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**DAKOTA  
CENTRAL**

**SUMMER 2024**

[dakotacentral.com](http://dakotacentral.com)



**PAGE 2 | GENERAL MANAGER LETTER**

## **Celebrating Community Connections This Summer Season**

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## **Jamestown Area Chamber of Commerce & Jamestown Tourism**





# A letter from our General Manager

**Happy summer, folks! At Dakota Central, we have always believed one of our greatest strengths has been in the trust and support of our community. Today, I want to take a moment to express my appreciation for the confidence you have placed in us and to celebrate what a gratifying journey it has been for everyone here at Dakota Central.**

Every season seems to provide ample events for us to get out into our communities to see you, but summer is especially rich in those connections. Main Street parades, Arts Park open air concerts, county fairs, baseball games, the Market and more, we love celebrating what makes being part of a small community so special. We are grateful to be living here alongside you, enjoying the years' best moments.

We understand that the heart of our business is not just about providing fast and reliable internet, but about fostering meaningful relationships and empowering our community through technology. Your willingness to explore the many ways broadband Internet can

change the way we live and work has been truly inspiring. Later in this issue, you'll read about how the Jamestown Tourism department has transformed the Frontier Village into a tourist and resident destination alike. Though modeling a historic village, the attraction is fully connected utilizing modern technology to enhance the experience.

We often tell our customers how technology is changing rapidly and it's our goal to bring you along on the journey instead of leaving you in the dust. Through technology we have all learned to adopt new ways of doing things, whether it be streaming TV or "FaceTime-ing" instead of an old-fashioned phone call. Like the adoption of social media, messaging or video calls, your enthusiasm in exploring new technology is exciting. We have enjoyed having so many of you visit our office to learn how to use the (relatively) new streaming TV service, which has also proved that it does not matter what age we are, we can always learn new tricks. We encourage you to continue to be curious about what technology can do to improve everyday life. Whether it's staying in touch with friends and family, pursuing educational opportunities, or exploring new areas of professional growth, your stories of success remind us why we do what we do.

Thank you for choosing us to be your broadband provider and for being an essential part of our community. Together, we are not just

making connections that matter, but building a stronger, smarter future filled with endless possibilities.

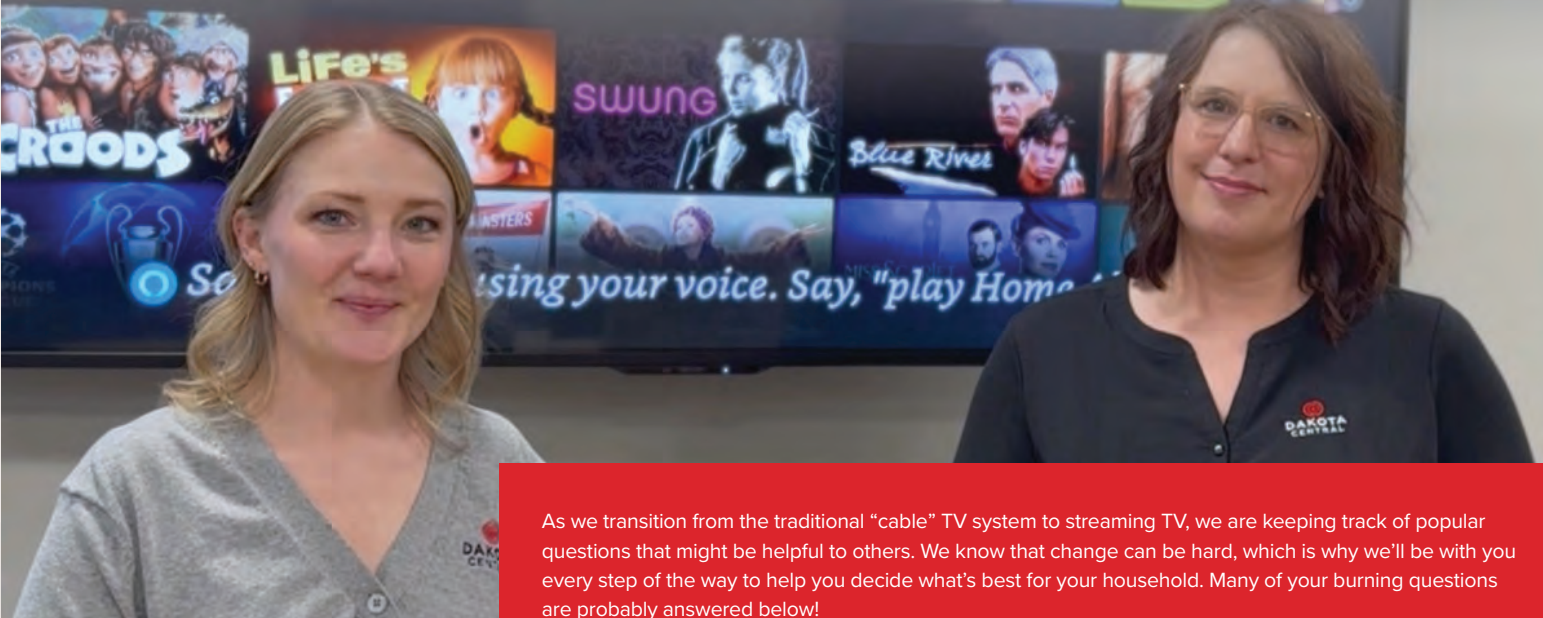
A handwritten signature in black ink, appearing to read 'Holly Utke'.

**Holly Utke**  
Chief Executive Officer/General  
Manager





# TV APP HOW-TO



As we transition from the traditional “cable” TV system to streaming TV, we are keeping track of popular questions that might be helpful to others. We know that change can be hard, which is why we'll be with you every step of the way to help you decide what's best for your household. Many of your burning questions are probably answered below!

If you'd like an overview of the Dakota Central TV app, watch our How-To video online at: [dakotacentral.com/tv-tutorial/](http://dakotacentral.com/tv-tutorial/).

## How does the Dakota Central TV app work?

The new TV platform is app-based, in which you will watch TV with a device like an Amazon Fire TV stick (recommended) to access your same TV lineup on the Dakota Central TV app. You will receive a username and password from us to access the Dakota Central TV app. Other supported devices include Apple, Android, and some smart TVs.

## Are there extra costs involved?

Dakota Central internet service is required, along with a streaming device (ex: Amazon Firestick) connected to each TV to replace the set-top box. The cost of these devices is not included with your Dakota Central TV service. If using an Amazon Fire TV stick, a free Amazon account is also required. You will need your Amazon username and password in order to access the Dakota Central app on a Fire TV stick.

Two streams are included with your TV subscription, but if there are more than two people in your household watching Dakota Central channels, you may need to add additional streams for \$4.95/month.

## What additional equipment is required?

To access the TV app, you will need an internet connection as well as a wireless router to connect to “Wi-Fi”. If you own your router (not rented from Dakota Central), regular updates are necessary to ensure a smooth streaming experience. If your router is more than 3 years old, we recommend replacing your router, or subscribing to our Managed Wi-Fi service (\$9.95/month).

## What features are included?

Dakota Central TV is packed with free features you're going to love! Your subscription includes free HD and DVR you can access on all devices at any time. You'll also receive Replay TV and Restart TV and can pause and

rewind live TV. You will also be able to access tons of Video-On-Demand content at your fingertips! In addition, a replacement for the popular “Last” button on the traditional remote is the display of “Recently Watched” channels that can be viewed below the Menu.

## What is Replay TV?

Replay TV is a popular feature that allows us to offer up to 72 hours of previously aired programming and is available with most TV networks. Did you miss the big game yesterday? No problem! Just go backwards in the guide and watch it. In the guide, to view recently aired programs, press the left direction button. A tab will appear. Select the Replay button. You can then view available content that was recently aired.

## What is Restart TV?

Restart TV is a great option available with select programs and channels that lets you start the live program you are watching from the beginning, even if it's half over! When you see a program you want to start over, select it and press play. Depending upon the device you are using, it will either have an option immediately to select Restart, or after the program begins, a prompt will ask if you'd like to start from the beginning.

## Does Dakota Central TV have local news and sports channels?

Yes. We carry all major national broadcast channels, just like your current TV lineup. You will still have access to the fan favorite Bally Sports Network!

## Can I watch TV outside?

Absolutely! As long as your device is connected to your home Wi-Fi connection, you can watch it anywhere your Wi-Fi signal reaches. You can also watch recorded content outside of your home network.



# Business Spotlight: Jamestown Area Chamber of Commerce & Jamestown Tourism

**Serving different purposes yet working towards a common goal of serving the community, the Jamestown Area Chamber of Commerce and Tourism departments have teamed up to create an excellent partnership.**

The two organizations came together in 2022 in hopes that sharing resources would lead to accomplishing more overall. **The Chamber focuses on the business community, while Tourism's objective is to create experiences and job opportunities in Jamestown.** Chamber of Commerce Director Emily Bivens explained, "it's common for these departments to overlap because there are efficiencies when working together." Jamestown Tourism Visitor Experience Manager Allison Limke added, "we are both cheerleaders in the community, celebrating all the good things happening here." By putting their heads together, they are forward thinking in the projects they take on and the programs they offer.

Operating as a unique type of non-profit is a little different than the private sector but has worked well for the organization.

The Jamestown Area Chamber of Commerce distinguishes itself through

several key offerings. These include the impressive size of its member organizations, such as the Chamber Ambassadors and the Young Professionals of Jamestown. Additionally, the chamber hosts several community events throughout the year to bring together businesses and residents. Moreover, Jamestown Tourism provides grant opportunities for local businesses and organizations, further supporting the community. "Both the Chamber of Commerce and Tourism departments look very different from what they were ten years ago, and we are continuously looking for ways to improve," Emily said.

While there are certainly always challenges to overcome, Allison spoke about her favorite aspects of her role. "I love being a part of creating memorable moments for both residents and visitors of Jamestown. That, and the ice cream at the Frontier Village," she joked. Since the two departments merged, **they have worked hard to create new experiences at the Frontier Village**, including the new Rotary Gatehouse, scavenger hunt, new playground, and locally sourced products. The Frontier Village is a terrific attraction for travelers needing a place to stop along interstate for a stretch-break, as well as area residents visiting Jamestown.

Continued on page 6.



MOTOR VEHICLE









Because the Frontier Village is off-site from the Tourism office, both locations are connected with Dakota Central Internet and Phone service which allows for communication between sites. Guest Wi-Fi is also available at the Frontier Village, a nice amenity for visitors. "Internet connectivity is essential in order to process point-of-sale transactions at the Village," Emily explained. "Because of that, local support is huge for us. We would lose out on sales if we didn't have someone to call that can help out right away if we have issues." The Frontier Village is also monitored by security cameras, allowing staff to keep an eye on the location when they're not present.

Future hopes for the Chamber of Commerce and Tourism departments include plans to remodel the current office space which will allow for a dedicated visitor center for Tourism, and DMV kiosks for added convenience. As for the community, "our goal is to inspire more businesses to expand on the art murals around Jamestown, creating an 'Art Walk' of sorts," Emily described. "The newest mural painted on the Hugo's building along 1st Avenue has created such positive buzz that it would be fun to see the momentum continue with more creative murals."

Dakota Central is proud to provide service to the Jamestown Area Chamber of Commerce and Tourism departments so they can focus on what they do best- making connections that matter. •



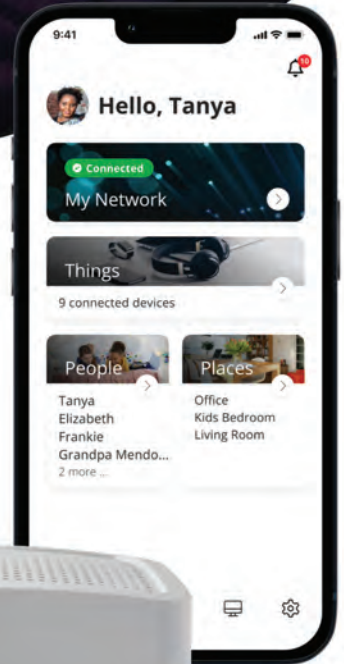


# If your Wi-Fi isn't working for you, then it's not improving your life.

The premium work-life balance is here.

With the Premium Managed Wi-Fi service from Dakota Central, we make it easy to balance the demands of modern life. From connecting your entire home to the latest Wi-Fi to keeping your video calls and devices running without interruption, it all works for you, not against you.

You have total control of your experience with the new GigaSpire BLAST u4g Wi-Fi system that is part of your service. And the Dakota Central CommandIQ Wi-Fi app, comes with "my priorities" traffic controls and ProtectIQ cyber security built right in, making your work and daily life easy.



Create profiles and assign devices



Block cyber threats With ProtectIQ



Prioritize traffic and devices



Create a dedicated WFH Wi-Fi network

**Get Connected Today:**

Call 701-952-1000 or visit [dakotacentral.com](http://dakotacentral.com)





# Company News



L to R: Bryant Stangeland, Shawna Prodzinski, Rod Wolters, Laura Kulsrud, Paul Roller, John Cunningham, Mitch Schulz, Gary Heintz

## 2024 Service Awards

We believe in connecting our customers to the world with cutting-edge technology while delivering exceptional customer service. We take pride in providing local, reliable customer support whenever you need us. It is our commitment to serve the communities we call home, which is why we go the extra mile for our customers.

We want to extend a big THANK YOU to our dedicated employees and directors for their hard work throughout the years. We would not be here without you! Join us in congratulating this year's service award recipients:

**Shawna Prodzinski**  
Dispatch  
10 years

**Bryant Stangeland**  
Field Technician  
10 years

**Rod Wolters**  
COE Coordinator  
20 years

**Laura Kulsrud**  
Helpdesk Representative  
25 years

**Paul Roller**  
Network Coordinator  
25 years

**Mitch Schulz**  
Director  
25 years

**John Cunningham**  
Chief Network Officer  
30 years

**Gary Heintz**  
Director  
40 years



**Welcome to the team!**  
**Brayden Fuchs**  
Customer Relations Specialist,  
Jamestown

**Hometown:** Jamestown, ND

**Experience:** Verizon for 3 years (loves tech)

**What is your favorite part of your new role so far?**

"My favorite part so far is the awesome team I get to work with. I also enjoy the computer work. I have always been into tech."

**Fun Fact:** "[I love] Taylor Swift and cars. I have a huge collection of CDs and vinyl for Taylor. [I am] usually tinkering with cars."





Employees Dion, Ben, Kiahna and Brianne at the Jamestown Arts Center Golf Tournament

# Recent Events

## Never Fear, Your Connection Crew is Here!

This summer, Dakota Central has proudly participated in various community events, showcasing our commitment to connecting with and supporting our local communities. We kicked off the season by joining the 4th of July Parade in Carrington, where our festive float and cheerful team celebrated the spirit of independence. On July 25th, we sponsored the Downtown Art Market in Jamestown, handing out bottled water and Dakota Central swag. Two days later, we were part of the beloved Buffalo Days parade and vendor show in Jamestown on July 27th, where we enjoyed the family-friendly atmosphere and connected with many community members. Additionally, we have sponsored several golf tournaments throughout the summer, fostering community spirit and supporting local causes through these enjoyable and competitive events.

Looking ahead, we are excited about upcoming community events. On **August 15th**, in partnership with the Great Plains Food Bank, we will host a **Mobile Food Pantry in Carrington** to support those in need by providing essential food supplies. Additionally, we are gearing up for the **UJ Block Party on August 28th**, where we will celebrate the start of a new academic year with the University of Jamestown community. At Dakota Central, we believe in the power of community and the importance of staying connected. We look forward to seeing you at these events and continuing to serve our community with pride and dedication.

**Thank you for your ongoing support!**

# CUSTOMER APPRECIATION OPEN HOUSE

SEPTEMBER 11, 2024  
DAKOTA CENTRAL - JAMESTOWN  
8:30 AM - 4:00 PM

*We're celebrating YOU!  
Stop by our office for treats,  
giveaways, and a chance  
to win door prizes!*





# Congratulations to our 2024 Dakota Central Scholarship winners!

This year marks the 23rd year of the Dakota Central scholarship program, which has awarded over \$123,000 in scholarships to date.

The 2024 Dakota Central Scholarship winners are each receiving a \$1,500 scholarship, and the top scoring applicant planning to attend school for a future career in technology is receiving the Jerry Eissinger Memorial Scholarship for a total of \$2,000. Congratulations to Alyssa Hertz for being this year's Jerry Eissinger Scholarship recipient!



**Alyssa Hertz**  
Jerry Eissinger Memorial  
Scholarship Recipient  
Jamestown High School  
Daughter of Juanita & Robbie Hertz



**Ethan Gast**  
Carrington High School  
Son of Jennifer & Carl Gast



**Sophie Garr**  
Carrington High School  
Daughter of Sonali & Benjamin Garr



**Abby Rivinius**  
Gackle-Streeter High School  
Daughter of Becki & Ryan Rivinius



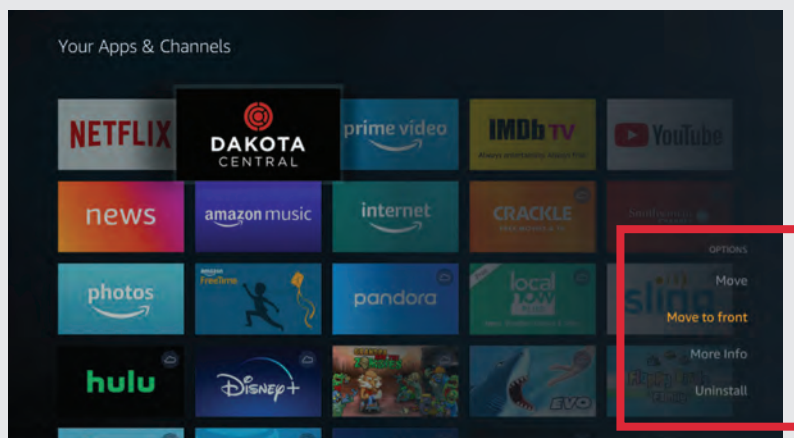
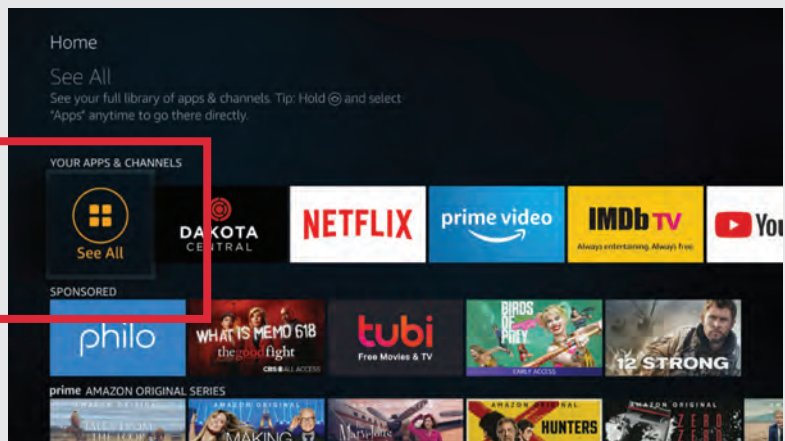
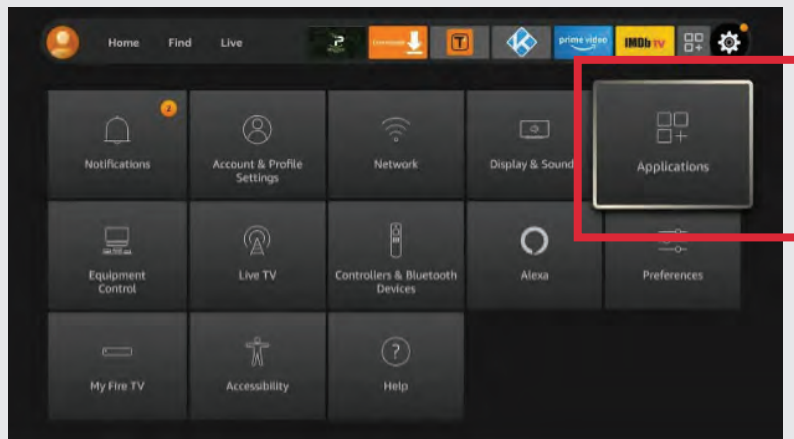
**Olivia Threadgold**  
Carrington High School  
Daughter of Nicole & Barry Threadgold



# Straight from the Helpdesk: Firestick–How to Pin Apps

**To keep the Dakota Central TV App front and center, pin it to the front of your app list. Here's how:**

- 1** On the Fire TV Stick Home menu, press the Navigation button down to highlight the first app in the “Your Apps and Channels” selection. The selected app will look larger than the others.
- 2** Once there, press left on the Navigation button to See All. Press the Select button.
- 3** Press up, down, left, and right on the Navigation button to locate and highlight the Dakota Central TV app. The app will appear larger than the others when highlighted.
- 4** You will now see Options in the lower right corner of the screen; press the options button (three horizontal lines).
- 5** More options will appear. Using the Navigation button, press down to highlight ‘Move to front’ and press the Select button. The Dakota Central app will now move to the front of all other apps.







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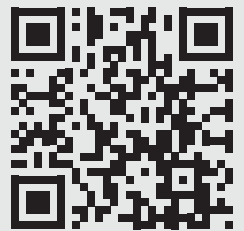


## WIN CREDIT ON YOUR **DAKOTA CENTRAL BILL!**

Win a \$25 credit on your next Dakota Central bill!  
Congratulations to last issue's winner: **Michael Hust**  
Next drawing date: **September 30, 2024**

\_\_\_\_\_  
NAME  
\_\_\_\_\_  
PHONE NUMBER

Scan here to sign up online



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**JAMESTOWN OFFICE**

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

**OFFICE HOURS**

8 A.M. - 4:30 P.M. M-F To report trouble call your local office and follow prompts

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