

THE LINK



DAKOTA
CENTRAL

SUMMER 2025

dakotacentral.com



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A letter from our General Manager

Getting It Right, Because We're Neighbors First

Summer is a season full of energy including warm days, local events, and a chance to come together as a community. As I think about what makes this time of year so special, I'm reminded that what truly sets Dakota Central apart isn't just the services we provide. It's *who* we serve and *how*.

We don't just operate here, we live here. We shop at the same stores, cheer at the same ball games, and wave to each other on the road. That's why we take our role so seriously. Because when we serve you, we're not just serving a customer. We're helping a neighbor. Whether it's answering a call with care, troubleshooting a connection quickly, or expanding our network to meet your needs, our commitment to getting it right comes from a place of responsibility and pride. We want to make sure you're connected to what matters most, because we're connected to you.

You've probably also seen us around town this summer sponsoring local events, serving up popcorn or gelato at community celebrations, or helping support youth activities. We're honored to give back to the communities that support us. Because community involvement isn't an extra part of our job, it's at the heart of who we are.

In exciting industry news related to rural broadband, the U.S. Supreme Court has recently ruled to uphold the constitutionality of the Universal Service Fund (USF). This means the funding that supports broadband and communication services for rural areas, low-income households, schools, libraries and healthcare facilities will remain in place. For rural broadband providers like Dakota Central, it preserves critical programs, such as the Lifeline program. It also ensures that we can maintain our network, continue to make infrastructure investment and provide service at affordable rates.

As summer winds down and fall approaches, know that we're here, working hard behind the scenes to keep you connected, supported, and cared for, just like neighbors should.

With gratitude,

Holly Utke
Chief Executive Officer/
General Manager



Company News

We're excited to recognize and celebrate the team members who've reached important milestone work-iversaries this year. From five years to thirty, these service awards reflect the dedication and heart our employees bring every day. Their commitment helps shape who we are and drives the work we do in our communities.

Congratulations to this year's service award recipients!

Beth Kollman **5 years**

Holly Utke **25 years**

Brad Klocke **20 years**

Melissa Vetter **25 years**

Ryan Fisher **20 years**

Troy Roundy **30 years**

Brian Paulson **25 years**



Congratulations and best wishes, Rod!

After more than two decades of service, we're both proud and a little bittersweet to announce the retirement of Rod Wolters, Central Office Coordinator in Jamestown.

For the past 21 years, Rod has worked behind the scenes to build, maintain, and improve the network that powers your services. Rod has seen our technology evolve from dial-up internet to ten Gig broadband internet, keeping his commitment to serving our customers with care along the way.

We'll miss his deep knowledge of the network and willingness to tackle any project ahead. Rod is trading in his work boots for hunting boots and well-earned relaxation, travel, and time with family.

Congratulations, Rod, for 21 outstanding years! We wish you the best in retirement!





Business Spotlight:

Gettin' Sauced BBQ & Catering

Formerly known as The 281 Stop, Gettin' Sauced BBQ & Catering has created a fun and laid-back eatery conveniently located between Jamestown and Carrington in Pingree. Co-owned and operated by Dustin Mittleider and Kevin Wolsky, Gettin' Sauced started out

by catering small events three years ago, and shortly after fired up a food truck that travels to local communities and events. They knew soon after starting the truck that it would be successful, as Dustin recalled, "the food truck took off like a bottle rocket!"



The Gettin' Sauced food truck schedule of events includes local vendor shows, pop-ups in Jamestown and Carrington and a few late-night weddings this summer. "Getting out in the surrounding communities with the truck give us a chance to connect with people and invite them to visit the restaurant," Dustin said. Sounds like a recipe for a perfect match!

As if they're not busy enough traveling with the food truck, Dustin explained how they like to offer themed nights featuring different menu options at the restaurant to keep people interested and coming back. "In addition to our BBQ menu we've done pasta nights, steak nights and other themes, which are always well-received."

With so many fun events happening, one of the biggest challenges has been getting the word out in the community. "We recently launched our website with the help of one of our employees, where we'll keep a schedule of events and updated menus," Dustin said. As far as other challenges, staffing luckily has not been one of them. "We've been really lucky to have people step up and want to work with us, so staffing hasn't been an issue" Dustin added.

"My favorite part about the business is the people we work with and the communities that support us," Dustin shared. And it's easy to see why; Gettin' Sauced isn't just a place to grab a bite, it's a gathering spot where familiar faces and stories all come together. From the coworkers who feel like family (and maybe are family), to the loyal customers who show up rain or shine, the business grows through its connections.

"We also couldn't do it without the support from Dakota Central and their local technicians," Dustin added. Whether it's phone calls at the restaurant, streaming games on TV, providing a secure guest network for customers, or making sure the website is updated, they need to be up and running. Dakota Central's Business Managed Wi-Fi creates two separate networks—one for essential business operations like point-of-sale systems, staff devices, and streaming, and another secure network just for guests to connect. This keeps customer traffic from slowing down or interfering with the business's primary connection, which can be significant when there's a big game on TV!

"It's nice to deal with people I know. What I appreciate the most is that everyone [at Dakota Central] knows who we are; we're not just an account number."

That kind of connection makes all the difference, and the difference you see when communities support each other. Dakota Central is thrilled to serve Gettin' Sauced.

Gettin' Sauced has lots of excitement to look forward to, with a brand-new menu launching this November, and a second food truck hitting the road next spring. In Dustin's words, "there's more fun to come!"



"What I appreciate most is that everyone at Dakota Central knows who we are—we're not just an account number."

- Dustin Mittleider



Congratulations to our 2025 Dakota Central Scholarship Winners!

This year marks the 24th year of the Dakota Central scholarship program, which has awarded over \$131,000 in scholarships to date.

The 2025 Dakota Central Scholarship winners each received a \$1,500 scholarship, and the top scoring applicant planning to attend school for a future career in technology received the Jerry Eissinger Memorial Scholarship for a total of \$2,000.



Isabel Wendel
Jerry Eissinger Memorial
Scholarship Recipient
Carrington High School
Daughter of Shane and Mary Wendel



Madison Hofmann
Medina High School
Daughter of Jacob and Bonnie Hofmann



Isabelle Jones
Jamestown High School
Daughter of John and Gina Jones



Krystal Klein
Carrington High School
Daughter of Kris and Brenda Klein



Kenadie Pazdernik
Carrington High School
Daughter of Mark Pazdernik and
Jen Smith



Customer Testimonials

Don't take our word for it, take theirs!

It's encouraging for our employees to know their hard work is appreciated, which is why we love sharing kind words we receive from happy customers!

"It was very good of Aaron to come all the way out to Cleveland on a Saturday to help us out with our internet. He was very pleasant and patient with us. Dakota Central found themselves a wonderful technician!"

-Yvonne

"Dakota Central's customer service is fantastic! Jeremy was the person who came out, and we enjoyed him. He was very knowledgeable and explained everything to us very well!"

-Joy

74th Annual Meeting

June 11th was the perfect summer day for Dakota Central's 74th Annual Meeting, held at Crossroads Golf Course in Carrington. General Manager Holly Utke welcomed everyone in attendance. Holly and Board President Doug Wede gave brief presentations on various topics concerning the broadband industry. Joanie Somsen, Accounting Manager, presented financial statements and included some interesting subscriber trends.

During the business meeting, the following were elected to the Dakota Central Board of Directors: Doug Wede, Edmunds Exchange; Derek Carlson, Ypsilanti Exchange. Employees receiving service awards were also announced and accepted their certificate celebrating their years of service.

At the end of the meeting, door prizes were given out. Winners received cash prizes, flower arrangements, and various donated gifts.

Following the meeting, Prairie Inn pie and Cows & Co. gelato was served by Dakota Central employees.

Thank you to all that attended the Annual Meeting!





Neighbors First

Summer is always a special season in our communities, and this year we made the most of every opportunity to connect with our neighbors. From local events to community celebrations, we love to join in on the fun, share conversations, and celebrate our communities.

At Dakota Central, we believe that providing great service goes beyond technology—it's about building relationships. This summer, our team enjoyed handing out treats, sponsoring activities, and being part of the events that bring people together. One of our favorite events of the summer is our annual customer appreciation picnic, held on June 4th this year at Dakota Central's Carrington location. We enjoyed a delicious meal, catered by Gettin' Sauced BBQ & Catering (check out their feature story on page 4), finished off with tasty cookies from Sunshine Sweets bakery. We served up gelato for all to enjoy in Wimbledon during the Wimbledon Palooza event, and our cheerful team tossed candy and goodies at community parades. We always love being part of the Buffalo Days celebration in Jamestown, as well as the Downtown Art Market with the Jamestown Arts Center. Additionally, we sponsored and participated in several golf tournaments throughout the summer, fostering community spirit and supporting local organizations through these enjoyable and competitive events. Each moment was a reminder of why we love being your local provider!

Thank you for stopping by to say hello, share your stories, and connect with us. We're already looking forward to more chances to connect in the seasons ahead.



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Broadband Delivers Telework in Rural Communities



Approximately 1 in 5 workers telework.

(U.S. Bureau of Labor Statistics)

1/3

Nearly one-third of all workers use a hybrid telework model.

(Forbes)



One-third of U.S. workers who have a full-time telework option take advantage of it.

(Pew Research)

The U.S. Government Accountability Office finds a **58% increase** in telework since the COVID-19 pandemic.

(GAO)



More than 60% of employers are considering telework options.

(Apollo Technical)

The Bottom Line

Telework options can **increase worker satisfaction and lower employee turnover**. Lowered commute times increase job satisfaction.

(Center for Rural Innovation and National Institutes of Health)



Nearly 60% of workers identify cost savings as an incentive to telework.

(Business.com)

Place-rated pay scales can **encourage employers to promote telework** from areas with lower living costs. Career journeys include software development, information security analysis, accounting, IT, graphic design and marketing, finance and customer service.



Rural areas can find **incentives to attract higher-paid workers** from urban areas who bring higher wages to those rural spaces.

(Federal Reserve Bank of Kansas City)



Teleworkers can seek housing in more affordable markets.

(National Institutes of Health)

Data Supports Teleworking

Rural broadband enables teleworkers from a broad sector of industries to enjoy **affordable housing, a good quality of life and access to natural amenities**. Equally as important, rural broadband allows rural businesses to thrive by recruiting and hiring workers from anywhere.

Ensure your community has access to this valuable tool. Visit www.smartruralcommunity.org for more information and details.

SCAM ALERT: Email Safety Tips

There continues to be many email scams going around from senders pretending to be us, Dakota Central.

These messages will either include a link for you to click and enter your account information, or reply to the email.

DO NOT enter your account information or reply to these messages! Once you "log in", they have your password and your account is hacked. After an account has been compromised, hackers use your account to send spam messages to gain access to other accounts, creating a snowball effect.

What to do if you receive a suspicious email:

- › Delete and disregard the email messages. Or, if you think it might be legitimate, visit dakotacentral.com directly instead of clicking on links in the message to log into your account, to ensure you are on the correct website.
- › If you happened to enter your information, call us right away to reset your password and secure your account.
- › Just to be safe, if you have an old or short password, reset it to a longer, stronger password.
- › Tell your friends and family to be careful and never click the links!

When in doubt, call us at 701.952.1000 to be sure; we're always here to help!

Scam Email Examples:

Dear Customer,

The issue has been resolved and services will return online gradually, but please be patient! It may take time for your service to be restored. Our most sincere apologies for the interruption. We appreciate your understanding!

Please [Update Your Account](#) to avoid disconnection.

If you continue to experience issues, try re-booting your equipment by unplugging it from power and plugging it back in. We apologize for the inconvenience, and appreciate your patience!

Thank you for your continued support,
Dakota Central Support Team

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800.699.4832 | Dakota Central



To: member@service.com
Subject: Please Update Your Account Mail>>>



Dear Valid Customer,

We're letting you know that DAKOTA CENTRAL MAIL will no longer accept accounts using our old terms of service. We've noticed you might have not updated your mailbox service on your account, so we need you to update your account now.

Please kindly re-login below with your valid email and password for security reasons: Failure to do this will lead to the account deactivated.

[Re-Login Now To Update Your Mailbox](#)

Thank you for your patience through the recent e-mail account updates! Again, enjoy the added features and increased security, along with a larger e-mail inbox.

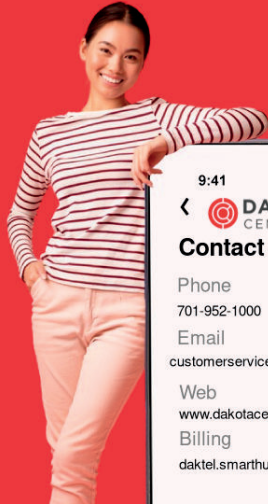
Sincerely,
Dakota Central Support Team.





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Jamestown, ND 58401

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Through the Dakota Central
CommandIQ Wi-Fi app, we're
never more than a tap away.

- ✓ Control your experience in real-time
- ✓ Call, email or visit our web support
- ✓ Access your billing account

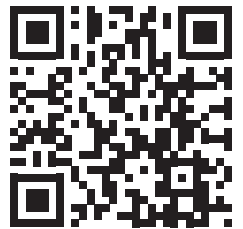
WIN CREDIT ON YOUR DAKOTA CENTRAL BILL!

Win a \$25 credit on your next Dakota Central bill!
Congratulations to last issue's winner:
Darcy and Laurie Pfaff, Jamestown
Next drawing date: **September 30, 2025**

NAME

PHONE NUMBER

Scan here to sign up online



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

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