

polar connections

Fall 2025



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Invested in Connection

broadband, camera systems,
and online scams

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All New Polar WiFi app

more control,
better connection

page 7

Receive a \$10 Credit

go paperless
and get paid

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This institution is an equal opportunity provider and employer.

On the cover:



Robert & Cheryl Osowski with their 1947 Ford panel van, which was bought new by Robert's grandfather and served as the farm's service vehicle.

Invested in Connection: Cheryl's Journey with Polar Broadband

Cheryl Osowski was no stranger to the challenges of rural infrastructure. Together with her husband, Robert, they had long dealt with unreliable, underperforming Internet service in their rural North Dakota home. They relied on a wireless connection, mounted four miles away on the water tower in Minto, that was slow, intermittent, and incapable of supporting basic needs, let alone their home security system, solar power integration, or small business operations.

That changed in 2023, when Polar received a \$12.1 million American Rescue Plan Act (ARPA) grant, with a \$4 million match from Polar, to expand broadband services to underserved areas in Walsh, Grand Forks, Traill, and Steele counties.

A Voice for Rural Residents

Cheryl didn't just benefit from the grant initiative; she championed it. She became an active voice in Bismarck, speaking to legislators on behalf of Polar and advocating for increased rural broadband funding. Recognizing the collective strength of her community, she even launched a letter-writing campaign with her neighbors to pressure decision-makers to act.

Their area had been neglected by existing providers unwilling to invest in fiber upgrades, leaving residents behind in a digital world. "We were basically forgotten," Cheryl recalls. But through persistence and collaboration, change came.

"Cheryl didn't wait for change; she led it", said Karl Blake, CEO of Polar. "Her persistence and grassroots advocacy helped shed light on a neglected area and turned momentum into action. We're proud to have customers like Cheryl who not only believe in our mission but actively help push it forward."

Connecting Their Lives and Business

Today, the Osowskis are connected through Polar's fiber-optic service, transforming both their home and work lives. Their business, REO Truck Repair and Salvage, depends on reliable Internet. Surveillance systems installed by Polar allow them to monitor their 13-acre property remotely, with mesh extenders providing coverage across several outbuildings. Their solar-powered Generac system also relies on WiFi for integration.

Beyond the internet, the Osowskis now also have landline services through Polar, replacing the unreliable copper wiring that was prone to weather-related outages. "It's night and day," says Cheryl.



**GIG-CERTIFIED
PROVIDER**

A Co-op that Cares

For Cheryl, Polar's value goes beyond just technology; it's about trust and shared purpose. "I appreciate the co-op model, you're invested in its success," she says. "With Polar, members get capital credit payouts and support from local professionals who live in the communities they serve."

This local connection proved especially critical in June 2025.

Caught in a Scam, Saved by a Local Partner

On the morning of a major plane crash in India, Cheryl went online to check updates. Suddenly, her screen was taken over by a pop-up that looked like Microsoft Defender, warning her of a security breach and urging her to call a number.

Although tech-savvy, she uses multi-factor authentication, keeps her browsers updated, and practices strong password habits, this scam was convincing. As a supposed Microsoft technician guided her through downloading a remote access tool, Cheryl felt uneasy. Thankfully, she acted on instinct and called someone she trusted: Kyle Halvorson at Polar.

While still on the phone with the scammer, Cheryl left a message for Kyle, Business Services Supervisor. He and Polar's Chief Business Development Officer, Kristi Gullickson, recognized the urgency and responded immediately by disconnecting her service to block the hacker. Kristi then scanned Cheryl's system to ensure no malware was installed. Meanwhile, Cheryl froze her financial accounts as a precaution.

Once her system was cleared, she contacted her Florida bank to unfreeze her account, assuring them she had spoken with her service provider and there was no longer a threat. The representative, cautious of potential scams, asked how she knew she was truly speaking with Polar. "I'm on a first-name basis with my provider," Cheryl replied. "They're real people, sitting in Park River, ND, waiting to help me."

More Than a Utility, A Community Lifeline

Cheryl's story is a strong testament to how local cooperatives can make a difference. "Polar should be the choice," she says. "They're here to serve you first as a rural customer. Their reason for being is to serve the places others ignore. We are lucky."

From broadband access to cybersecurity support, Polar is not just delivering services; it's providing peace of mind, connection, and community resilience.

See page 7 for advice on how to avoid online scams.

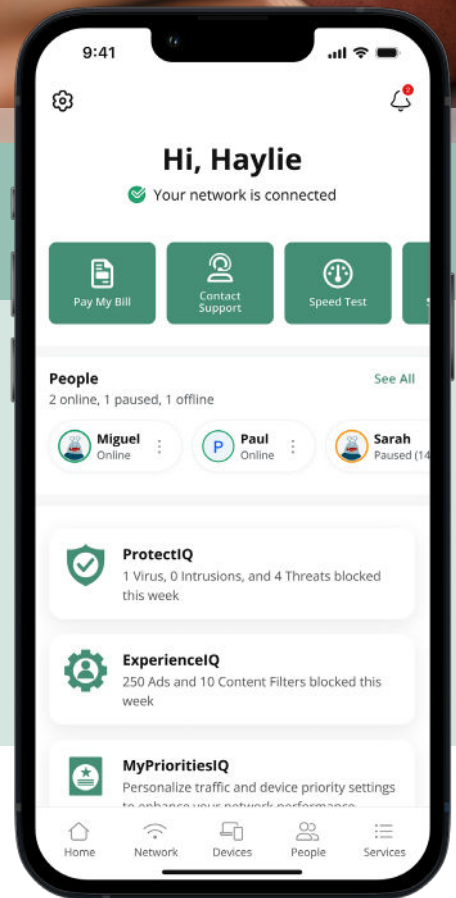


More Control, Better Connection

Meet the all-new Polar WiFi app. Smarter, simpler, and more secure than ever.

Be the boss of your connected home. Experience seamless Zoom calls with your work team, lag-free gaming glory, and visibility into screen time and security for everyone in your family. The Polar WiFi App makes controlling your home Internet easy and worry-free.

With an all new main dashboard, you can now quickly swipe to find the features and functions you need for assigning priority devices, setting screen time limits, and ensuring your home connection is fast and secure.

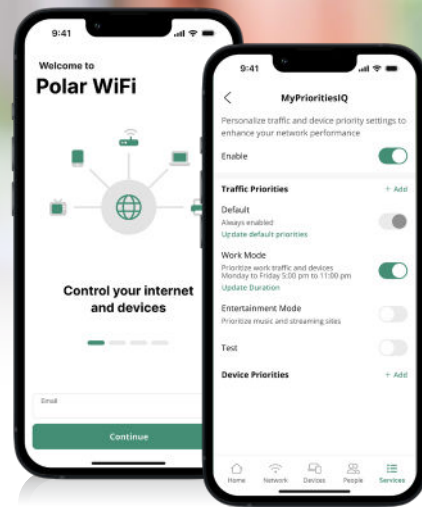


Launching mid-September! >>>

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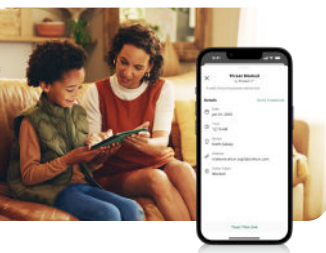
WiFi For The Way You Live

Your WiFi should lift you up, not let you down. With the new Polar WiFi app, you're in charge of a fast, secure, and personalized connection that makes life easier whether you are streaming, gaming, working, or parenting. Say goodbye to the days of sluggish WiFi and frustration. We've rebuilt our app to fit your life like a glove, with intuitive tools that give you total control, peace of mind and a connection you can count on. Here's how:



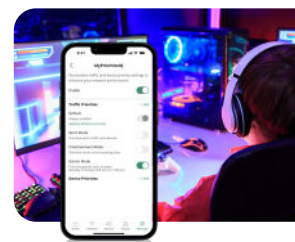
Peace of Mind, Mom-Approved

ExperienceIQ integration lets you set schedules to pause internet during homework or bedtime and block unwanted websites. Give your kids the access they want with peace of mind.



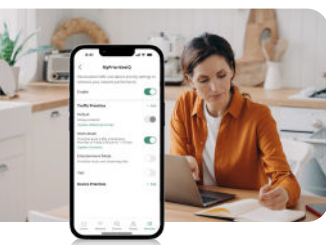
Unleash Your Inner Champion

Our new **MyPriorities** feature lets you switch to "Gaming Mode" with a tap, giving your console or PC the VIP treatment with smooth, lag-free gameplay and real-time performance alerts. Our scrollable carousel puts bandwidth tests and device prioritization at your fingertips. Game on!



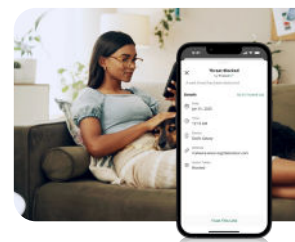
Prioritize Productivity

Flip to "Work Mode" in **MyPriorities** to prioritize your laptop for seamless video calls and fast uploads. New WiFi connectivity status and performance metrics let you keep an eye on your network's health, so you're never caught off guard. Your home office just got a serious upgrade.



Simple, Secure, and Stress-Free

The all-new **Polar WiFi** app sets up in seconds and gives you total control over your connection. Real-time alerts warn you of connection issues, and **ProtectIQ** keeps hackers and viruses at bay. Spot unfamiliar devices and boot them with a tap. More control, less stress.



Feature-packed to maximize your home Internet!

Scrollable Carousel

Swipe to your favorite features right from the dashboard.

myPrioritiesIQ Modes

"Gaming," "Work," or "Entertainment" optimize your connection.

Easy Setup

Simple installation means you're in control in seconds.

Real-Time Insights and Alerts

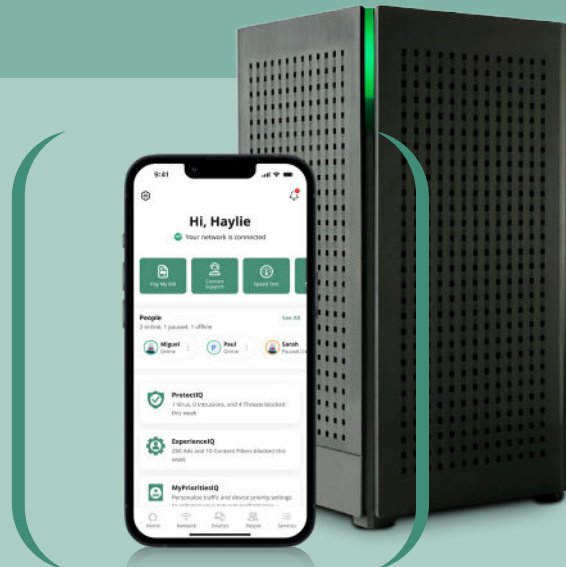
WiFi status, alerts, and performance stats keep you in the know.

People Profiles and Device Recognition

Personalize profiles and spot strangers on your network in a snap.

Everything You Loved, But Better

Guest networks, WPS setup, outdoor WiFi, run speed tests, WiFi sharing and security tools are even easier to use.



Only available from **Polar**. Download today at **polarcomm.com** or your mobile app store.





We've had a busy summer in our communities! Some of the highlights include customer appreciation lunches in Northwood and Arthur, numerous parades, volunteering at Legion baseball games, and hosting the ND Telco golf tournament.

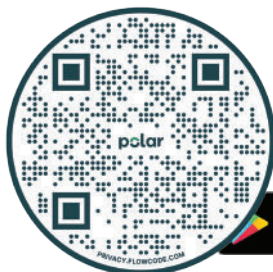
Receive a \$10 bill credit*

when you sign up for paperless billing



Our E-Bill mobile app provides a variety of options for managing your Polar account. Safely and securely pay your bill, view your statements, check usage, and more.

You can sign up for paperless billing right on the e-bill mobile app by selecting 'web bill only' or by contacting our office at 284.7221.



*A one-time credit will be applied to the next bill following sign-up.

Avoid Online Scams

1. Be Skeptical of Unsolicited Pop-Ups and Messages

- Never trust pop-ups that claim your device is infected or needs urgent repair.
- If it tells you not to close your browser or turn off your computer, that's a red flag.
- Legitimate companies (like Microsoft or Apple) will never contact you this way.

2. Never Call the Number in the Message

- Scammers often include phone numbers that appear legitimate.
- Always go to the official company website and contact support directly if you're unsure.

3. Don't Give Remote Access to Anyone You Don't Know

- No real tech support will ask for remote access unless you initiated the support request.
- Allowing remote control opens your device to full compromise.

If something feels "off," it probably is. Reach out to someone you trust, whether a friend, a local IT expert, or your internet provider.

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Directory Listing Updates

Bezuidenhout Simon	123 Wadge Ave N Park River	701-284-7004
Dakken Pasche Sharon	509 Almeron Ave Drayton	701-454-6164
Hartje Gary	14428 County 3 Glasston	701-257-6742
Jimbonitas LLC.....	302 Dakota Ave Hatton	701-543-2791
Johnson Bruce	9854 Highway 18 Cavalier	701-265-4016
Rustic Revival Hair Salon, LLC.....	301 E 3rd Ave S Cavalier	701-265-8820
Wellman Adrienne B	405 Regina Ct Park River	701-284-6257



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Win Football Tickets!

Enter to win four UND football tickets to the
Saturday, October 11 game vs. Youngtown State.

Name: _____

Email: _____

Cell Phone: _____

Home Phone: _____

Return this completed form to Polar, PO Box 270, Park River, ND 58270 to
enter the drawing. Winner will be notified on October 1, 2025.