

# The Communicator

AN INFORMATIONAL NEWSLETTER FOR MEMBERS OF RTC

## Tips for a More Secure Home Network



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# The Communicator

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## RTC WILL BE CLOSED

- April 14 - Good Friday
- May 29 - Memorial Day

## SAVE THE DATE!

### RTC'S 66TH ANNUAL MEETING

Add RTC's 66th Annual Meeting to your calendars.

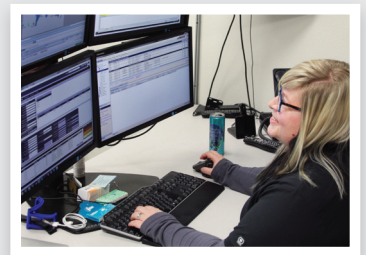
Thursday, June 22, 2017  
4 Bears Event Center

- **5:00 p.m. - 6:30 p.m.**  
Registration and meal
- **6:30 p.m.**  
Meeting called to order



## Tips for a More Secure Home Network

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Many families have a variety of Internet-connected devices — including computers, laptops, gaming systems, TVs, tablets, and smartphones — that all access a home Wi-Fi network. To protect your network and your family from online threats, the National Cyber Security Alliance offers these tips:

- **Keep a clean machine.** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.
- **Automate software updates.** Many software programs will automatically connect and update to defend against known risks. Turn on automatic updates if that's an available option.
- **Protect all devices that connect to the Internet.** This includes computers, smartphones, gaming systems, and other web-enabled devices. They all need protection from viruses and malware.
- **Plug and scan.** USBs and other external devices can also be infected by viruses and malware. Use your security software to scan them.
- **Use a firewall.** A firewall is like a guard, watching for attempts to access your system and blocking communications with sources you don't permit. Your operating system and/or security software likely comes with a pre-installed firewall, but make sure you turn on these features.
- **Secure your wireless router.** Change the name of your router from the default ID (called a "service set identifier" or "extended service set identifier") to a name that is unique to you and won't be easily guessed by others. Also change the pre-set password on your router to a new password that's long and strong, using a mix of numbers, letters, and symbols.
- **Back it up.** Protect your valuable work, music, photos, and other digital information by making an electronic copy and storing it safely.



# RTC Gives Back to Our Communities

RTC has a long history of providing monetary donations to help worthy causes in our local communities. Each year, RTC participates in and sponsors fairs, 4-H livestock sales, scholarships, FRS Youth Tours, school activities, fundraisers, and other community programs and activities. In 2016 alone, RTC donated over \$61,000 toward these important causes.

Besides providing donations and sponsorships, RTC stays involved in our local communities by actively participating in local Chambers of Commerce and other community organizations. Many RTC employees are volunteer members of their local ambulance and fire squads as well as other organizations essential to small communities.

The people who work at RTC appreciate the lifestyle that western North Dakota offers and enjoy being civically active in the communities we serve. Shannon Stafslie, RTC Marketing Manager, says, "We care about our communities. RTC employees are also your friends, family, and neighbors. We recognize that RTC is stronger when our local communities thrive."



*Kenmare Rural Volunteer Fire Department: (L to R) Lowell Nelson, Nate Condit, Eric Sieg, and Scot Ness*



*RTC Outside Plant Manager East Chad Betz presents check to The Lord's Food Pantry of Max.*



*Deleene Wilcox (center) receives donation from Marketing Manager Shannon Stafslie (left) and Outside Plant Manager East Chad Betz (right) for Harvest for Hunger.*

# Yes, You Can Afford Telephone and Broadband Internet Service



Lifeline is an assistance program that can help eligible people afford telephone and broadband Internet service.

## Lifeline

Provides up to a \$9.25 discount on the monthly bill for primary home telephone or broadband service.

## Tribal Lifeline

Provides up to a \$34.25 discount on the monthly bill for primary home phone or broadband service for residents of tribal lands.

## Tribal Link Up

Provides a discount (up to \$100) off initial hook up for primary home service for residents of tribal lands.

## Who is eligible for Lifeline?

Those with an income at or below 135% of the federal poverty guidelines. Those participating in at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (Food Stamps or SNAP), Supplemental Security Income (SSI), Federal Public House Assistance (Section 8), and Federal Veterans Affairs (VA) Veterans Pension or Survivors Pension.

## Who is eligible for Tribal Link Up and Tribal Lifeline?

One of the following must apply to you: Resident of tribal lands whose income is equal to or less than 135% of the federal poverty guidelines. Resident of tribal lands participating in at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (Food Stamps or SNAP), Supplemental Security Income (SSI), Federal Public House Assistance (Section 8), Federal Veterans Affairs (VA) Veterans Pension or Survivors Pension, Bureau of Indian Affairs General Assistance, Tribally - Administered Temporary Assistance for Needy Families (TTANF), Food Distribution Program on Indian Reservations (FDPIR), Head Start (income eligible only).

**NOTE:** If you have been disconnected for non-payment, these programs are available to you if you bring your local bill current. You may be required to pay a reconnect fee. Only one discount is available per household. Lifeline is non-transferable.



## How do I sign up?

Complete RTC's Lifeline Assistance certification form and provide verification from one of the above mentioned programs. Once on the Lifeline program, you will be contacted annually to recertify that you still qualify. For an application, visit our website at: [www.rtc.coop/phone/lifeline/](http://www.rtc.coop/phone/lifeline/)

## How long will these benefits continue?

If you no longer meet the eligibility guidelines above, you no longer qualify for Link Up or Lifeline and you must inform RTC of your ineligibility.

## How do I get additional information?

For more information on Lifeline or Tribal Link Up and Tribal Lifeline, please contact RTC at 0811 or 888.862.3115.





## Planning an Outdoor Do-It-Yourself Project?

Planting a tree? Digging a hole for a mailbox? Installing a fence? Remember to contact North Dakota One Call! There could be a number of utility lines buried on your property — such as electric, telephone, gas or propane, water, sewer, and cable TV. The first step to any project is safety!

Damaging an underground facility can cause injury or even death. Contact North Dakota One Call, and they will contact the utility line owners to locate their lines. These locates do not include any lines you may have installed to your private facilities (i.e. gas grills, detached garages, wells, yard lights, etc.) It's free, it's simple, and it's the law.

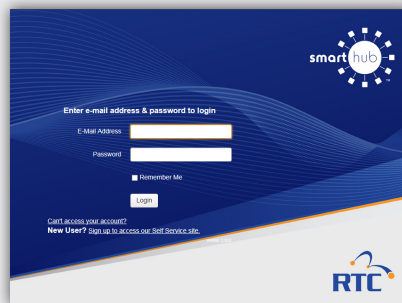
To do your locate request by phone, call North Dakota One Call at 800-795-0555 or 811. You can also file your locate requests online at [www.ndonecall.com](http://www.ndonecall.com).

### MANAGE YOUR ACCOUNT WITH SMARTHUB

With SmartHub, you can pay your RTC bill, review your current and past bills, update your account information, and more!

- To access SmartHub, go to [RTC.coop](http://RTC.coop) and click on Pay Bill in the orange “My RTC” box near the bottom left of the page.
- If you were previously signed up for RTC E-Bill, just log in using your E-Bill username and password.
- If you were not signed up for E-Bill, click on the “New User” link at the bottom of the page and follow the instructions to sign up.

There is also a SmartHub app available for your smartphone and tablet computers. Once you are logged in to the SmartHub website, click on links on the left side of the webpage to download the app for your particular device.



## NATIONAL DO NOT CALL REGISTRY

**Are your busy days being interrupted by annoying telemarketing calls?** The National Do Not Call Registry, managed by the Federal Trade Commission, offers you a choice about whether to receive these types of calls. Most telemarketers should not call your number once it has been on the Registry for 31 days (the length of time telemarketers are given to remove the number from their call lists). If they do, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov).

Keep in mind, however, that registering with the National Do Not Call Registry will not stop calls from:

- Political organizations
- Charities
- Companies conducting surveys
- Companies with whom you have done business within the last 18 months

**You can register your home and wireless phone numbers, but business numbers are not covered by the Registry.** Registration is effective until your number is disconnected and re-assigned or until you choose to remove it from the Registry. You may register up to three numbers at one time if registering online. If registering by phone, you can register only one number at a time and you must call from the phone number you are registering.

**To register or remove a number from the National Do Not Call Registry, call 888-382-1222 or visit [www.donotcall.gov](http://www.donotcall.gov). It's a quick and easy process.**

Please also note that the Federal Trade Commission is warning consumers of scammers who have been making phone calls claiming to represent the National Do Not Call Registry. These calls offer to provide an opportunity to sign up for the Registry but they are not coming from the Registry or the Federal Trade Commission. You should not respond to them.

# Smith Named RTC Exceptional Employee

Jake Smith, Fiber Splicer, is the recipient of the RTC *Exceptional Employee Award* for the fourth quarter of 2016.

Jake started working at RTC in June 2015 as a Fiber Splicer in Watford City. His duties include preparing and fusion-splicing fiber optic cable to deliver new service to our customers, repairing cut fiber cables, and splicing fiber optic cables for any rerouting that needs to be done.

RTC's West Outside Plant Manager Cory Johnson says, "Jake is a 'do whatever it takes' kind of guy. RTC is proud to have such a hardworking and dedicated employee on our staff."

Jake grew up in Great Falls, Montana. He spent 22 years there before deciding to make his way out to North Dakota. Jake is a member of the Montana Air National Guard as an Aircraft Electrical and Environmental Systems Journeyman and has been with them for 6 years and counting. He first learned how to splice fiber optic cable with his uncle while completing the 4G project with Verizon in Great Falls.

When not working, Jake's hobbies include fishing, hiking, camping in the Rocky Mountains, weightlifting, and snowboarding. He



enjoys being a part of the RTC family and keeping our customers satisfied with RTC services.

The *Exceptional Employee Award* was developed to recognize deserving RTC employees who go above and beyond the call of duty. Nominations are made by fellow employees.

## NEW EMPLOYEES



**Dar Huus**  
Customer Service Rep



**Cole Linseth**  
Combination Tech-Watford City



**Elliott Waldock**  
Technology Specialist



# New Listings

## Alexander – 828

Agers, Michael	3717
Blakeman, Julianne	3834
Haugen, Austin & Tillie	3830
Nagy, Michael	3751
Olson, Megan	3472
Wahlstrom, Cameron & Lacy	3258

## Arnegard – 586

Demars, Blake	3183
Elliot, Tom & Deborah	3455
Eschenbaum, S.	3003
McGoven, Josh	3395
McWhorter, Ken & Darlene	3563
Soltis, Robb & Nataliaia	3165
Taggart, J.	3974
Thompson Drilling	3602

## Emmet – 337

Seidler, Benjamin & Kasey	2977
Stonesifer, Alfred	2406

## Garrison – 463

Davidson, Wes & Chasity	2996
Friese, P.	2006

## Keene – 675

Bullrock LLC	2362
Phillips 66	2732
Targa Resources/Badlands LLC	2412
Targa Resources/Badlands LLC	2796

## Kenmare – 385

Golde, C.	4184
Manack, Laure	3005
May, Sally	3889
Rasmusson, J.	4930
Red Carpet Beauty & Body	3669
Simpson, Adriana	3399
Twogood, Kristi	4115

## Makoti – 726

Duey, P.	5578
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## Mandaree – 759

Standing, Eric	3715
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## Max – 679

Garrison State Bank & Trust	2140
Garrison State Bank & Trust - Fax	2145
Seidler, Torrey & Michele	2647

## New Town – 627

Bartsch, Josh	3289
Bear, Jesse & Jayden	3405
Bear, Keith	4349
Buy and Cell	2898
Cabrera, Nino Angelo	2019

Chee, K.	3764
Cook, Somher	5171
Driver, A.	2215
Driver, Martina	5173
Dye, Marilyn	3786
Foote, Myron	2375
Haycock, Kazin	2745
Howard-Deane, A	4889
Kaiyoorawongs, Chaipan	4583
Lone Fight, Valerie	3075
Lopez, Chris & Mary Ames	4962
Louise	5259
Poplaro, Joseph	2004
Ramsey, Earl & Jennifer	3147
Reynolds, Craig & Rebecca	2162
St Germaine, Joel	2833
Taylor, Gerald	2379
Tesoro Logistics	3883
Turcotte, John & Catherine	2332
Wells Enterprises	4484
Wilkie, Rocky	2061
Williams, K	2905
Windy Boy, James	2362

## Norma – 467

Hall, Chandler	3051
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## Parshall – 862

Brown, Andrea	3812
Brown, L	4702
Couture Jr, A	3050
Fox, Shayreen A	2957
Fox, Tonya	2797
Morin, Sherman & Miranda	4428
Mousseaux, J.	3696
Pendleton	4614
Taco Johns Parshall	4444
Whitetail, Latoya	2414

## Plaza – 497

Berg, C.	3979
Crow, Quincy	3886
Goff, S.	3696
Reum, V.	3713

## Roseglen – 743

McCullough, Carrie	4834
Rustad, Kenneth	4344
White, Jeff & Britnee	4017
Wilkinson, Delancy	4477

## Ross – 755

Addicott, Mike	3603
Fretheim, Kevin	3812
Halvorson, Justin	3770
Jarmin, Jubal & Deann	3766
KBar J Ranch	3377
Lund, Allen & Debbie - Shop	3342

Maurer, Troy & Wendy	3311
Maurer, Zach & Brittney	3772
Ruland, Matt & Abbey	3324
Williston Basin Interstate	3855

## Ryder – 758

Fullington, K.	2705
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## Watford City – 444

Allen, Steven	3931
Almquist Welding & Fab Tank Division	3734
Bailey, Maxine	2865
Bean, Josh	2120
Bekken, Scott	4280
Birse, Elizabeth	2459
Blakeman, Julianne	3834
Blank, D.	2113
Borkowski, Ryan & Maria	4245
Bortle, Russell	3347
Braat, J.	4994
Brocius, Molly	2583
Bullard, Johnny & Brenda	5197
Burgman, Erica	5248
Caldwell, Zane	4998
Cantu, Maria	5283
Cook, Steven M	4966
Darvial, Deron	5261
Delgado, Ricardo	2885
DNB Energy Services	3814
Driggers, K.	2028
Elder, W	3692
Elite Electric	2150
Eye, Zachary & Cassandra	3460
G&G Garbage LLC	2006
Garza, Michael	4623
Goethe, Anthony	3527
Gomez, C.	2661
Guynes, Tiffany	3416
Haugen, Spencer	2694
Hill, Elizabeth	3848
Iron Mule Products - Fax	2111
Iron Mule Products Inc	2111
Irwin, Ryan	2391
Johnson, Thomas	5176
Jordan, Michael	5114
Kallstrom, Mark	3185
Landrum, Shawn	3913
Lewis, Alvin & Tiffany	2696
Logalbo, Christopher	2944
Maki, Josh & Hannah	4971
Martin, Kalissa	4807
McCool, Deaven	2750
McNutt, Zachary	3712
Millet, Shane	2569
Montoya, H	2357
Morshead, Bret	3717
Mueller, S	3702

Myronenko, Dan	3190
Nelson, Christopher	2755
Patrick, Devon	2839
Patten, Tony & Jane	3995
Perez, Joe	4698
Petersen, Melissa	5089
Plotzer, Kristie	3328
Pojorlie, Austin	3560
Quinnell, Shalisha	2359
Rafferty, Ed	5149
Riggins, D.	4240
Rulo, A.	4648
Sanborn, John	3370
Sandvik, Brandon	4829
Simpson, Morgan	5173
Slim, David	3643
Soup City	5181
Steele, Michael	4279
Stiles, Tawny	4961
Syska, Darren	2808
Timber Auto Body	2834
Toman, Taylor	4782
Walsh, Matthew	4604
Ward, Rebekah & Moore Adam	4800
Webb, Jay	3505
Weiland, Joscelyn	3973
Wenger, Jacob	4877
Wise, Austin	2680
Wolfe, Margret	2683
Woods, Thomas	3700
Zenzen, Dylan	2974

## Watford City – 842

Breitbach, Joshua	2804
Campbell, Mark & Amy	6875
Highley, Gary	4851
TDI Services	2754
U-Haul Neighborhood Dealer	3384
Villasenor, Kristen	6850

## STATEMENT OF NON-DISCRIMINATION

This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).





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 Parshall, ND 58770  
 www.RTC.coop • RTC@restel.com  
 www.facebook.com/RTC.coop



**Customer Service:** 0811 (within RTC exchanges) or 888.862.3115  
**Repair Service:** 0611 (within RTC exchanges) or 800.822.3311  
**24/7 Help Desk:** 0211 (within RTC exchanges) or 800.497.2151  
**Headquarters:** 24 Main St N • Parshall, ND 58770  
**New Town Office:** 202 College Drive • New Town, ND 58763  
**Watford City Office:** 701 14th St SW • Watford City, ND 58854  
 RTC is an equal opportunity employer and provider.

# Socialize With RTC!

Join the RTC community on Facebook ([www.facebook.com/RTC.coop](http://www.facebook.com/RTC.coop)) and Instagram (@RTC.coop) to stay updated on company news, alerts about outages, money-saving customer promotions, and much more.



## READERS' CONTEST

Congratulations to these Winter 2017 Communicator "Readers' Contest" winners. They will receive a \$10 credit on their RTC telephone bill:

- Blake Hart, New Town Exchange
- Charles Kinn, Emmet Exchange
- Wendy Larsen, Kenmare Exchange
- Nikki Holen, Alexander Exchange
- Bertha Rolla, Watford City Exchange

For your chance to be entered in the drawing to win a \$10 credit on your bill, correctly answer the questions at right and include with your RTC bill. Mail to RTC, PO Box 68, Parshall, ND, 58770. Or email the answers to [RTCteam@restel.com](mailto:RTCteam@restel.com).

NAME

PHONE

1. You can register your \_\_\_\_\_ and wireless phone numbers, but business numbers are not covered by the National Do Not Call Registry.
2. Remember to contact North Dakota One Call when doing any type of digging — it's free, it's simple, and it's the \_\_\_\_\_.
3. Lifeline is an assistance program that can help eligible people afford telephone and broadband \_\_\_\_\_ service.

*Entries must be received by April 24, 2017.*