



Letter from the General Manager

Keith A. Larson, CEO/GM

I am sure all of you can appreciate the mild winter that we have been enjoying. It was very helpful in getting all of our subscribers cut-over to the fiber we buried this past year. The nice weather allowed us to get everyone connected before the end of January.

With the completion of fiber to our entire service area, we will have more time to focus on the services available over the fiber. Demand for more bandwidth to the Internet continues to increase by leaps and bounds as customers increase the amount of video and other data applications. We have plans to add higher capacity electronic equipment to our core network in order to accommodate the increased usage.

Those of you receiving our television service should have received a letter regarding the proposed TV rate increase effective April 1, 2012 as a result of the large increases in programming costs. A substantial portion of the increased costs were related to fees charged by the North Dakota local channels (ABC, CBS, NBC & FOX) to rebroadcast their signal. Combined with the increases from the national content providers, we incurred a 21% increase in our programming costs over the previous year. Since 2004 we have seen our content costs rise 112%; whereas, we have only raised our basic TV service rate 78% to accommodate the annual cost increases.

Nationwide, cable TV and satellite TV providers are experiencing the large content increases as a result of the expiration of Retransmission Consent Agreements with the local affiliates. These agreements are negotiated every three years and companies such as ours have little leverage other than to accept their terms or not carry the channel. We suggest that our subscribers contact your Senators and Congressman regarding the content increases and ask that they promote legislation that limits the amount the local affiliates can charge to rebroadcast their signal.

We are busy analyzing the financial impacts associated with the Federal Communications Commission's (FCC) order released in November regarding the Universal Service Fund (USF) and Intercarrier Compensation (ICC). A few items in the order were implemented the beginning of the year but most changes begin implementation on July 1, 2012. In addition to releasing the order, the FCC issued a Further Notice of Proposed Rule Making (FNPRM) pertaining to a multitude of issues.

Since the order was released, there have been many filings with the FCC for reconsideration and appeals to the order. Our national association, NTCA, has been working diligently to file comments promoting our position with the FCC. As we proceed through the year, we will keep you informed as to the implementation of the order and the effects on DCT.

The additional daylight hours are raising our anticipation of spring! We wish you all the best for the remaining winter months and look forward to an early spring thaw.

Keith A. Larson



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Changes in Lifeline & Link Up Programs

Lifeline and Link Up telephone assistance programs have been available for several years to qualifying customers of Dakota Central Telecommunications. Due to the Federal Communications Commission (FCC) release in February of the Lifeline Reform Order and Further Notice of Proposed Rulemaking (FNPRM) the Lifeline program has changed and the Link Up program has been eliminated for most telecommunications companies, including DCT.

Lifeline assistance lowers the cost of basic monthly local telephone service. The Lifeline Reform Order replaces the current tiered voice service support where consumers were eligible for discounts up to \$10.00 per month with a uniform flat-rate reimbursement on an interim basis. The interim rate begins in April 2012. Eligible consumers will receive \$9.25 per month per Lifeline subscriber.

Beginning in April 2012, Link-Up support is eliminated.

Who is eligible? Customers who qualify under one of the four major economic assistance programs: Temporary Assistance for Needy Families (TANF), Food Stamps, Energy Assistance, Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance, National School Lunch (NSL) or income guidelines of 135% of the Federal Poverty Guidelines. The named subscriber to the local telephone service must participate in one of these assistance programs in order for that household to receive Lifeline support. When you qualify for any of the above programs, you must self-certify in our office by completing a Lifeline Assistance Application. Lifeline assistance is available on one communications service only. Therefore, if you receive lifeline credit on your landline telephone, you do not qualify for assistance on your cell phone also.

If you no longer qualify for any one of the economic programs, then you no longer qualify for Lifeline and must contact our office to discontinue this discount. **For more information on Lifeline please call our office at 701.652.3184 or 1.800.771.0974.** For questions on eligibility, call your county social services office.

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800.771.0974 www.daktel.com

Carrington office: 630 5th Street N Carrington, ND 58421 p: 701.652.3184 f: 701.674.8121	Jamestown office: 604 18th Street 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: 7am-9pm M-F 8am-4pm Saturday 12pm-4pm Sunday
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Win credit on your DCT bill!

Win **\$25 credit** on your DCT bill. Just return this coupon by **May 31, 2012**, to be eligible for the drawing.

Congratulations to last issue's winner: **Dale Brunsch, Woodworth Exchange.**

NAME _____
PHONE # _____

61st Annual Meeting to be Held Wednesday, June 13th

Dakota Central Telecommunications' 61st Annual Meeting will be held at the Foster County Fairgrounds on Wednesday, June 13th. The business meeting will be held at 4:30 with the meal following at 5:30 until 7:30. Once again we will have Air Games for the kids beginning at 4:30, as well.

Hope to see you on June 13th!



Kids enjoying the air games at the 2011 annual meeting.

spring 2012

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LIFE'S CONNECTIONS DAKOTA CENTRAL TELECOMMUNICATIONS

Help For One of Our Own



Jay and Laura Kulsrud with their sons Tj, Lane and Tanner.

Living in rural North Dakota we have all been part of benefit fundraisers for family, friends and neighbors. Often times, Dakota Central is on the giving end when it comes to such events. This time it's different. We are reaching out to you, our neighbors and customers to help one of our own.

If you have called the DCT help desk over the past 12 years, there is a fairly good chance that the person who helped solve your problem was Laura Kulsrud. Laura has helped thousands of customers over the years stay connected. Now you have a chance to return the favor.

Laura and her husband, Jay, along with their three boys reside near Grace City. Recently, their 11 year-old son, Lane, was diagnosed with NBIA (Neurodegeneration with Brain Iron Accumulation). NBIA develops when iron accumulates in the brain resulting in nerve damage and several other debilitating symptoms. At this time there is no cure, but there are some trials and experimental treatments available in other states. Jay and Laura are hopeful that Lane will be accepted into a treatment option in the near future.

Because of existing and ongoing medical expenses, the employees of DCT along with volunteers from the Midkota school community, are planning a fundraiser to help Lane. Please mark your calendars for **Saturday, June 9th**. The event will be held at the Foster County Fairgrounds beginning in the afternoon with a meal followed by a silent auction and topped off with a Dueling Piano Show. While specific details are pending, we would like to begin collecting items for the silent auction from anyone willing to help out. **Items can be dropped off at Dakota Central offices in Carrington or Jamestown. You can also drop off items at the Midkota School in Glenfield or Binford. Cash donations can be sent to Bremer Bank, c/o Lane Kulsrud Benefit account, 807 Main Street, PO Box 108, Carrington, ND 58421.** Thanks in advance for helping out one of our own.



New Middleware Coming Soon!



Amino 110 Set Top Box



Dakota Central recently signed an agreement with Innovative Systems of Mitchell, SD to migrate to their IPTV Middleware platform.

DCT launched video in 2004 with Myrio Middleware. Middleware is a general term for any programming that serves to “glue together” or mediate between two separate and often already existing programs. DCTV customers are familiar with the name Myrio that appears on the screen when a set top box (STB) is booting up. Myrio is what provides the look of the screen guide, as well as the operating system that controls DVR functionality, etc. Changing from Myrio to Innovative Systems will be a noticeable change for DCTV customers. The program guide will have an updated look, in addition to some added functionality.

The new middleware will run on all standard definition (SD) Amino 110 STBs (pictured left). Unfortunately, it will not operate on the HD or DVR boxes. As a result, transition to the new middleware will take some time. We will begin cutting over customers with the Amino 110 STB's in early April. For customers who have a combination of standard definition boxes as well as HD or DVR boxes, you will have both types of middleware operating for a period of time on the respective boxes. Once we have all SD boxes cut over, we will begin changing out your HD/DVR equipment with the new boxes so that all are operating on the new middleware. If you have content saved on your current DVR, you may want to begin watching it as once we change out your equipment the content will be lost.

One exciting change that you will see with the new middleware is Whole-Home DVR. Whole-Home DVR service gives you the power to share all of your recorded programs with any TV in your home. In addition, you will have the capability of recording two channels while watching a third.

The actual upgrade of your service to the middleware does not require a truck roll for the standard definition STB customers. However, we will need to make a change in our office which will affect your STB in the middle of the night and upgrade it with the new code. As we begin scheduling the upgrades we will send a wake-up call to you the week before notifying you of the schedule. We will do a second wake-up call the morning before the upgrade. It's VERY important that all STB's are plugged in and 'on' at the time of the upgrade.

For more information on the new middleware and the process for upgrading STB's, please go to www.daktel.com and click on the link on the right side of the home page.

If you have any questions please call 1.800.771.0974. Thank you in advance for your patience as we work to offer you the very best in television service.

New Spam Filter Software

DCT Internet customers noticed a new look to their spam filter in January when DCT partnered with EdgeWave. Edgewave is a new and improved spam filter system that will operate much like the old system in that it will filter spam and allow the customer to approve or delete senders as necessary. Edgewave will deliver more valid messages and block more junk email. Dakota Central views the change as a significant improvement in spam filtering. Following are some commonly asked questions we have received since the conversion.

Two Ways to Access Quarantined Emails

1. By the Daily Digest email that comes to your regular email every day. The daily email will only show that days quarantined emails. There is a setting that can be changed to receive the Daily Digest daily, weekly, or never. This setting is located in Edgewave by clicking on My Account, then click on the Settings tab.
2. By going to www.daktel.com and clicking on Spam Filter, then type in email address and password, login. This can be done if you no longer have the daily digest email and/or you want to access all of the quarantined emails.

Three Ways to Release a Quarantined Email

1. In the daily digest email, click on View in front of the email message that you want to release. Then you can scroll to the bottom and choose the release button.
2. In the Daily Digest email, click on My Account (located in the upper right corner of email). This will open Edgewave with all of your quarantined emails. Then click on the email you want released to your regular email and choose the Release button in the upper left. A box will then come up with a check to send a copy of the message to..., click OK and the message will be delivered to your inbox.
3. Or you can login to Edgewave by going to www.daktel.com and clicking on Spam Filter, login with email address and password. Then select the email and click on the release button at the top.

How to Filter by Sender

1. Login to Edgewave.
2. Click on the tab at the top called Policies.
3. If you want to approve an email address (ex. xxx@daktel.com) or domain (ex. daktel.com), type in the address or domain in the Friends section and click on the green plus symbol. You will now be able to receive all emails coming from that address or domain name.
4. If you want to block an email address or domain name, type in the address or domain name in the Enemies section and click on the green plus symbol.
5. If you want to remove an address or domain from the Friends or Enemies list, highlight the address and click on the red x symbol.

Tips and Tricks of Edgewave

- The quarantined messages are kept for 35 days in Edgewave and then they are automatically deleted from there. The messages that are stored here do not count against your mail quota on the server, so there is no need to delete messages.
- If you want to release several emails at a time, log into Edgewave to view all the quarantined emails, hold your Ctrl key on the keyboard and click on the emails that you want to release, then click on the Release button in the upper right corner of the screen.

Still have questions? Contact the Internet Help Desk at 1.800.771.0974.

Updated Channel Line-Up Cards Available

DCTV Channel Line-up cards have been updated. To view the updated line-up go to www.daktel.com, then click on Products, Television, and Channel Line-up on the left side of the screen. If you would like a copy of the updated line-up please stop by the DCT office in Carrington or Jamestown, or contact us via email or phone at customerservice@daktel.com or call 1.800.771.0974 to have one sent out.

Board Nomination Process

Are you interested in being a candidate for Director on the Dakota Central Telecommunications Cooperative board? Following is the nomination process:

A candidate must request an application and petition from the Cooperative by simply contacting one of our offices, then obtain the fifteen signatures of Cooperative members from the same district he or she lives – or fifteen signatures at-large for an at-large position. The completed petition must be submitted to the Cooperative no later than April 1. Cooperative members will be informed of the candidates on their May bill. Director elections will be held at the Annual Meeting of Dakota Central Telecommunications Cooperative on Wednesday, June 13th, 2012.

Cooperative Districts that are up for election are:

Medina Exchange, currently served by Gerald Eissingner. Those with a 486 prefix are eligible to run for this exchange.

Grace City Exchange, currently served by Kathleen Davis. Those with a 674 prefix are eligible to run for this exchange.


Windsor Exchange, currently served by Rodney Suko. Those with a 763 prefix are eligible to run for this exchange.

No nominations from the floor of the annual meeting will be permitted, except in the event that no candidate has been nominated through the petition process.

To request an application and petition please call Dakota Central at 1.800.771.0974 or email Robin Anderson at randerson@daktel.net.

Do Not Call

The National Do Not Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. You can register your telephone numbers (both landline and cell phones) online at www.donotcall.gov or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free.



2011-2012 UND Sports Network Schedule

Men's Hockey	Opponent	Game Time
March 9	WCHA Playoffs*	7:37 PM
March 10	WCHA Playoffs*	7:07 PM
March 11	WCHA Playoffs* (If necessary)	7:07 PM

Games, dates, and telecasts are subject to change

Toy Drive a Huge Success!

A BIG thank you to everyone who donated items for our Toy Drive during the Holiday Season. Almost 300 toys were delivered to numerous agencies who made sure your donation was received by those who needed it most. Your generosity was overwhelming! Congratulations to Jerome Zink and Carol Erbele, winners of the giveaway HDTVs!



Keith Larson presenting Jerome Zink with his new HDTV.

DCTV17 DVD 's Available!

As always, it has been a very busy sports season. At DCTV 17 we've had cameras scattered about the area, running to and from basketball, wrestling, and hockey events. In addition to the plethora of sports that we've broadcast on channel 17, we continue to film and air monthly Jamestown and Carrington City Council meetings.

To keep up on our Daily Schedule for Channel 17, be sure to check our website at www.daktel.com and click on the DCTV17 link. This schedule is updated daily with events playing from morning until night.

Did you know we sell DVD copies of all events? It's quick and easy to order your favorite event on DVD. DVD's can be requested online at www.daktel.com/request-dvd. Payment options are outlined on the website and include being billed on your DCTV bill or credit card by phone.

