

summer 2013

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# THE DCT link

LIFE'S CONNECTIONS DAKOTA CENTRAL TELECOMMUNICATIONS



*Air games for kids to enjoy!*



*Lucas Brown and Jamie Larson*

## Official Notice of Annual Meeting Dakota Central Telecommunications Cooperative

Notice is hereby given, that the 2013 annual meeting of the members of Dakota Central Telecommunications Cooperative, Carrington, North Dakota, will be held at the Foster County Fairgrounds on **Wednesday, June 12, 2013, at 4:30pm**, to take action on the following matters:

1. To elect board members in the districts of Edmunds, Ypsilanti and Director-at-Large.
2. To present reports for the 2012 fiscal year.
3. Transacting such other business as may come before the meeting.

Individuals were nominated by petition to represent the members in their respective districts. Following are the candidates nominated:

Edmunds Exchange: Doug Wede  
Ypsilanti Exchange: Craig Headland  
Director-at-Large: Kathy McCracken, Scott Fetch

Each member of the cooperative present at the meeting shall be entitled to vote for one candidate from each district. The candidate from each district receiving the highest number of votes at the meeting shall be considered elected as a board member.

The following Amendment to the Bylaws of Dakota Central Telecommunications Cooperative (the "Amendment") was approved by the Board of Directors of Dakota Central Telecommunications Cooperative (the "Cooperative") at their March 1, 2013, meeting. Pursuant to the Bylaws of the Cooperative, the Amendment is subject to confirmation by the members at the 2013 annual meeting. The Board of Directors of the Cooperative recommends that the members vote to confirm the Amendment at the annual meeting and would become effective July 1, 2013.

Following is a brief summary of each section being amended:

- Amendment Article I, Section 1.(a) adds broadband (high speed data) service as an additional service that qualifies a customer residing within the cooperative exchanges for membership. Previously only customers subscribing to telephone service were qualified as members. With the amendment, either telephone or broadband qualifies the subscriber as a member.

*(continued)*



# Letter from the General Manager

Keith A. Larson, CEO/GM

Dakota Central Telecommunications' 62nd Annual Meeting is fast approaching and we would like to take this opportunity to recognize a special board member. This year's annual meeting and report is dedicated to Director Gerald "Jerry" Eissinger. Jerry served on our board since 1979 and was Chairman from 1991 to 2012. His foresight and leadership kept the Board of Directors and employees on a path to provide the highest quality technology to our subscribers, which positioned Dakota Central as one of the few companies in the nation to be 100% fiber connected. We thank you, Jerry, for your guidance and dedication over the years.

Technically, much of our efforts this past year have been spent converting to new middleware, which provides our IPTV guide and our DVR functionality. We have also been upgrading the transport system between our exchanges to allow for more bandwidth capacity throughout our network.

Administratively, we continue to deal with the ramifications of the FCC Order that was released in 2011. Since its release, there have been six (6) Further Notice of Proposed Rulemakings modifying the Order. As you were notified in May, the Order established a minimum local service rate that all telephone companies must meet in order to continue to receive Universal Service Fund (USF) support. In addition, \$0.50 annual increases in the Access Recovery Charge are required over the next five years. We continue to see the reporting requirements to the FCC to be an ever-increasing burden with now over 35 various filings required throughout the year.

Operationally, we are in the process of implementing new software that provisions our telephone, Internet, television service billing, and electronics into one platform. Instead of needing to manually provision several different systems when connecting services for customers, this process will now be automated and allow for greater accuracy and efficiency.

As technologies develop, we continue to evaluate the services we offer. We are currently developing plans to deploy a wireless Internet service using the 700 Mhz spectrum we own for the rural area around Jamestown where we do not have fiber. In addition, we are receiving training on the installation of security and monitoring systems and hope to be offering those services in the near future.

We thank all of you, our subscribers, for your continued support.

Best regards,





**UNLEASH YOUR  
INNER SPEED DEMON**  
UPGRADE TO HIGH SPEED INTERNET

SOMEWHERE, DEEP DOWN,  
**YOU KNOW YOU'RE  
MEANT TO FLY!**



With speeds starting at 20 Mbps, you can surf the web, stream music or FaceTime with your kids. **FOR THE MONTH OF MAY, WE ARE GIVING ALL OF OUR 128K AND 1 MBPS INTERNET CUSTOMERS A FREE TEST DRIVE OF 20 MBPS.** What's more... upgrade before June 30th and we'll give you an additional month free! **Go for it, you little speed demon, you!**



**Like us on Facebook! Go to DCT's FB page, enter your favorite super hero and the Internet speed you're upgrading to and we'll put your name in the drawing for a brand spanking new iPad Mini!**

*\* 3 month minimum requirement. Customers already at 20 Mbps can upgrade to 30 or 50 Mbps and receive one month upgrade free. New customers receive two months of free service. Some restrictions apply.*



[www.daktel.com](http://www.daktel.com)

652.3184 Carrington  
952.1000 Jamestown

# Straight from the Helpdesk... Tips on WiFi

**As technology advances, more and more homes are utilizing wireless networks. WiFi is not just for laptops anymore, but is also necessary for smart phones, tablets, TVs, game consoles, DVD players and any other device that needs to access the Internet wirelessly. While wireless networks have become much more user-friendly to install, there are some tips we want to share to help you better understand your wireless network and to increase its functionality in your home.**

## WIRELESS NETWORKING 101

A wireless router can be placed in your home so you can connect multiple devices either by plugging into the Ethernet ports on the back of the router or by running wireless. The wireless signal is picked up by your wireless devices and that allows them to connect to your internet connection so you can get to the Internet (a.k.a. World Wide Web)!



Once you have purchased a wireless router, placement is key to a strong wireless network. Routers should be placed in a central location so that all devices have a better chance of getting the best signal throughout your house. For example, if a router is placed in the basement on one end of the house, a device trying to reach the wireless signal on the opposite end of the main floor may have trouble picking up a strong signal. The number of walls or floors that a signal has to travel through does weaken the signal.

## ENCRYPTION

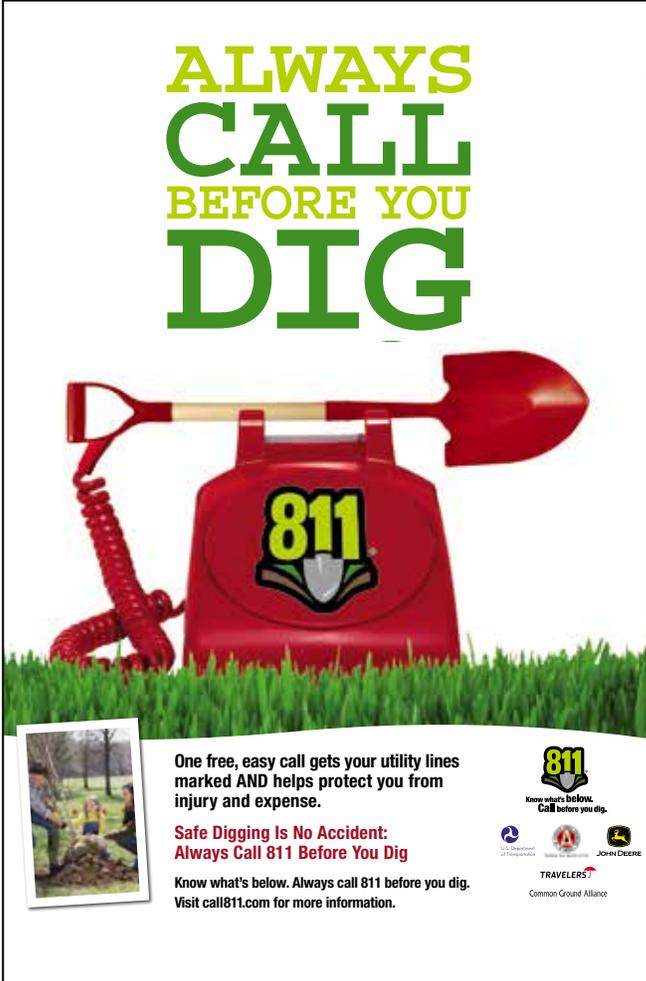
Another key component to a wireless home network is encryption or the security of the router. Turning on the router's security feature to require a pass code will ensure that unwanted parties cannot steal your connection. Most of the time, during installation, there is a set-up wizard that will walk you through steps to secure your router. We recommend using WPA or WPA2 (more secure) and not WEP as the security mode. When prompted, choose a pass code that is easy to remember and not something that the outside world can easily guess. We recommend writing down your pass code and taping it to the bottom of the router, so it is easily accessible when adding a new wireless device to your network. Failing to encrypt your router leaves an open connection for others to steal and potentially download large

amounts of data. Doing so means taking bandwidth away from authorized users on your home network.

## TROUBLESHOOTING

If your Internet connection is not working and you are running wireless to your router, check to see if the device is picking up the wireless signal and if it is connected. Often on laptops, the wireless button can get shut off by accident. Locate the button that controls the wireless (most of the time on the side of your laptop) and ensure it is in the 'ON' position. The next troubleshooting step is to reboot the wireless router and then the computer. Most times this will fix any problems. If connection difficulty continues, you could possibly be on the edge of the router's coverage area. Try moving the router to a better location or invest in a router with greater range.

We hope these tips give you a better understanding of WiFi and how to make the wireless network in your home run smoothly!



**ALWAYS  
CALL  
BEFORE YOU  
DIG**

One free, easy call gets your utility lines marked AND helps protect you from injury and expense.

**Safe Digging Is No Accident:  
Always Call 811 Before You Dig**

Know what's below. Always call 811 before you dig.  
Visit [call811.com](http://call811.com) for more information.

**811**  
Know what's below.  
Call before you dig.

U.S. Department of Transportation  
JOHN DEERE  
TRAVELERS  
Common Ground Alliance



# Three Easy Ways to Pay

**At Dakota Central Telecommunications**, we recognize that our customers are unique and each one has a particular way they like to handle their bill paying. We respect your individuality and offer several ways to pay your bill.

You can drop your payment off at either of our office locations. The Carrington office is located at 630 5th Street North, and the Jamestown location is 604 18th St. SW. We have an outside drop box for after-hour bill paying at each location.

You can also use one of our Three Easy Ways to Pay – perfect for today’s busy lifestyle:

1. **E-bill**
2. **Pay-by-Bank**
3. **Pay-by-Credit Card**

Automatic payment options are free to use. They save you time with no checks to write and save you money on stamps, checks and envelopes. Best of all, since it’s automatic, you don’t need to worry about late payments since they are made electronically and you build a history of current payments.

Please keep in mind if using your bank’s online bill pay, processing may take up to 10 days to reach our office. Be sure to allow adequate time to reach us.

Also, please note that when setting up E-bill on our website, you must check “Receive Paper Copy” if you would like to receive a copy via postal mail. Otherwise, go green and watch your email for a link to view your billing information!

To begin paying your bills automatically, complete and return the form below or log into your account at [www.daktel.com](http://www.daktel.com) and click on ‘My Account.’

Name: *(as it appears on your checking or credit card account)*

Billing Address: *(as it appears on your checking or credit card statement)*

City:	State:	Zip Code:
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Telephone:	Email:
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CHOOSE ONE OF THE FOLLOWING PAYMENT METHODS:

**Checking Account (Please include voided check.)**

Bank Routing Number:	Account Number:
----------------------	-----------------

Financial Institution:

**Credit Card**     Visa     Master Card

Credit Card Account #:

Expiration Date:	CVV2 Security ID: <i>(last 3 digits on back of card in signature panel)</i>
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Signature:



## Changes in Personnel



*Deb Goplen*

### **Deb Goplen Retires from Dakota Central**

On April 30th, Deb Goplen retired from Dakota Central after nearly 23 years of service.

Deb began her career at Dakota Central in September of 1990. Throughout her career she worked in the Customer

Service department. Deb will most likely be found enjoying retirement working in her gardens or traveling with her husband Gary.

Dakota Central thanks Deb for her years of service and wishes her good health, good times and the best of luck in retirement!

### **Other Personnel Changes**

Several other employees have been moving and shaking this past spring as well!

**Deedra Aasand** has taken on the Customer Care Coordinator position and will be responsible for the day to day activities of our customer service staff.

**Deb Clifton** has transferred from our Internet Helpdesk into the Accounting Department.



*Deedra Aasand  
Customer Care Coordinator*



*Deb Clifton  
Accountant*



*Brianne Partlow  
Marketing Assistant*

### **DCT Welcomes New Employee**

We are pleased to announce a new addition to our team as well. Brianne Partlow joins us as Marketing Assistant. Brianne is a 2011 graduate of NDSU with a degree in Marketing. She brings a warm smile and a wealth of ideas!

## Wireless Internet Plans in the Works

To meet the needs of ever changing technology, Dakota Central is in the process of developing plans for a new Wireless Internet System. This system will service rural Jamestown subscribers who currently do not have fiber. The new system will replace our current 700 mmds wireless. Benefits will be increased speeds, stability, ease of administration, further reach and the possibility of future advanced services. The plans may also include an additional tower and equipment for the Spiritwood Lake area. We are in the process of meeting with city and county officials for building permits in that area.

Our equipment vendor, Vecima, will be assisting in determining the coverage area. Please note, current rural wireless customers may experience down time to accommodate our maintenance and testing windows. We will provide notice if and when services may be unavailable. The transition to a new system will require a change in customer premise equipment. Therefore, Dakota Central representatives will contact existing subscribers to schedule an appointment to exchange the equipment in their home.

We expect to complete this project by the end of our summer/fall construction season.

Interested parties and new customers are encouraged to contact our office for more information.

## DVR Customers!

**Did you know you can access and control your recordings online? Go to [www.daktel.com](http://www.daktel.com) and click "My DCTV" at the top of the page. Login by using your 10-digit telephone number or agreement number.**

**If you have any questions or need assistance, please call 1.800.771.0974.**



# COMING TO YOUR HDTV!

We have exciting news to share regarding your HD channel line-up! **Coming later this year we will be adding over 55 channels to your current High Definition**

**Package.** While we may need to move the numbering position of a few channels, we hope you will enjoy the added selection.

## UPDATED HD CHANNELS

804	CBS - KXJB HD	848	TruTV HD
807	FOX - KJRR HD	849	Velocity
808	ABC - WDAZ HD	851	Comedy Central HD
811	NBC - KVLV HD	852	TNT HD
813	PBS - KFME HD	853	GSN HD
814	Food Network HD	854	A&E HD
815	Cooking Channel	855	Crime & Investigation Network USA
816	Travel HD	856	Lifetime HD
817	Style	857	AMC HD
818	OWN	858	TMC HD
819	WE	859	Hallmark HD
821	DIY HD	860	Hallmark Movie HD
822	HGTV HD	861	TBS HD
825	CNN HD	862	Syfy HD
826	HLN (Headline News) HD	864	HDNet
827	CNBC HD	866	HDNet Movies
829	ESPN U HD	870	Cartoon Network HD
830	ESPN HD	871	Nickelodeon HD
831	ESPN 2 HD	877	Discovery HD
832	ESPNNews HD	878	Bio US HD
833	CBS Sports Network HD	879	National Geographic HD
835	NFL Network HD	880	TLC HD
836	FSN HD	881	Science HD
837	GOLF HD	882	Animal Planet HD
839	NBC Sports Network HD	883	Destination America (Planet Green) HD
841	World Fishing Network	890	CMT HD
842	FUSE HD	891	Palladia HD
843	Universal HD	892	E! HD
844	Bravo HD	893	MTV Networks HD
845	USA Network HD	894	VH1 Music First HD
846	Spike TV HD		
847	HUB HD		

## PREMIUM MOVIE CHANNELS IN HD

600	HBO
602	HBO 2
604	HBO Family
606	HBO Latino
608	HBO Signature
620	CINEMAX HD
621	MOREMAX HD
630	SHOWTIME
631	SHOWTIME 2
632	SHOWTIME Beyond
633	SHOWTIME Showcase
670	STARZ HD
671	STARZ Edge
672	STARZ Cinema
673	STARZ Kids & Family
674	STARZ Comedy
675	STARZ in Black
680	ENCORE HD
681	ACTION MAX HD



# Board Nominations

Nominations for the Dakota Central Board of Directors were recently made to elect board members for the Director-At-Large position, Ypsilanti and Edmunds Exchanges. In accordance with the cooperative's bylaws, nominations for board members were made via petition to represent the members of their respective districts. Following are the members who were nominated and whose names will appear on the ballot at the annual meeting on June 12th.

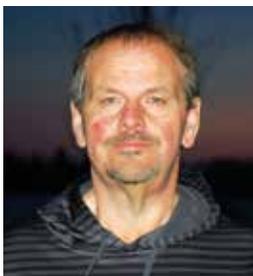
**Director-At-Large - Kathy McCracken & Scott Fetch**  
**Ypsilanti Exchange - Craig Headland**  
**Edmunds Exchange - Doug Wede**



## DIRECTOR-AT-LARGE

**Kathy McCracken**, a native of the Grace City area, is finishing her fifth term on the board for Dakota Central and is seeking re-election to the Director-At-Large position. Kathy is the Director of the North Central Area Career and Technology Center, North Central Distance Learning

Consortium and Central Dakota Telecommunications Consortium. These organizations provide distance learning opportunities to students in rural schools throughout central North Dakota. Kathy serves on the Grace Lutheran Church Council and as the church organist. She is also the manager of the Grace City Housing Authority apartments. Kathy enjoys working in her yard and garden, doing puzzles, playing cards as well as traveling. She has two children, Amanda and husband who live in Urbana, Illinois, and Eric in Grace City.



## DIRECTOR-AT-LARGE

**Scott Fetch** grew up in Bismarck and attended Bismarck High, he attended Ogden, Weber Tech in Utah, and majored in manufacturing. He has a 20-year-old son in the navy. He also has an 18-year-old daughter graduating from Carrington High School this year and enrolled at

NDSU in the fall to start her journey to be a veterinarian. He and his wife will celebrate their 25th wedding anniversary in July. He has been employed at NDSU Carrington Research Extension Center for the past 8 years. Scott is a 14-year school board member, 6 in Sykeston and 8 in Carrington, with the last 3 as President. He is involved with 3 township boards as the assessor, also for the City of Sykeston. Scott and his family operate a 50-head cow/calf setup raising registered Gelbvieh cattle. In the summer they run a food service business, and if there's any time left, they spend it in their motorhome and boat.



## YPSILANTI EXCHANGE

**Craig Headland** is seeking re-election for an eighth term as director for Dakota Central representing the Ypsilanti Exchange. Craig is a legislator serving in the North Dakota House of Representatives. He also serves on the NDATC board, a state association established

to manage the political and regulatory interests of rural telecommunications companies. Craig and his wife, Dawn, have one daughter, Sydney. They farm small grains and row crops.



## EDMUNDS EXCHANGE

**Doug Wede** is completing his tenth term as director for the Edmunds Exchange and is seeking re-election.

Doug is a board member on NDTC in Devils Lake. He also serves on the Walters Township board and is a member of Trinity Lutheran Church in Carrington. Doug currently farms south of Carrington. He and his wife, Jennifer, have two children, Samantha and Mason.

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US!

We love it when you like us on Facebook!

## Official Notice of Annual Meeting (cont.)

- Amendment Article III, Section 3 adds electronic delivery as an additional method of providing notice to the membership of annual and member meetings.
- Amendment Article IV, Section 4(c)(i) adds electronic delivery as a method of providing notice to the membership the director candidates seeking election at the annual meeting.
- Amendment Article IV, Section 7 corrects a typo in the bylaws and changes the word “such” to “sum”.
- Amendment Article VI, Section 6(f) adds electronic delivery as an additional method of providing the bylaws and amendments to the membership.
- Amendment Article VII, Section 2 specifically identifies broadband as a communications service and would be includable as patronage when determining the amount of capital the member has contributed to the cooperative throughout the year. Both telephone and broadband services would be includable as patronage.

Dakota Central Telecommunications Cooperative  
Kathy McCracken, Secretary/Treasurer



Left to right: Tucker Longnecker, Ty and Lane Kulsrud & Riley Longnecker wait for the air games to begin!

## FRS Scholarship

The **Foundation for Rural Service (FRS)** offers an annual college scholarship program in which they award 30 one-time \$2,500 scholarships to students from rural America for their first year of college, university, or vocational-technical school. Each year Dakota Central will sponsor a student that wishes to apply for the scholarship. The FRS funds \$2,000 of each scholarship, and Dakota Central awards the remaining \$500.



*Amy Smith, senior at Carrington High School, is the recipient of the FRS scholarship sponsored by Dakota Central.*

The application for the FRS College Scholarship Program is available each October for the following year’s program. Seniors wishing to apply can pick up an application at Dakota Central or find it on the FRS website,

[www.frs.org](http://www.frs.org). Applications must be postmarked to FRS by March 1st of each year and winners will be announced by May 1st of that year.

## Local Area Calling Extended Effective June 1st

Due to a recent rate equalization mandated by the FCC, we are now able to expand our local phone service area for all Dakota Central customers. Long distance calls to landlines within all 16 DCT exchanges will become free local calls. This will also eliminate the Extended Area Service (EAS) fee that many of you currently see on your monthly bill. EAS which previously allowed you to call other phone exchanges without incurring long distance charges will no longer apply since the new rates will include local calling within all exchanges, as well as Jamestown CenturyLink customers. Below is a listing of the exchanges and prefixes that you will be able to call.

Please note it will not be necessary to dial 1-701 to place your call within the new local calling area. If you have any equipment programmed to dial automatically, (i.e. fax machine, speed dialing, programmed button on your phone, etc.) remember to change the programming to exclude 1-701 for these local calls.

As your friends and neighbors, the people of DCT value you as a customer and are committed to bringing you the highest quality services at affordable rates. If you have any questions, call 1-800-771-0974, 652-3184 or 952-1000.

**Local calling between all of these DCT landline exchanges and prefixes:**

285 Edmunds  
424 Streeter  
486 Medina  
435 Courtenay  
485 Gackle  
489 Ypsilanti  
674 Grace City  
652 Carrington  
752 Woodworth  
763 Windsor  
962 Bowdon  
984 Sykeston  
251, 252, 253, 952 Jamestown



# Dakota Central Awards \$5000 in Scholarships

Dakota Central is proud to announce the 2013 Dakota Central Scholarship winners.

Ten \$500.00 scholarships have been awarded to outstanding graduating seniors whose parents or guardians are customers of Dakota Central. Thirty students applied for the ten scholarships. Applicants were judged on community activities, school activities, financial need, grades and achievement. Consideration was also given to those looking to pursue a career in the telecommunications industry.

This marks the 13th year of the scholarship program having awarded \$65,000 to date. Dakota Central is proud to offer the program and continue to show its commitment to the youth in its service area. Hats off to this year's Dakota Central Scholarship winners and to the entire class of 2013!



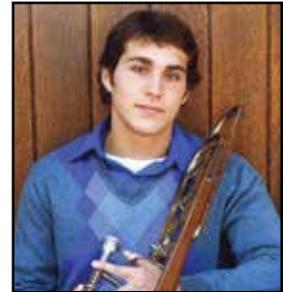
**BREANNA BREGEL**  
Bruce & Lynelle Bachmeier  
Carrington



**DALTON EHLERS**  
Aaron & Lynda Ehlers  
McHenry



**MYRIAH KOEBERNICK**  
Gary & Debra Koebernick  
Jamestown



**THOMAS MORTENSON**  
John & Becky Mortenson  
Jamestown



**NOELLE MOSER**  
Bob & Janelle Moser  
Medina



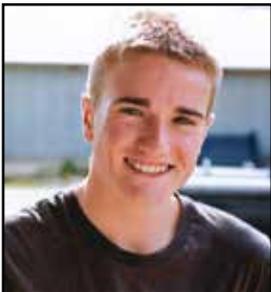
**CASEY MURPHY**  
Michael & Cindy Murphy  
Carrington



**COLE MUSLAND**  
Roy & Pam Musland  
Jamestown



**MATTHEW PETERSON**  
Todd & Carol Peterson  
Wimbledon



**ISAAC ROST**  
Deb Rost & Rob Rost  
Carrington



**AMY SMITH**  
Robert & Marlene Smith  
Carrington

CONGRATULATIONS  
C L A S S O F  
2013



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## Non-Discrimination Statement

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# Win credit on your DCT bill!

Win **\$25 credit** on your DCT bill. Just return this coupon by July 31, 2013, to be eligible for the drawing.

**Congratulations to last issue's winner:  
Eileen Nelson, Carrington.**

NAME \_\_\_\_\_  
  
PHONE # \_\_\_\_\_

The DCT Link is published by Dakota Central Telecommunications.

**800.771.0974** [www.daktel.com](http://www.daktel.com)

<b>Carrington office:</b> 630 5th Street N Carrington, ND 58421 p: 701.652.3184 f. 701.674.8121	<b>Jamestown office:</b> 604 18th Street SW Jamestown, ND 58401 p: 701.952.1000 f. 701.952.1001	<b>Office hours:</b> <b>8am-4:30pm M-F</b> <b>To report trouble call</b> <b>your local office and</b> <b>follow prompts.</b>	<b>Internet Help Desk</b> <b>hours:</b> <b>7am-9pm M-F</b> <b>8am-4pm Saturday</b> <b>12pm-4pm Sunday</b>
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[www.daktel.com](http://www.daktel.com) 800.771.0974