Legislature is scheduled to meet in a special session. Among the things they will be discussing is how to spend some of the monies the State received from the American Rescue Plan Act. I would like to talk about that a little bit.

The State Legislators will be looking at many proposals, including a partial grant program for building broadband infrastructure to areas of the state without broadband access. North Dakota will receive \$113,000,000 for this and other projects. NDTC has been fortunate to build out fiber to all of its serving area, but there are still 7,500 locations in the state that lack broadband access. It is estimated that it may take \$80 to \$100 million to build

out broadband to these locations. I think this "one-time spending" is an excellent opportunity for the State of North Dakota to get broadband to all of the state. With the cost of placing facilities that can be well over \$10,000 per mile, these areas may never see high-speed broadband without this Federal assistance.

NDTC and the members of the Broadband Association of North Dakota (BAND) have been in contact with our local legislators, asking them to consider funding for this important cause. This would ensure all North Dakotans have reliable broadband for education, telemedicine, precision agriculture needs, and the list goes on.

Thanks for being our customer. If you have any questions or concerns, please give me a call at 701.662.1100.

**Wishing everyone a great Holiday Season!**

**“ NDTC has been fortunate to build out fiber to all of its serving area, but there are still 7,500 locations in the state that lack broadband access.**

*Rodney Hoffmeyer*



# BATTERY BACKUP POWER INFORMATION

## → IMPORTANT INFORMATION REGARDING YOUR HOME PHONE SERVICE

### Backup Power for Home Phone Service

Backup power is required for your home phone service to function during a power outage. Without it, you would not be able to make any telephone calls, including emergency calls to 911, during a power outage.

NDTC provides and installs a battery backup unit at your location as part of your home phone service delivered over fiber optic cable. This battery backup unit is designed to provide 8 hours of backup power during a power outage.

### What Your Battery Can and Can't Do

The standard battery backup provided by NDTC is expected to last a minimum of 8 hours of normal home phone service usage during a power outage. Extended or excessive use of the home phone service during a power outage will reduce available run time of the battery backup unit to less than 8 hours.

The battery backup unit will allow regular corded landline phones (not cordless) to work during a power outage and to

maintain the ability to connect with 911 emergency services. When a power outage occurs, you should ensure that you have one corded single-line touch-tone phone connected directly to your in-home wiring (wall jack) which is connected directly to our battery backup unit.

The battery backup unit only provides enough power for the home phone service. Cordless phones, some home security systems, medical monitoring devices, the internet, routers, and other equipment are not powered by NDTC's battery backup during a power outage. If you want these devices to operate during an outage, you should purchase a separate battery backup designed to support that equipment.

### Replacement Options

NDTC monitors the health of the battery installed in your home and will replace the battery backup unit when it has reached end-of-life. If your services stop working, or if your battery backup starts to make a beeping sound, or the green light turns red, please verify that it is plugged into an electrical outlet. If your services are not restored, or if the beeping continues, please call our business office at 701.662.1100.



# LIFELINE & LINK UP PROGRAMS FOR LOW-INCOME CONSUMERS

## Proper Care and Use of Your Battery

Our service technicians provide verbal on-site instructions that include proper operation of the battery backup to ensure that it will function as needed during a power outage. Environmental factors such as temperature and moisture can shorten your battery's useful life, so it is installed in a location at your premises that will take these factors into consideration. The battery backup unit should be maintained in a clean and dry environment with a consistent temperature between 41°F and 104°F to maximize the useful life of the battery, which is approximately five years.

## Option Available for Longer Backup Power

NDTC offers an upgraded 24-hour battery backup unit upon a customer's request at a cost of \$6.95/month. The charge is applied to the customer's monthly telephone bill. A scheduled appointment is required to install the 24-hour battery backup unit at your location, but it will not be installed during power outage events.

Lifeline is a government benefit program that provides monthly discounts on ONE telephone (wireline or wireless) or broadband service for eligible low-income consumers.

Link Up reduces the cost of initiating new telephone service to eligible residents of Tribal lands at the subscriber's principal place of residence.

An individual may be eligible for the program-supported service if he or she has a household income at or below 135 percent of the federal poverty guidelines, or if they receive benefits from one of many qualifying programs.

NDTC telephone and internet services are Lifeline and Link Up supported services. Guidelines and applications can be found by visiting National Verifier online at [checklifeline.org](http://checklifeline.org) or submit a paper application with documentation to the Lifeline Support Center. NDTC is unable to accept documentation to determine eligibility.



# NDTC SCHOLARSHIP PROGRAM

APPLICATIONS OPEN  
DECEMBER 1ST

**High school seniors planning to attend college in the fall of 2022 could be eligible to receive a \$750 scholarship from NDTC!**

Our company believes students are the future leaders of our communities, and values our loyal customers. Every year since 1999, NDTC has awarded ten scholarships to high school seniors from the communities we serve who choose to further their education after graduation.

## **Eligibility requirements:**

- Be a high school student graduating in spring 2022
- Attend an accredited institution of higher education in fall 2022
- Have parents or guardians whose primary residence is within NDTC exchanges and are current subscribers of NDTC's telecommunication services



**If you have any questions or want more information, please call NDTC at 701.662.6439.**

# CHANNEL GUIDE



## NDTC IS GOING FULL HD

We're excited to announce that NDTC is converting all TV channels to high definition at no cost to you! Now, you'll be able to enjoy all the same great entertainment, sports, and premium content NDTC has to offer, but in full HD. We've updated our channel guide and included it conveniently in this issue of the Outlook Newsletter. You may cut the new guide out and keep it handy so you don't miss any of your favorite shows on their new HD channels.

### ESSENTIAL EAST

Includes Music Channels | Counties of Benson, Towner, Cavalier, Ramsey, Nelson, Eddy, Foster, Griggs

CHANNEL NAME	Ch. #	CHANNEL NAME	Ch. #
NDTC Billboard	1	PBS World	416
True Crime Network	2	Laff	417
METV	3	Court TV Mystery	418
KRDK Cozi/BEK Sports	4	Bounce	419
ABC WDAY	6	Grit	420
CBS KXJB	7	Court TV	421
ABC WDAZ	8	Heroes & Icons	424
FOX KVRR	9	DLWebcam 4th-n-4th	444
NBC KVLV	11	Devils Lake Local	450
PBS	15	Harvey Local	451
QVC	17	McVile Local	452
HSN	18	Knight Vision	470
ShopHQ	19	Firebird Vision	472
The Weather Channel	20	Leeds Vision	473
Local Weather	21	Minnewaukan Vision	474
Jewelry TV	60	Eagle Vision	481
TBN	62	Raider Vision	482
EWTN	63	Titan Vision	483
The CW	64	Jaguar Vision	484
ND House	160	Tornado Vision	485
ND Senate	161	Aggie Vision	486
TV Tutorial	397	Global Vision	487
Pay Per View SD	399	Bulldog Vision	488
WDAY'Z Xtra	408	Braves Vision	489
Antenna TV	409	Cardinal Vision	490
Circle	411	Pay Per View HD	999
PBS Kids	415		

### ESSENTIAL WEST

Includes Music Channels | Counties of Pierce, Rolette, McHenry, Sheridan, Wells

CHANNEL NAME	Ch. #	CHANNEL NAME	Ch. #
NDTC Billboard	1	Court TV Mystery	418
True Crime Network	2	Bounce	419
METV	3	Grit	420
NBC KMOT	10	Court TV	421
FOX KNDX	12	Cozi/BEK SPORTS	424
CBS KXMC	13	DLWebcam 4th-n-4th	444
ABC KMCY	14	Devils Lake Local	450
PBS	15	Harvey Local	451
QVC	17	McVile Local	452
HSN	18	Knight Vision	470
ShopHQ	19	Firebird Vision	472
The Weather Channel	20	Leeds Vision	473
Local Weather	21	Minnewaukan Vision	474
Jewelry TV	60	Eagle Vision	481
TBN	62	Raider Vision	482
EWTN	63	Titan Vision	483
The CW	64	Jaguar Vision	484
ND House	160	Tornado Vision	485
ND Senate	161	Aggie Vision	486
TV Tutorial	397	Global Vision	487
Pay Per View SD	399	Bulldog Vision	488
WDAY'Z Xtra	408	Braves Vision	489
PBS Kids	415	Cardinal Vision	490
PBS World	416	Pay Per View HD	999
Laff	417		

### MUSIC

CHANNEL NAME		Urban		Romance Latino	550	Eclectic Electronic	536
<b>Rock</b>		Hip Hop	537	<b>Pop</b>		<b>Pop Decades</b>	
Classic Rock	514	Soul Storm	542	Hit List	506	Jukebox Oldies	502
Alternative	515	Hip-Hop/R&B	543	Pop Adult	507	Flashback 70's	503
Rock	516	Classic R'N'B & Soul	544	Swinging Standards	508	Everything 80's	504
Heavy Metal	517	<b>Galaxie Plus</b>		Maximum Party	509	Nothin' but 90's	505
Alt Rock Classics	518	Kids' Stuff	501	Groove (Disco and Funk)	510	<b>Jazz</b>	
Adult Alternative	519	The Spa	527	Dance Clubbin'	511	Jazz Masters	538
<b>Country</b>		Broadway	535	Jammin'	512	Jazz Now	539
Folk Roots	520	<b>Latino</b>		Holiday Hits	513	Smooth Jazz	540
Alt Country/Americana	521	Éxitos Tropicales	545	The Chill Lounge	526	The Blues	541
Hot Country	522	Éxitos del Momento	546	Easy Listening	528	<b>Classical</b>	
No Fences	523	Retro Latino	547	Christian Pop & Rock	529	Popular Classics	532
Country Classics	524	Ritmos Latinos	548	Gospel	530	Classic Masters	533
Bluegrass	525	Rock En Español	549	Y2K	531	Chamber Music	534

**PREMIUM\***

CHANNEL NAME	Ch. #	CHANNEL NAME	Ch. #
HBO	900	Showtime Family Zone	926
HBO2	901	Sho Next	927
HBO Signature	902	TMC	930
HBO Family	903	TMC Xtra	931
HBO Comedy	904	Flix	932
HBO Zone	905	STARZ	940
Cinemax	910	STARZ Edge	941
MoreMAX	911	STARZ In Black	942
MovieMAX	912	STARZ Kids & Family	943
ThrillerMAX	913	STARZ Cinema	944
OuterMAX	914	STARZ Comedy	945
5starMAX	915	STARZ ENCORE	950
ActionMAX	916	STARZ ENCORE Westerns	951
Showtime	920	STARZ ENCORE Classic	952
Sho 2	921	STARZ ENCORE Suspense	953
SHOxBET	922	STARZ ENCORE Black	954
Sho Extreme	923	STARZ ENCORE Action	955
Sho Women	924	STARZ ENCORE Family	956
SHOWTIME Showcase	925		

**SPORTS\***

CHANNEL NAME	Ch. #	CHANNEL NAME	Ch. #
MavTV	200	PAC 12	209
Outside TV	201	PAC 12 – LA	210
Pursuit	202	PAC 12 – Mountain	211
World Fishing Network	203	PAC 12 – Oregon	212
NHL Network	204	PAC 12 – Washington	213
FS2	205	PAC 12 – Arizona	214
Stadium College Sports Atlantic	206	PAC 12 – Bay	215
Stadium College Sports Central	207	Tennis Channel	216
Stadium College Sports Pacific	208	ESPN SEC	218
		NFL RedZone	219
		ACC Network	220

**VARIETY\***

CHANNEL NAME	Ch. #	CHANNEL NAME	Ch. #
RFD 2 – Cowboy Channel	230	Biz Television	250
UPtv	231	Shalom World	252
Hope	232	Daystar Television Network	253
Sony Movie Channel	233	3 Angels Broadcasting	254
Reelz	234	Nicktoons	255
Hallmark Drama	235	TeenNick	256
MGM	236	Nick Music	257
YouToo America	237	MTV Classic	258
Comedy.TV	240	MTV2	259
Cars.TV	241	MTV Live	260
ES.TV	242	CMT Music	261
MyDestination.TV	243	BET Jams	262
Recipe.TV	244	BET Soul	263
Pets.TV	245	BET Gospel	264
Newsmax	246	BET HER	265
The Country Network	249		

**COMPLETE** (includes Essential and Music Channels)

CHANNEL NAME	Ch. #	CHANNEL NAME	Ch. #
NewsNation	5	American Heroes	84
TNT	22	OWN	85
TBS	23	Science	86
Freeform	24	Investigation Discovery	87
Paramount Network	25	Animal Planet	88
USA	26	National Geographic	89
FX	27	TLC	90
Hallmark	28	History	91
Hallmark Movies & Mysteries	29	Viceland	92
Lifetime	30	fyi	93
ESPN	31	HGTV	94
ESPNEWS	33	Magnolia Network	95
ESPNU	34	Food Network	96
ESPN2	35	Travel Channel	97
NFL Network	37	Cooking Channel	98
Midco Sports	38	Discovery Life	99
Bally Sports North	39	RFD-TV	100
Big Ten Network	40	Golf	101
Bally Sports North +	41	FS1	102
CBS Sports	42	Outdoor Channel	104
Midco Sports Two	44	Sportsman Channel	105
Universal Kids	47	FXX	106
Disney Junior	48	Nat Geo Wild	107
Disney	49	IFC	108
Disney XD	50	Sundance	109
Nickelodeon	51	INSP	110
Cartoon Network	52	A&E	111
Nick Jr	53	ion Television	112
Boomerang	54	WE TV	113
TV Land	57	Lifetime Movies	114
Bravo	58	LRW	115
E!	59	Oxygen	116
GSN	61	AMC	117
Crime & Investigation	67	FXM	118
truTV	68	TCM	119
MSNBC	70	SYFY	120
FOX News	71	Olympic Channel	124
FOX Business	72	Comedy Central	125
CNN	73	MTV	130
HLN	74	VH1	134
CNBC	75	CMT	138
Bloomberg Television	76	GAC Family	139
BBC America	77	BET	140
BBC World	78	AXS TV HD	150
CNBC World	79	HDNet Movies	151
Discovery	80	BEK Sports Plus+ West	152
Discovery Family	81	BEK Sports Plus+ East	153
Destination America	82	Big Ten Network Alt	440
MotorTrend	83		

\*Channels effective 12/21. Premium, Sports and Variety channels are subscription based.



# GO GREEN & SAVE TIME WITH SMARTHUB

**S**implify your life and reduce paper with SmartHub Online Bill Pay from NDTC! SmartHub is a convenient and secure way to pay your bill, receive billing notifications, and access your account whenever you want – online. Extra bonus? SmartHub features are available for NDTC customers to use free of charge!

## Payment Options

### Online Bill Pay:

Login to your online bill pay account to make a one-time payment by eCheck or credit card. Credit cards accepted are Visa, Mastercard, and Discover.

### Auto Pay:

Auto payments are debited from your selected checking or savings account every month. Direct withdrawal payments will be made on the 15th of the month or the next business day.

### Automatic Credit Card Payments:

Automatic credit card payments (Visa, Mastercard, and Discover) are charged to your designated account on the 15th of every month or the next business day.

## Getting Started

Visit [gondtc.com](http://gondtc.com), click on “Bill Pay,” and follow the links. A SmartHub mobile app is also available to download. Remember, SmartHub features are available for NDTC customers to use free of charge, so sign up today!

Need assistance getting started? Call our office at 701.662.1100 during regular business hours. We're happy to help!



## Other Payment Options:

- Mail your check or money order to: PO Box 180, Devils Lake, ND 58301
- Pay-By-Phone toll-free by calling 1.844.843.6843 directly 24/7
- After-hours drop-offs include the NDTC office in Devils Lake and Ramsey Bank in Cando, Rugby, Maddock, and Devils Lake.

# ONLINE DIRECTORY

AVAILABLE FROM YOUR PHONE, COMPUTER, OR OTHER ONLINE DEVICE.

**R**emember the ads about the Yellow Pages years ago that said “Let Your Fingers Do the Walking”? More people today are using the internet for information, so NDTC has made their telephone directory available online, so your mouse can do the walking.

All phone listings that are part of any NDTC telephone exchange and are not designated as unlisted can be found in a searchable directory on our website. This includes both residential and business phone numbers. Listings can be searched by last name or business name.

NDTC plans to continue publishing the annual phone book covering our communities as long as there’s enough demand. In addition to the printed directories, you can find any published NDTC residential or business phone number in the online directory anytime at [search.ndtcsearch.com](http://search.ndtcsearch.com). Search your app store for the **Go NDTC** directory app.



If you have any questions or want more information, please call NDTC at 701.662.1100.



## PLAY OUR FREE COLLEGE FOOTBALL CONTEST

Make your picks 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 before December 17.**

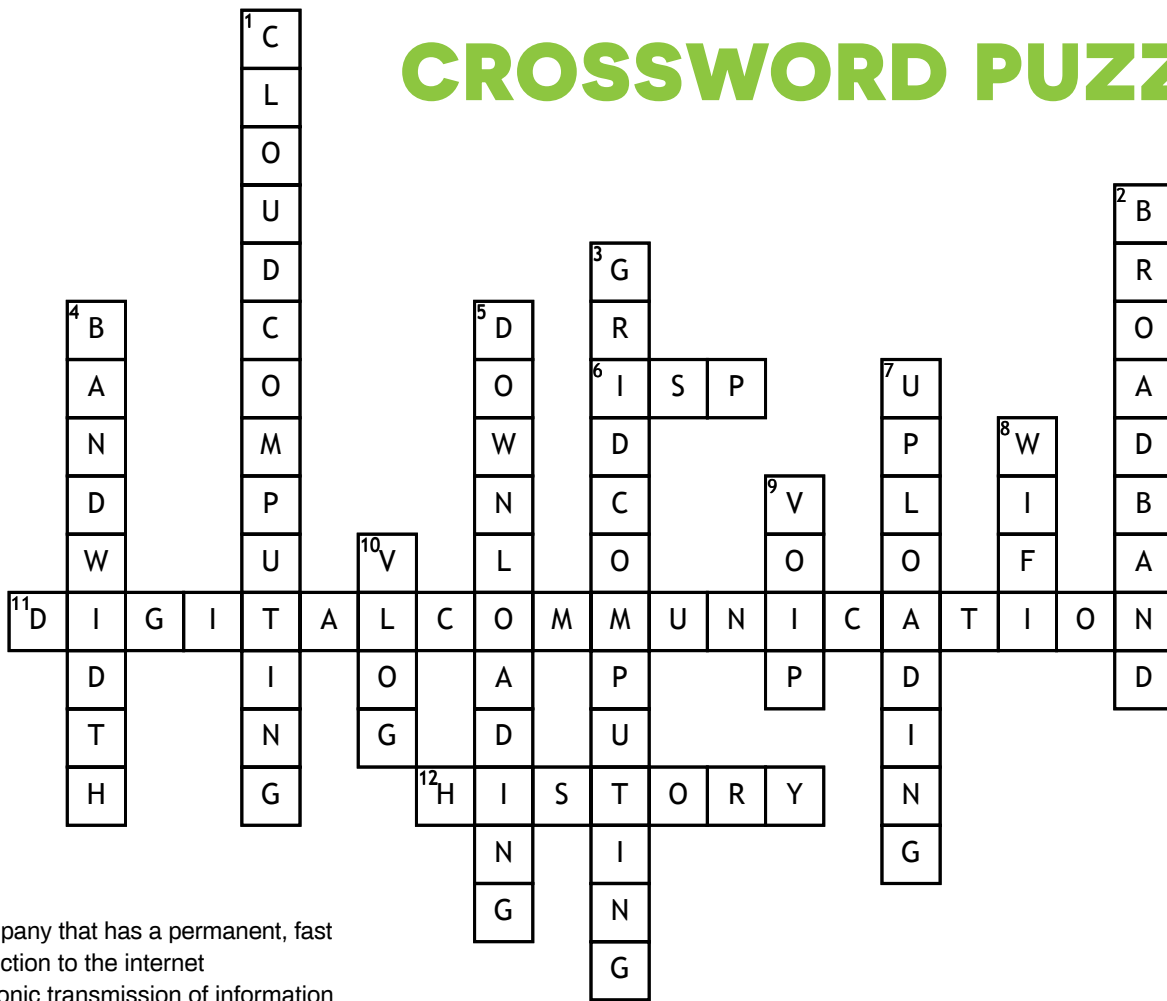
### WIN GREAT PRIZES!

1<sup>st</sup> Place: \$100

2<sup>nd</sup> Place: \$75

3<sup>rd</sup> Place: \$50

# CROSSWORD PUZZLE



## Across

6. A company that has a permanent, fast connection to the internet
11. Electronic transmission of information that has been created digitally through various devices, like smartphone and laptop
12. The list of web pages a user has visited recently

## Down

1. Using storage, software, and other resources from remote servers on a network through the internet

2. A high-speed connection to the internet
3. Resources from different computers in different location instead of using resources for one single computer
4. Total amount of data that can be transferred from one point to another
5. Transmission of a file from one computer system to another
7. Moving digital files from your computer and placing it on a central server
8. Allows mobile devices to connect quickly to the internet, and is connected without cables
9. Transmission of voice and multimedia content over Internet Protocol
10. A blog that contains video content

*win*  
**\$25**  
**CREDIT**  
**FROM NDTC**

Return this completed coupon to NDTC to be eligible for the next drawing. Congratulations to Craig Delzer, Fessenden, ND! He was the winner of the credit from the Fall newsletter issue.

Name \_\_\_\_\_

Phone # \_\_\_\_\_

#2 Down on Crossword Puzzle \_\_\_\_\_

I understand my full name and my city of residence will be listed in the next newsletter if my name is drawn. \_\_\_\_\_ (initial)



211 22nd St. NW | PO Box 180  
Devils Lake, ND 58301

## *Holiday Hours*

Dec. 23rd, 8AM - 12PM

Dec. 24th, Closed

Dec. 30th, 8AM - 12PM

Dec. 31st, Closed



# *Merry Christmas* **FROM NDTC!**

**OUR GIFT TO YOU:**

**FREE MANAGED WI-FI**

for 6 Months + FREE Installation



**Call 701.662.1100 to learn more!**

Some restrictions apply. Offer valid through 12/31/21.