

Fall 2018



# THE LINK

## Introducing, the New [dakotacentral.com](http://dakotacentral.com)

If you haven't had a chance yet, we invite you to log on and visit our newly re-designed website! It's your same favorite website and content, but fresh and a little shinier! We wanted to revamp the website that so many of you use on a daily basis while making our services and tools more accessible. We partnered with the web-design company BCom Solutions in creating the new site, focusing on user experience in order to improve usability of our current site's features, like the speed test, live chat and service request. Our goal is to give you the power to access what you need quickly, ultimately making your life easier!

See more website highlights on page 4!



## SPOTLIGHT BUSINESS SPOTLIGHT: *Jamestown Regional Medical Center*



It's the place we are lucky to have close, but hope we never have to visit. Jamestown Regional Medical Center's main campus is conveniently located in Jamestown, at the intersection of two main highways – I-94 and 281. The mission of JRMC is to “exceed expectations and be THE difference in the lives of those we serve.” They also pride themselves on doing things first and with excellence. JRMC is committed to staying at the forefront of technology in healthcare, making sure its patients have a “legendary” level of care.

Speaking of excellence and expectations, one thing that was lacking in the area of patient experience, was the television service in patient rooms. It may seem like an insignificant issue, until you are confined to a hospital bed for days on end, with nothing to do but watch TV. Previously each patient room at JRMC only received 24 standard definition channels, similar to TV service you would

see at a hotel. We recently helped JRMC with a major transformation that we are certain any patients and future patients of the hospital will appreciate. Dakota Central technicians have installed the newest line of set-top-boxes in every patient room at JRMC. If you've ever spent any length of time in a hospital, you know the entertainment options are usually limited. Now every patient room has access to the full Dakota Central channel line-up, including High-Definition channels, as well as the interactive guide feature. Restart TV is also available, which allows users to restart a show from the beginning, pause, rewind and fast-forward. Jeff Gunkel, Information Services Manager, said they are very pleased with the upgrade. “The picture quality is fantastic, and the entertainment options have improved dramatically. We went from having a 24 channel line-up to over 150. The music channels are a nice feature too,” Jeff explained.

At some point during the update to the patient

*(continued)*

# SPOTLIGHT

## BUSINESS SPOTLIGHT, CONT.

rooms, the existing TV service in one of the physicians' lounge was down. It was then decided to update the TV equipment in that lounge as well, and it became "wildly popular" among the JRMC staff. There have now been requests to update the TV service in all staff lounges and physician sleep rooms throughout the facility. Jeff says, "Everyone is super excited about having the expanded channels, High Definition and music service. This is a great win for JRMC patients, visitors, and staff."

In addition to TV service, Dakota Central also provides data and voice service throughout the facility. In 2016, after receiving the USDA Community Connect Grant, Dakota Central installed two computers in the facility in order to provide free 24/7 public Internet access. One computer is located inside the Emergency entrance, and the other is located downstairs off of the food court. Everyone is welcome to utilize this free service at JRMC!

In 2017, JRMC opened a clinic location in Carrington providing specialty services. The Carrington location offers Orthopedics, Podiatry/Foot&Ankle, Urology, and Audiology services. Since opening the location in Carrington, the clinic has served roughly 300 people, which has saved those patients many miles of travel! We are happy to have these specialty services in Carrington, as well as Jamestown.

When asked if there are any new or exciting changes in the world of healthcare and technology, Jeff said he foresees the future of healthcare to embrace technology even more by offering things like a virtual overview of your health summary and 3D imagery. For now, the newest exciting thing at JRMC is the upgraded digital TV service – that we hope everyone will enjoy!



# ANNUAL MEETING

## THANKS TO ALL WHO ATTENDED THE ANNUAL MEETING!



**June 6th was the perfect summer day for Dakota Central's 67th Annual Meeting,** held at the Foster County Fairgrounds. Registration was followed by the business meeting, concluding with a meal and good company!

During the business meeting, the following were re-elected to the Dakota Central Board of Directors:

Kathy McCracken, Grace City Exchange; Craig

Hoffmann, Medina Exchange; Rodney Suko, Windsor Exchange. Pastor Fred Grundmann gave the invocation and General Manager Keith Larson welcomed everyone in attendance. Keith Larson and Board President Doug Wede gave brief presentations on various topics concerning the telecom industry. Financial statements were presented by CFO Holly Utke, reporting that the company had another financially sound year. Concluding the meeting, door prizes were given out. Winners received cash prizes as well as various items donated by other companies.



*Service Award Winners (L to R): Director Craig Hoffmann, Brenda Neumiller, Dan Wick, Matt Anderson, Brianne Partlow, Joanie Somsen, Director Kathy McCracken, Director Doug Wede*

Following the meeting, dinner was served by Dakota Central employees and the Schoolhouse Café from Grace City. Over 200 people enjoyed shredded beef sandwiches, potato salad, pickles, and bars.

A big THANK YOU to everyone who attended and assisted with the Annual Meeting. A special thanks goes out to the CHS FBLA members, Pastor Fred Grundmann, the Schoolhouse Café, as well as all of the Dakota Central employees. Until next year!

# A LETTER FROM OUR GENERAL MANAGER

Cool evenings and the start of school signal that fall seems to be on its way. The next couple of months always seem to be a scramble for everyone wrapping up outdoor projects. We tend to receive quite a number of requests this time of year to bury fiber before the ground freezes. If you need us to bury fiber for you, please call early to get on our construction schedule to assure that we can accommodate your request.

Here at Dakota Central, we are also trying to wrap up projects that started this spring. We just recently finished connecting all the premises located at Spiritwood Lake where we started construction in May. In addition, construction was completed on the West side of the Jamestown Reservoir which began last fall. Mid-summer we were able to construct facilities between Pingree and Buchanan in order to connect the high school and elementary schools with fiber. We are currently working to bring fiber to the residents in the town of Buchanan, and will follow with the town of Pingree.



*Keith Larson, CEO/GM*

The areas we have brought fiber to this year were previously served by a wireless broadband service, so we are glad to be able to convert these customers to fiber. However, there are 22 remaining wireless customers in the Pingree/Buchanan area that are located too far from our fiber routes. To better serve those customers, we will be upgrading our current 700 Mhz wireless service with a 900 Mhz system. Therefore, after September 30 we will no longer own the 700 Mhz spectrum licenses.

In other construction news, the addition to the Jamestown Headquarters Building has been progressing nicely. Even though the contractor incurred a number of delays early on due to rain, we are only a week or so behind the projected schedule. Along with our customers that regularly visit the building, we are anxiously awaiting the anticipated completion date in early December. Although there have not been any disruptions in keeping the existing portion of the building open to the public, parking has been difficult at times. We thank everyone for your patience.

As we head into fall, it is time for us to start planning for 2019. Currently, we do not anticipate any major fiber construction projects next year. We hope to focus more on simplifying processes while keeping our network robust to accommodate the growing number of connected devices. We will also be expanding our network services to business customers.

As always, we appreciate being your local technology service provider!

## PARTY WE ROCKED THE BLOCK!

We had a blast at the **Community Block Party** again this year welcoming the college students back to school! We handed out pop sockets and trail mix treats, and had fun visiting with college students and community members. It was a beautiful night to hang out downtown Jamestown!



*Dakota Central employees Brianne Partlow and Denice St. Michel with UJ President Polly Peterson and students.*

## HBO IT'S A GO!

We are extremely excited to finally announce the launch of **HBO GO** and **MAX GO!** This means that



Dakota Central HBO and Cinemax subscribers can now watch their favorite shows and movies anytime, anywhere- at no extra cost. If you're anything like us, this is a big deal! You want the freedom to be able to stream Game of Thrones (or whatever you're into) when and where it's convenient for you. We get it!

Not only does HBO offer original series like Game of Thrones and hit movies, you will also find a great variety for kids, sports, documentaries and more. It's the perfect cure for your post-summer blues.

### NEW & UPCOMING

Sharp Objects (Series)	Ballers (Series)
Succession (Series)	Hard Knocks (Sports)
Insecure (Series)	Esme and Roy (Kids)
Three Billboards Outside Ebbing, Missouri (Movie)	

Give us a call to sign up for HBO or Cinemax and get streaming!



# DAKOTACENTRAL.COM

## THE NEW DAKOTACENTRAL.COM

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**Simplify your life!** Here are a few highlights of the site we would like to share with you!

### **For when you need help but can't get to the phone right now: Live Chat**

Live chat is for all you multitaskers out there. We understand you have a busy life and sometimes would rather chat than talk on the phone or stop by the office. We get it! Start up a chat by clicking (yes, you guessed it) the "Live Chat" button on the bottom right-hand corner of every page. If it happens to be after hours feel free to choose "Send E-mail" and we will be in contact with you as soon as possible! Otherwise you can always call our 24/7 Helpdesk, if you have a minute to talk on the phone, that is!



### **For when your high school senior isn't sure if they want to go to college: Scholarships**

Parents of teens, this one's for you! A new feature on our site is the online Scholarship application form. We are excited to now offer a fully online application, which allows applicants to upload supporting documents directly to the website. We hope this will streamline the application process, encouraging more applicants. If you know a high school senior, send them to [dakotacentral.com/scholarships](http://dakotacentral.com/scholarships) to learn more about our scholarships and to apply!

### **When you're searching for something but aren't sure what: Search and Links**

Aside from the homepage, Search and Links continues to be the top visited page on our site! We are happy to provide this resource for so many of our customers, so we didn't want to take it away! You can find it in the same place as before: Tools --> Search & Links ([dakotacentral.com/tools/search-links/](http://dakotacentral.com/tools/search-links/)). Here you will see your favorite links such as Bismar Online, Southeast Pages, and of course your News, Weather and Sports. If there is something new you would like to see linked here- just let us know!

### **For when you realize that you do everything online these days, and paying your bills should be one of them: SmartHub**

View, manage, pay. Anytime, anywhere with SmartHub! SmartHub gives you account access at your fingertips and two-way communication with Dakota Central online or via your mobile device. How convenient! You can manage payments, notify our Support Team of service issues, and receive important notifications and messages all with one easy app. SmartHub is available on Android and iOS devices as well as on the Web. To register go to [www.daktel.smarthub.coop](http://www.daktel.smarthub.coop), then click on "New user" on the SmartHub log-in page.

### **But then you realize you shouldn't even have to worry about paying your bill online each month: AutoPay**

Log in to your newly created SmartHub account and easily set up your payments to be automatically deducted each month from a checking account or credit card.

### **For when you're on the go:**

**Watch TV Everywhere** The days of sitting in front of the TV during regular scheduled programming are over. Watch the shows you want, when you want with TV Everywhere. Even better news- it's FREE with your Dakota Central TV subscription! Visit [dakotacentral.com/tools/watch](http://dakotacentral.com/tools/watch) to get started!

**Manage TV Recordings** Do you ever forget to record your show or a certain sporting event before you leave the house? Don't worry! You can manage recordings wherever you are through the online portal, or the ManageMyTVs mobile app. Visit [dakotacentral.com-->Tools-->Manage Recordings](http://dakotacentral.com-->Tools-->ManageRecordings) to access the portal.

**Webmail** Access your daktel.com email account from any laptop, tablet, or smartphone via the web. You don't have to miss a beat!

# BACKUP POWER BACKUP DISCLOSURE

Your home phone service is provided with our state-of-the-art fiber optic network, and it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services — we at Dakota Central install battery backup power for you.

## Where to Obtain Your Battery Backup

Dakota Central would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we install a battery backup power for your home voice service, at no charge.

## What Your Backup Battery Can – and Can't – Do for You

The battery installed by Dakota Central is a Cyberpower unit and expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. If you live in a multiple dwelling unit (MDU), your backup battery may be in a shared location. If you live in a MDU and want to know where your battery backup is located, contact Dakota Central for location information. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery. Our backup battery does not provide power to any cordless telephones. In the event of a power outage, your cordless phones will not work. In order to have voice service you will need a standard, corded phone hooked up to a phone jack.

## Instructions for Proper Care and Use of Your Battery

If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries are not rechargeable. They will not last forever and should be replaced when your device starts to make a beeping sound and/or the indicator light is no longer green. This indicates that the battery is depleted, and must be replaced. You will need to contact Dakota Central at 701.652.3184 or 701.952.1000 when your battery needs to be replaced.

## Contact Information for Battery Power Backup

If you have any questions regarding your battery power backup, please contact Dakota Central at 701.652.3184 or 701.952.1000 or email us at [customerservice@dakotacentral.com](mailto:customerservice@dakotacentral.com).

# UPDATE OUTSIDE PLANT UPDATE

**It has been another big year for expanding to new areas**, and summer is always a busy season for our crews as they work hard to finish projects before the ground freezes.

This spring we began construction on the Spiritwood Lake project, and were able to finish connecting the last customers in August. We appreciate the construction crews that worked hard to get the project done quickly!

Not only did we bring Fiber to the cabins around Spiritwood Lake, we also were able to serve the campground this summer. We installed a wireless Internet service that allowed campground tenants to purchase Internet plans by the day, week or month. This allows users to wirelessly connect up to eight devices per account. That way you don't have to be completely off-the-grid, unless you choose to be!

We also have an exciting fiber project going on in Pingree and Buchanan. The Pingree-Buchanan school recently obtained funding through the E-Rate program to connect the High School and Elementary School with fiber. Because the main fiber line would be run through the cities, we are also able to bring fiber to the Pingree and Buchanan residents. Construction to the homes is in progress, and we expect customers to be connected sometime this fall.

# AUTOPAY IT PAYS TO AUTOPAY

**Sign up for automatic payments and you'll receive a \$10 credit on your next bill! No lie – a big old FREE \$10! Visit [dakotacentral.com](http://dakotacentral.com) to sign up online, or give us a call!**

## 2018 LIVE BROADCAST EVENTS

**BEK PRIME (CH. 19) & BEK SPORTS+ (CH. 20)**

Visit [BEKSports.com](http://BEKSports.com) for the complete live broadcast schedule

9.06	Sports+	MPB vs. Ellendale	Volleyball	7:15 PM
9.11	Prime	Jamestown vs. St. Mary's Central	Volleyball	7:30 PM
9.14	Sports+	Carrington vs. Bottineau	Football	6:45 PM
9.18	Sports+	Carrington vs. LaMoure-LM	Volleyball	7:15 PM
9.22	Sports+	Jamestown vs. St. Mary's Central	Football	5:45 PM
9.27	Prime	Jamestown vs. Bismarck High	Volleyball	7:30 PM
10.04	Prime	UJ vs. Minot State University	Hockey	7:00 PM
10.06	Sports+	UJ vs. Briar Cliff	Football	12:45 PM
10.09	Sports+	Midkota vs. Ellendale	Volleyball	7:15 PM
10.12	Sports+	Carrington vs. Central Dakota	Football	6:45 PM
11.08	Prime	UJ vs. University of Nevada- Las Vegas	Hockey	7:00 PM

# ROLL CALL! WHAT'S YOUR NUMBER?

*Of devices, that is.*

Your schedule isn't the only thing that noticed the kids are back in school. Relieve some stress and upgrade your speed! After all, you are the master of multitasking; your internet should be too!

**Upgrade your speed** and get  
**Managed Wi-Fi FREE for 6 months.**



**dakotacentral.com**  
**652.3184 or 952.1000**

*Restrictions apply. Residential customers only.  
Maximum of \$20 credit per month.*



# HELP DESK

## STRAIGHT FROM THE HELP DESK

### WHAT IS A CONNECTED DEVICE, AND HOW MANY DO YOU HAVE?

Speaking of multitasking, let's talk more about devices and how they affect your Wi-Fi. First of all, let's determine how many connected devices are in your home (Wired and wireless). The obvious examples are smartphones, laptops/desktop computers, tablets (iPad), streaming devices (Roku), and gaming consoles (Xbox/PlayStation). The not-so-obvious devices are wireless printers, security cameras, baby monitors, any Wi-Fi enabled appliances, smart TVs, thermostats, lightbulbs and speakers (Amazon Echo). These devices are always connected to the internet and running in the background, so they are easy to forget about!

Now that we've cleared up what is exactly considered a connected device, let's talk about how it affects your internet signal and speed. How well your Wi-Fi performs depends largely on the number devices that are connected, but also what you are using the internet for. Streaming, gaming, homework, work from home, shopping, surfing, the list goes on; your internet is working overtime these days!

In order to ensure your connection is working up to par, here are three things you can check:

#### 1. The location of your router

Chances are your devices are used all around the house, heck, maybe even on the patio! Make sure your router is centrally located to reach all of those nooks and crannies. If you find it's having a hard time reaching, you may need an access point to extend the signal. Give us a call and we can help you determine the best solution!

#### 2. The age of your router

While you're at it, it would be a good idea to make sure your router is up-to-date. If you aren't sure how old your router is, you should be able to look up the model number to find out.

#### 3. The actual speed you are getting- do a speed test!

[dakotacentral.com](http://dakotacentral.com) -> Tools -> Speed Test

If your device is directly plugged in with an Ethernet cable, you should be close to your subscribed speed. If you are connected via Wi-Fi, you should be getting around 80% of your subscribed speed. So, if you subscribe to 100 Mbps, you should get around 80 Mbps when connected to Wi-Fi. If you have multiple devices streaming and gaming simultaneously, they will all have to share that speed.



**If you feel like your internet service isn't able to keep up with your devices and usage – give us a call!**

## FCC UPDATES

The FCC recently released an order granting relief from the application of USF contribution requirements for rural providers, such as Dakota Central, offering broadband internet access transmission on a common carrier basis. This means that Dakota Central no longer charges the Regulatory Recovery fee on your Internet service, as of July 1. If you have any questions about this change and how it affects your bill, give us a call!

# APPS

## FEATURED APPS

### Have you ever heard the phrase, "There's an app for that!"?

Well these days, there really is an app for anything and everything! The hard part is deciding and choosing which ones you can and can't live without. No need to take up valuable storage on that device!

#### Cozi Family Organizer

*"The surprisingly simple family organizer"*

With school getting back in full swing, you probably feel like you could use a little help! That's where Cozi comes in.

Keep events and activities all in one place; manage the grocery list in real time; store recipes and plan meals all in one free app! Available on the iTunes App Store or Google Play.



#### SmartHub

*View, manage, pay. Anytime, anywhere.*

SmartHub gives you account access at your fingertips and two-way communication with Dakota Central online or via your mobile device. How convenient! You can manage payments, notify our Support Team of service issues, and receive important notifications and messages all

with one easy app. SmartHub is available on Android and iOS devices as well as on the Web. To register go to [www.daktel.smarthub.coop](http://www.daktel.smarthub.coop), then click on "New user" on the SmartHub log-in page.



Some key features of SmartHub:

- Bill reminders
- Fast and easy bill payment
- Customer service contact
- Safe and Secure Access
- Free to use

# UPGRADE

## ATTENTION TV CUSTOMERS!

### Does this little silver box look familiar? If so, it's time to upgrade!

These little babies are nearing end of life and we would like to set you up with the most up-to-date technology. The new set-top boxes are HD/DVR compatible and allow you to pause/fast-forward/rewind/restart programs, search for programs with an interactive guide, view most watched shows, and more!

Interested in HD? Call or chat with us today to upgrade!

From this >>



>> to this!





630 5th Street North  
 PO Box 299  
 Carrington, ND 58421

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 PERMIT NO. 433

## Win credit on your Dakota Central bill!

Win a **\$25** credit on your Dakota Central bill. Just return this coupon by November 30, 2018, to be eligible for the drawing.

Congratulations to last issue's winner:  
**Vera Schulz, Jamestown.**

\_\_\_\_\_

**Name**

\_\_\_\_\_

**Phone #**

## RURAL CONNECTIONS

*By Shirley Bloomfield, CEO*

### NTCA – The Rural Broadband Association

Broadband internet access is making a real difference in the lives of people across rural America. I see it whenever I travel to the states where telecommunications companies like this one are building advanced networks to reach those in hard-to-serve regions.

Broadband supports efforts that are vital to a community's well-being, such as economic development, education and small-business growth. But broadband's greatest impact is perhaps seen in the delivery of health care.

Robust and sustainable broadband infrastructure is necessary for expanding access to health care in rural America. NTCA has been looking into telehealth applications for a number of years. We have hosted events on our own. We have worked with health care groups to learn



about their challenges and to introduce them to our member telcos' capabilities. We have assisted our members in launching pilot projects of their own.

Telemedicine in rural America is truly a win-win proposition. Access to advanced services in a local community brings greater health care options to its residents. As a bonus, telemedicine also makes it easier to attract high-skilled labor, industry and economic development. NTCA is passionate about the role that our member telcos play in telemedicine — and I think we have only scratched the surface of possibilities.

Your local telecommunications provider, like hundreds of similar companies across rural America, is building the advanced broadband network that makes telemedicine possible.

CARRINGTON OFFICE  
 630 5th St. N Carrington, ND 58421 p: 701.652.3184 f: 701.674.8121

JAMESTOWN OFFICE  
 604 18th St. SW Jamestown, ND 58401 p: 701.952.1000 f: 701.952.1001

OFFICE HOURS  
 8am-4:30pm M-F To report trouble call your local office and follow prompts.

INTERNET HELP DESK HOURS  
 24 hours a day, 7 days a week

