



A letter from our General Manager

KEITH LARSON



As we approach the end of the year we hope for a mild start to 2020 as far as weather is concerned. With the quantity of snow and velocity of wind we experienced through central North Dakota for that time of year, it was some of the worst weather in October that I have ever seen. Combined with the large amounts of rain received earlier this fall, it has been an awful end of the construction season for us and harvest for the agricultural community in our area. Hopefully the rest of the winter will be better!

Looking into 2020, we are excited to announce the roll-out of a new video streaming service: Dakota Central StreamingTV. This will provide our customers with an alternative to the traditional IPTV video service that we offer. The new streaming service offers a full channel-lineup and can be used with streaming devices like Amazon Firesticks, Apple TV and some smart TVs. The biggest difference between StreamingTV and our traditional IPTV service will be the elimination

of set-top-boxes, which you may be accustomed to if you are currently a TV subscriber of ours. In addition, we are excited that StreamingTV customers can access Video-on-Demand shows and movies, at no extra charge. TV customers may also be able to save money over our current service by eliminating monthly fees for HD, DVR and set-top-box rentals. Look for more information on this coming after the first of the year!



LOOKING INTO 2020, WE ARE EXCITED TO ANNOUNCE THE ROLL- OUT OF A NEW VIDEO STREAMING SERVICE: DAKOTA CENTRAL STREAMINGTV

We have another exciting announcement- we have been awarded a \$1.8 million ReConnect Grant from the United States Department of Agriculture, through the Rural Utilities Service to assist in providing high-speed broadband through Fiber-to-the-Home technology to the rural Pingree, Buchanan and Spiritwood areas. After several unsuccessful broadband grant applications for this area, Dakota Central has been committed to providing broadband data service to the entire area where we are located and will be contributing an additional \$4.0 million towards the project. We are anxious to finally provide reliable broadband to this underserved area.

We are hoping to finalize the engineering and staking of the routes in the next couple months so that we are able to begin construction right away in the spring. Customers should be connected by early fall of 2020.

We are excited for all the things to come in the next year! As always, we appreciate you and wish you all a safe and wonderful holiday season.



Introducing,

 **DAKOTA**
CENTRAL
*streaming*TV
– TV made for you!



We are thrilled to announce a new, innovative, exciting way to watch TV. Say good-bye to set-top-boxes and extra fees for HD, DVR. Say hello to FREE features like HD, DVR, Restart/Replay TV, and most importantly, Video-on-Demand! The intuitive platform learns your preferences and you can quickly access archived episodes of your favorite shows and movies and see related shows and movies you might like.

Does everyone in the house like to watch something different? No problem. Set up profiles for different family members and save favorite shows and recordings (similar to a Netflix experience).

Are you attached to the trusty guide you've come to know and love? Don't worry- you can still view your channel line-up in guide format, and

channel up or down as you wish. You can also view more episodes in the series and related series, right from the guide!

Another bonus if you already are a streamer, is that you won't have to change inputs anymore and switch between your set-top-box and streaming device!

One of our favorite things about StreamingTV may be the fact that you now don't have to fumble around the many tiny buttons on our HD/DVR remotes! Streaming devices like the Amazon Firestick and Apple TV have super simple and user-friendly remotes that you are probably already familiar with, and if not, they are easy to learn how to use!

As we prepare to roll-out this new service, we will be hosting "Demo" events in our offices so you can see, try, and experience StreamingTV in a live environment. We really think you're going to like it! Look for more details about Demo Days in January!

Visit dakotacentral.com/streamingTV for more information, channel line-ups and pricing.





CREATIVE CARE

FROM BORDER TO BORDER

With the invention of the telephone in 1876, a pathway of connection was opened that had never before been imaginable. In the years since, that pathway has turned into so much more. Connections are made faster than ever with access to the internet, providing us with systems of communication, education, and care like never before. But even though the way we connect has changed, one thing remains the same: the network of people behind it.

Dakota Central, once Dakota Central Telecommunications, a telephone service provider in central North Dakota, has witnessed how connection has changed over time.

Since its formation in 1953, Dakota Central has been providing people with ways to connect. Although it looked a little different then, and occasionally required some “operator assistance,” it has remained dedicated to providing people with a convenient way of interacting with the rest of the world, and, by doing so, making their lives easier.

Now, Dakota Central has taken a different shape, transitioning from a telephone service provider into a full-fledged broadband service company—a transition made in an effort to meet the changing needs of the people they serve.

As technology has changed, so has the way we use it. How we use it in business has changed, along with manufacturing, but above all, it has had an impact on how we use it to care for people.

At the Anne Carlsen Center in Jamestown, ND, a change in communication technology hasn’t just meant connection and convenience; it has provided a greater feeling of independence for the patients they serve.

The Anne Carlsen Center is a non-profit organization that provides support services for individuals with developmental disabilities. With unique programs, creative therapies, and advanced assistive technologies, Anne Carlsen Center provides life-changing programming

Many patient programs utilize new technology, such as voice-activated, virtual assistance speakers and learning tablets, that enable patients to be more independent.

“To be able to do things on your own is what life is about. We all want to be independent. We all want to make our own choices; we all like a little bit of control,” said Kris Nitschke, Therapy Operations Manager at Anne Carlsen Center’s Jamestown campus. “It opens up so much to them. Even when it’s so little—it’s something.”

Many of these devices wouldn’t be able to function without a reliable internet connection provided by Dakota Central.

“Dakota Central and Anne Carlsen Center have worked together for approximately ten years,” said Keith Larson, CEO of Dakota Central. “We provided the fiber optic facilities to them...so that the Center can have all the

resources of the internet available to them.”

Thanks to the broadband services offered by Dakota Central, Anne Carlsen Center is able to connect with staff members across the state and access an abundance of new resources. With these services, Anne Carlsen Center has what they need to help empower their patients.

“With quality broadband, we are able to reach greater clientele and provide better quality services all around, from border to border,” Nitschke said.

The introduction of new broadband technology has changed the way that caregivers across the state do their work. They are now able to reach more people who need care and provide better care to those within their facilities. Anne Carlsen Center is just one of many incredible stories that showcase how BAND members, like Dakota Central, have built a system to provide care everywhere.

“It’s a great feeling to be able to help Anne Carlsen Center. It really is great to see that we’re empowering children.”

To learn more about BAND and how its member organizations are supporting care in their communities visit,

broadbandnd.com/creative-care-from-border-to-border/

BAND

broadband association of north dakota

LAUNCHING SOON



ADVANCED DVR



PARENTAL CONTROLS



OUT-OF-HOME



PERSONALIZATION



VOICE CONTROL



UNIVERSAL SEARCH



2020

January Free Preview Event

Friday, January 17th through
Monday, January 20th

The upcoming Free Preview event invites customers to experience the best of HBO and Cinemax and provides the perfect opportunity to catch-up or binge watch all that both have to offer, including the year's biggest movies and of course, don't miss the theatrical premiere of *Godzilla: King of Monsters* on January 18th. Featured series include *The Outsider*, *Avenue 5*, *The New Pope* and *Curb Your Enthusiasm*. Find the coziest seat in the house and enjoy the show!

HBO & CINEMAX





DAKOTA CENTRAL SCHOLARSHIPS



Dakota Central offering over \$5,000 in scholarships!

The Dakota Central Board of Directors are pleased to announce the 19th year of the Dakota Central Scholarship Program, and the fourth year of the Jerry Eissing Memorial Scholarship. Dakota Central awards five \$1,000 scholarships, and the top scoring applicant is also awarded the Jerry Eissing Memorial Scholarship of \$500. That means High School seniors have a chance to be awarded a total of \$1,500 in scholarships! To be eligible, the applicant must currently be a high school senior who plans to attend a college, university, vocational or technical post-secondary school. The student's parent(s) or guardian(s) must use telephone, television or Internet service from Dakota Central.

APPLY ONLINE!

In order to take advantage of the technology that is available, we have switched over to a completely online application system. Applications MUST be completed online by visiting dakotacentral.com/scholarships, and supporting materials must be submitted online no later than March 2, 2020. Please call or e-mail Brianne with any questions at 652.3184 or bpartlow@dakotacentral.com.



FOUNDATION FOR RURAL SERVICE

Foundation for Rural Service Offers \$75,000 in Scholarships

Applications are available at the Dakota Central office for a scholarship being offered from the Foundation for Rural Service (FRS). FRS is a national non-profit organization that helps educate the public on the telecommunications industry and improve the quality of life throughout rural America. FRS is an affiliate of the National Telephone Cooperative Association (NTCA), an Arlington, VA-based trade organization of 540 independent telephone companies across the country, of which Dakota Central is a member. As your local telecommunications service provider, it is our pleasure to participate in this scholarship program. Should a student from our service area be selected to receive one of the 30 national scholarships (\$2000 each), we will contribute an additional \$500 to the scholarship, bringing the total one time scholarship award to \$2,500. It should be noted that preference will be given to individuals expressing an interest in returning to a rural area to work following graduation.

For more information on the FRS Scholarship program and to download an application visit, www.frs.org and follow the link on the homepage. Applications can also be picked up at the Dakota Central office. Completed applications can be returned to our office to be signed by a Dakota Central representative no later than February 28, 2020.

BUSINESS SPOTLIGHT: Jamestown Regional Airport

Small, but mighty. Jamestown Regional Airport is a small facility in comparison to other airports, but being small does have its advantages. Jamestown Regional Airport is strictly a United Airlines terminal, with flights departing and arriving twice a day, 7 days a week. Operating with four full-time and four seasonal/part-time employees, it's a small staff but efficient.

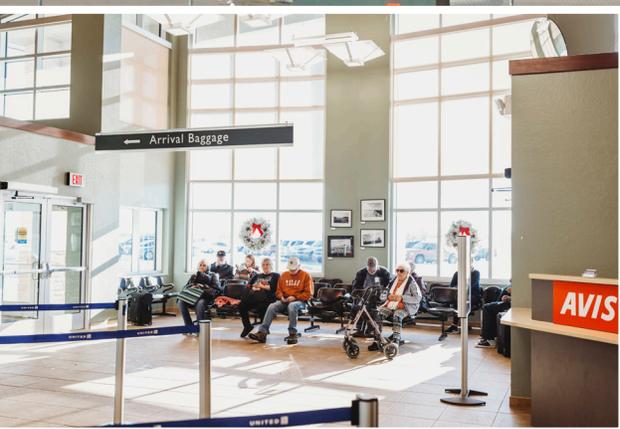
Airport Director Katie Hemmer says the biggest advantage of flying locally out of Jamestown is the convenience factor, or many conveniences in their case. It's a short drive to the airport, whether you live in

Jamestown or the surrounding area. Parking is close, quick and free (triple bonus!). Wait times are also short, from checking in to boarding to baggage claim. The terminal has all the amenities of larger airports, like check-in kiosks, clean restrooms, rental car service and TV service, all without the stress and hassle. Another important amenity to customers is free Wi-Fi. Dakota Central provides business-class managed Wi-Fi throughout the facility, which gives the airport a secured network for conducting business, TSA purposes, etc., as well as a separate, unsecured guest network to allow customers to access Wi-Fi without entering a Network ID and password. Many customers check-in to their flight and monitor flight status on their devices, so having free and reliable Wi-Fi is a must!

Katie explained that almost everything they do is over an internet connection, from credit card

processing, conference calls, digital record-keeping, to their Hosted Voice phone system. "We needed to update our previous phone system, and it just made sense to switch to a Hosted system," Katie said. The Hosted Voice system throughout the facility connects through the Internet which is typically an improvement in call quality over traditional systems, in terms of sound and clarity. Hosted Voice systems are also a convenient and user-friendly alternative to a traditional system.

In a digital world, being connected- and connected well- is important in order to operate efficiently. Jamestown Regional Airport is well connected and provides the same conveniences as larger airports, but also has its own unique advantages that will make you re-think the drive to another hub in the state!





DAKOTA CENTRAL

604 18th St SW,
Jamestown, ND 58401

Winter Live Broadcast Events

BEK Sports (Ch. 722/723) BEK Sports+ (Ch. 720/721)

Visit BEKSports.com for the complete live broadcast schedule

12.17	Sports	Jamestown vs. Bismarck Legacy	G/B Basketball	5:45 PM
1.14	Sports	Jamestown vs. Mandan High	Hockey	7:30 PM
1.14	Sports+	Medina vs. Napoleon-GS	Basketball	7:30 PM
1.18	Sports	Hockey Day In Jamestown	Hockey	TBD
1.23	Sports	Jamestown vs. St. Mary's Central	G/B Basketball	6:00 PM
2.7	Sports+	Carrington vs. Ellendale	Basketball	7:00 PM
2.11	Sports+	Medina-PB vs. Napoleon-GS	Basketball	7:30 PM
2.12	Sports	UJ vs. Northwestern University	M/W Basketball	6:00 PM
2.14	Sports	Jamestown vs. Minot High	Basketball	7:30 PM
2.14	Sports	UJ vs. U of Mary	Hockey	7:00 PM



WIN CREDIT ON YOUR DAKOTA CENTRAL BILL!

Win credit on your next Dakota Central bill! Just return this coupon by January 31, 2020 to be eligible for the drawing.

Congratulations to last issue's winner:

Patricia Guthmiller, Medina

NAME

PHONE NUMBER

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

