

# CONNECTIONS

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Fall 2021

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From Rural North Dakota

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**POLAR**





# CONNECTED CAREERS

DO IT ALL, ALL FROM RURAL  
NORTH DAKOTA



## With broadband, North Dakotans are building successful businesses right from the rural communities they love

There was a time when folks had to move to big cities to pursue their big dreams—but times have changed. Today, small towns in North Dakota have access to faster Internet than some of the largest cities in America.

The member organizations that form the Broadband Association of North Dakota, including Polar Communications, have laid over 40,000 miles of fiber across the state, enabling speeds exceeding 1 Gig and empowering dreamers to build successful businesses right from the rural communities they love.

From a guitar instructor in Kindred to a medical spa in Williston, BAND member providers and their customers are proving that you don't have to give up small-town life just to pursue your big-city dreams.

### Small Towns, Big Dreams

In Kindred, Fargo native Steve Stine relies on broadband from MLGC to live-stream guitar lessons to aspiring artists around the world. As the face of GuitarZoom, Steve has amassed almost a million subscribers across two YouTube channels and become a mentor to some of music's biggest stars, like pop sensation Shawn Mendes.

"My videos are getting viewed all over the world, all the time," Steve said. "I'm able to do things that a lot of my friends that live in bigger cities can't even do. They don't have those speeds at their homes."

And on the other side of the state, in Williston, Victoria Claire is caring for her community as the General Manager of Destiny Med Spa. Drawn by the easy-going pace of small-town

life, Victoria moved from the bustling metropolis of Las Vegas to western North Dakota in 2015. Today, she relies on broadband by Nemont Telephone Cooperative to communicate with patients and connect them with industry-leading health and wellness solutions.

"Having broadband Internet is vital to our business because it gives us greater efficiency," Victoria said. "We couldn't operate without it."

### The Perfect Combination

Whether it was escaping the hustle and bustle, reconnecting with nature, or having a better quality of life, Steve and Victoria each had their own reasons for relocating to rural North Dakota. Much like their motivation, their businesses run the gamut: from brick-and-mortar, from music to medicine.

Despite their differences, they both have one thing in common: with access to high-speed Internet, they do not need to leave the rural communities they love in order to run their businesses.

"For me, it's the perfect combination," Steve said. "I'm able to do what I do and send it out to the world, yet maintain this relaxed environment of living in the rural community."

And they are not alone. Across the state, hundreds of rural residents are beginning new careers, working remotely, and building businesses, powered by broadband. They are living proof that, with the fastest Internet in America, you can do it all—all from rural North Dakota.

*Cont. on next page*



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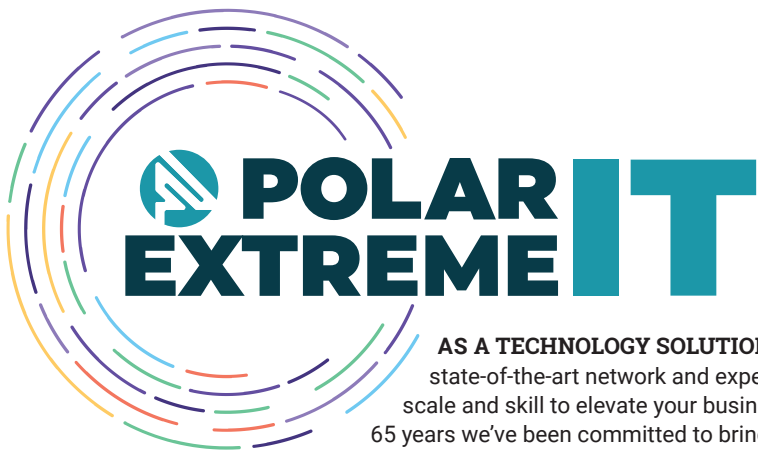
- Steve Stien  
GuitarZoom Founder



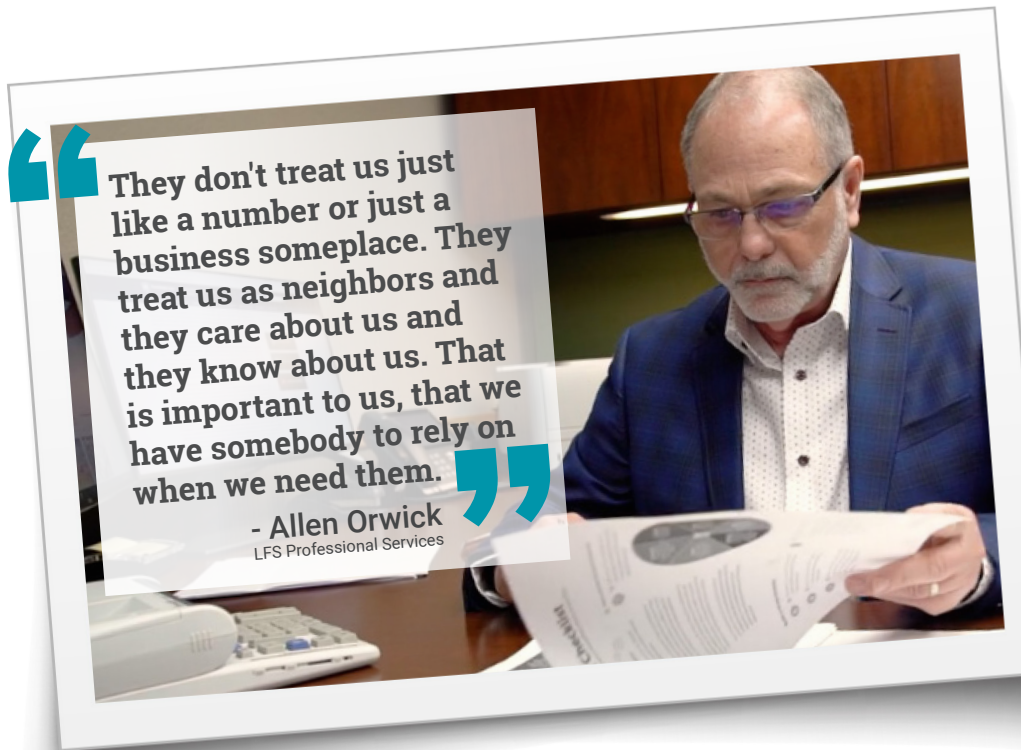
**CONNECTED CAREER.**  
Contact your local BAND member to  
learn how upgrading your broadband  
can better your business:  
[www.broadbandnd.com/  
our-members/association-members/](http://www.broadbandnd.com/our-members/association-members/)

**DON'T GIVE UP  
SMALL-TOWN  
LIFE  
JUST TO PURSUE YOUR  
BIG-CITY DREAMS.**





**AS A TECHNOLOGY SOLUTIONS PROVIDER**, our state-of-the-art network and expertise can provide scale and skill to elevate your business. For more than 65 years we've been committed to bringing our customers the very best communication technology available. Our roots are here in the heartland, and that means that the only thing you'll appreciate more than the cutting-edge technology we offer is the outstanding service that backs it up.



**“They don't treat us just like a number or just a business someplace. They treat us as neighbors and they care about us and they know about us. That is important to us, that we have somebody to rely on when we need them.”**

**- Allen Orwick**  
LFS Professional Services

LFS Professional Services in Lakota, ND, provides tax planning and preparation services, bookkeeping, payroll, property management, and insurance products for retirement planning. Owner Allen Orwick appreciates that by outsourcing his IT to Polar, rather than a larger national or international security company, he knows that his data is being stored just a few towns over, rather than in an unknown location hundreds or even thousands of miles away. He also knows that if he encounters a problem, he can call a real person—someone who knows his name, his voice, and his business—for support. Kristi Gullickson, IT Supervisor at Polar says, “Not a lot of small businesses can afford to have an IT person on staff. We take that burden off of them.”

Polar Extreme IT offers managed IT services tailored to each business's individual needs and budget. We can deliver a turn-key managed offering that includes professional design, installation, and ongoing 24/7 care support.

## EXTREME IT SUPPORT LEVELS

**PRIMARY**  
\$124.95/month



- 8:00AM - 5:00PM, M-F remote support/monitoring
- 1 hour of remote support
- Up to 2 devices monitored
- Up to 2 anti-virus licenses
- Network management

**ESSENTIAL**  
\$254.95/month



- 8:00AM - 5:00PM, M-F remote or on-site support/monitoring
- Up to 2 hours of remote or on-site support
- 3-5 devices monitored
- 3-5 anti-virus licenses
- Network management


**ULTIMATE**  
\$514.95/month



- 8:00AM - 5:00PM, M-F remote or on-site support/monitoring
- Up to 4 hours of remote or on-site support
- Up to 10 devices monitored
- 6-10 anti-virus licenses
- Network management

**Eliminate the IT burden for your business. Call 701-284-7221 or email [extremeit@polartel.com](mailto:extremeit@polartel.com) and an Extreme IT specialist will help identify your needs and develop a plan that works for you.**





**“I was nervous about using Streaming TV, but it's much easier to use than cable. The Polar staff made the transition very easy.”**

**- Noel Watson**  
Cavalier

# JUMP INTO STREAMING

Polar Communications is retiring all traditional cable television services. We started this process last year and we are ready to convert services in your community, you will receive a postcard in the mail with a disconnection date. If you have cable TV set-top equipment in any area.

Polar Streaming TV, with a comparable channel line-up and pricing, is a replacement option to consider. The viewing experience, includes many channel package choices, and does not require set top boxes. Several features are included. You don't have to wait for your notice, you may convert to streaming at any time.

## STREAMING TV RECOMMENDATIONS

Streaming TV requires a broadband Internet connection. Having your streaming devices on hand and ready when you activate your account will make your transition seamless. We recommend using Amazon Firestick (new versions) with our Streaming TV service. They can be purchased from us or any major retailer.



## SUPPORTED DEVICES

**Amazon Fire TV** – Amazon Fire TV (2nd or 3rd Gen.), Amazon Fire Stick (4K, Lite, 3rd Gen. or Alexa Voice Remote)

**Android TV** – Devices running Android 4.4 or later, Chromecast with Google TV, Tivo Stream 4K

**Apple TV** – Apple TVs with App Store (4th or 5th Generation)

**Smartphones & Tablets** – Latest Android (4.4), iOS 10 or later

**Web Browsers** – Windows (Chrome, IE or Edge, Firefox) or MAC (Chrome, Firefox, Safari)

## FEATURES

- Top channels of live sports, entertainment, Local Networks, news and more
- Watch on your TV and other devices
- No cable boxes or contracts required
- 2 Streams and Cloud DVR included
- Record at home, watch anywhere
- Set Profiles For different family members and parental controls for kids





# G TV

month, and began shutting down cable TV service by city. Once connect deadline date. We are no longer servicing traditional

er. Our Streaming TV service allows you to enjoy a high-quality eral customers are already enjoying our Streaming TV product!

*We're here to help!*

Stop in our office and check out our Streaming TV display. We can show you how it works and you can give it a try yourself! Visit our website for more information like channel packages and recommended devices: [www.polarcomm.com/streamingtv](http://www.polarcomm.com/streamingtv). Contact us at **800-284-7222** or email [customerservice@polartel.com](mailto:customerservice@polartel.com).

## NEW CHANNEL ADDITIONS

Our channel line-up is growing. The following channels were added to our Streaming TV platform on September 1.

### BASIC PACKAGE

- 217 - Court TV
- 218 - Court TV Mystery
- 417 - Laff
- 520 - Grit
- 614 - Bounce

### EXPANDED PACKAGE

- 737 - ACC Network

## ESPN 3

View ESPN3 programming on all your devices using Watch TV Everywhere!

To play live ESPN programming, you will need to sign in with your Polar account. Select an ESPN event or select 'choose provider' from ESPN.com or the ESPN App. Select Polar Cablevision from the provider list when prompted. Once you have successfully signed in, you will be able to access programming and networks included in your current subscription.

Visit our website for detailed step-by-step instructions, including photos and video, on how to view ESPN via TV, website or app. [www.polarcomm.com/streamingtv](http://www.polarcomm.com/streamingtv)



# Welcome NEW EMPLOYEES



Carl Caron



Casey Fering

We are excited to announce the recent hiring of two new employees, Carl Caron and Casey Fering. Both Carl and Casey will be working as Field Operations Technicians. Their duties include installing voice, Internet and video products offered by Polar, as well as performing troubleshooting and repair of services on site.

Carl Caron comes to us from Hope Electric Inc., bringing 17 years of IT and Telecom experience with him. Carl resides in Mayville and will be serving the Northwood area.

Casey Fering was most recently employed at Paul Bunyan Communications. He has 21 years of telecom experience as an installation, repair, and combination technician. Casey will be based out of Park River, serving surrounding areas.



## 2021-22 DIRECTORY

You will soon be receiving your new Polar directory in the mail. Extra copies can be obtained at our office. Please contact us if you receive more directories than you need and we will update your account.

View the Polar directory online at  
[www.polarphonebook.com](http://www.polarphonebook.com)

**Recycle old directories  
by dropping them off  
at our office.**



# LIFELINE & TAP ASSISTANCE PROGRAMS

Every person in America should have access to quality, affordable telecommunications services. This principle of “Universal Service” has been the goal of the telecommunications industry for decades. To achieve the Universal Service goal, carriers have access to a fund that is generated by contributions from the telecommunications providers in the United States. Telecommunications companies draw from the fund to provide programs that support telecommunications services nationwide. Lifeline assistance lowers the cost of basic monthly telephone and/or broadband service up to \$9.25 per month.

Minnesota’s Telephone Assistance Plan (TAP) offers a monthly \$10.00 credit on your landline telephone service for customers in Minnesota. This program is administered and supervised by the Minnesota Public Utilities Commission of the Department of Commerce.

## LIFELINE ELIGIBILITY

An individual is eligible if he or she participates in one of the following programs: Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Medicaid, Federal Public Housing Assistance, Veterans Pension, and Survivors Benefit Programs and tribal-specific programs: Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families (TTANF), Food Distribution Program on Indian Reservations (FDPIR) or Head Start, Veterans Pension, and Survivors Benefit Programs.

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal government poverty guideline.

## TAP ELIGIBILITY

TAP: (Minnesota customers) Telephone service must be in your name. You must show proof that you, or a member of your household, meet the income guidelines or participate in one or more of the qualifying programs. To qualify based on your household income, you must attach one of the income-qualifying documents to your application. To qualify based on one of the programs, you must attach copies of proof of program participation.

## how to APPLY

**LIFELINE:** Visit <https://www.polarcomm.com/resources/phone-assistance/> to complete the enrollment form. Then call or stop by our office. You will be asked to provide proof of eligibility before your benefits take effect.

**TAP:** Visit <https://mn.gov/puc/telecommunications/telephone-discounts/> for more information and an application. Then call or stop by our office. You will be asked to provide proof of eligibility before your benefits take effect.

Lifeline Awareness Week – September 13-17, 2021



# TECH TIPS

Is your Internet taking longer than usual to load? Are you wondering how to use the latest video conferencing software? Whatever your tech needs, Tech Tips from Polar is here to help. We provide the knowledge and tools you need to make your technology work for you, all in a series of short, entertaining how-to blogs and videos.

## Safely Using Public WiFi

Whether it's to scroll through Instagram at Starbucks or respond to an email at the airport, everyone signs onto unsecured public WiFi from time to time. It's free and convenient, but it could also put you at risk for identity theft, spying, or worse.

Today, we are going to share a few tips for protecting your information on public WiFi. If you are more of a visual learner, watch our latest Tech Tip video at [www.polarcomm.com/category/tech-tips/to](http://www.polarcomm.com/category/tech-tips/to) to follow along with tech expert Katie.

### SELECT THE RIGHT NETWORK.

When you enter a business, you may notice multiple network names that are similar, but not quite the same—like CoffeeHouseGuest versus CoffeeHouseGuests. Most people don't think twice and jump right on the first or strongest network they see. This is a common tactic used by hackers to trick you into logging into the wrong network in order to gain access to your info. If you're not sure, ask a staff member which is the correct network.

### DOUBLE CHECK THE URL.

Websites that use HTTPS encrypt your activity, meaning anything you do is confidential. You can tell a website is safe if it begins with the letters HTTPS, followed by a colon, or if you see a padlock in the address bar.

 **POLAR**  
**Tech Tips**

VISIT [POLARCOMM.COM/RESOURCES](http://POLARCOMM.COM/RESOURCES) TO START GETTING THE MOST OUT OF YOUR TECHNOLOGY.



## PROTECT YOUR PASSWORDS.

When you use public WiFi, hackers can install keyloggers, which make your keyboard activity available to them—including passwords you type in. Consider installing a password manager like LastPass to avoid having to type any of your passwords in public.

## SAVE SENSITIVE INFORMATION FOR LATER.

Finally, as a general rule, treat all public WiFi networks as a security risk. Don't access your bank account, pay with a credit card, or do anything else that would expose your personal or financial information while using public WiFi.

You don't have to give up the convenience of public WiFi to keep your information secure. You just need to be smart about where and how you connect, and what you do once you get there.



# New!

## SIMULTANEOUS RING FEATURE

Simultaneous Ring is a feature that allows you to designate one number that will ring your cell phone, office phone, and home phone simultaneously when called. Commonly shortened and referred to as "Sim Ring" this feature is used to ensure you are always reachable, regardless of the device or location a caller is trying to reach.

When enabled, Sim Ring rings up to four phones at once. As soon as the call is answered, the ringing stops. For example, each cell phone in your household can be set to ring when your home phone is called. The most common configuration is to have your cell phone and desk phone ring at the same time.

Simultaneous ring is a great business tool because you will be able to take (or not take) calls when you are away from your desk.

Getting set up is easy. We take care of that for you right from our office!

**Contact us to add Sim Ring for only \$1.95/month!**

That's it for this edition of Tech Tips! Check out [polarcomm.com/resources](http://polarcomm.com/resources) for more tips to make your technology work for you.



Clip this page and keep it with your Polar directory

# DIRECTORY UPDATES

Back in Motion Chiropractic	106 W 2 Ave S Cavalier.....	701-265-4114	Northwood Chiropractic	103 Washington Ave Northwood	701-581-3002
Berg Ken	PO Box 217 Edmore .....	701-644-2408	Northwood Chiropractic	103 Washington Ave Northwood	701-581-3012
Bethlehem Community	10194 Garfield St S Bathgate.....	701-265-3720	Paulson Alyssa & Todd	res St Thomas.....	701-257-6687
Bowen Gregory S	178 32 St NE Northwood .....	701-581-3020	Reeves Wanda J	109 Winnefred St E Michigan.....	701-259-2122
Christenson Brett & Kallie	16007 County Rd 11 Drayton....	701-454-3498	Resource Auction	106 Main St W Ste 2 Cavalier.....	701-265-3303
City Office/ Community Center	221 Main St Gilby .....	701-869-2101	Robinson David S	608 2 St W Park River .....	701-284-6336
Dahl Leanne F	301 Hill Ave N Park River .....	701-284-7027	Saiger Charlotte K	2041 Appleton Ave Crystal.....	701-657-2111
Dahlen Aaron & Dana	2594 7 Ave NE Northwood.....	701-587-3997	Samson David & Heather	124 North Star Dr Park River.....	701-284-6121
Dahlen Ila M	7 Doheny St N Northwood .....	701-587-5579	Schilousky Michael & RaeLa	403 4th Ave Adams.....	701-944-2266
Enerson Norman W	res Hamilton.....	701-265-8220	Sherva Edward A	203 4 Ave Northwood .....	701-587-6247
Koehn Timothy	.....	701-922-1572	Stanfield Kevin	123 Park Ave Neche .....	701-886-7210
Lizakowski Julian & Mary	.....	701-922-1547	Stegman Jacqueline	107 Bjornson Dr Cavalier .....	701-265-3117
Mike's Custom Truck, Inc.	3505 5 Ave NE Northwood.....	701-587-5529	Wasness John	4141 4 Ave NE Northwood.....	701-581-3000





PO Box 270 | 110 4th St E  
Park River, ND 58270

## CONNECTIONS

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[www.thinkpolar.com](http://www.thinkpolar.com)

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**GIG-CAPABLE  
PROVIDER**

This institution is an equal opportunity provider  
and employer.

DON'T MISS THE

**HBO®** & **CINEMAX®**

**FREE PREVIEW  
SEPTEMBER 23-27**

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