

**STATE OF NORTH DAKOTA**  
**PUBLIC SERVICE COMMISSION**

<b>Midcontinent Communications,</b>	)	
<b>A South Dakota Partnership,</b>	)	
	)	
<b>Complainant,</b>	)	
	)	
<b>vs.</b>	)	<b>Case No. PU-05-451</b>
	)	
<b>North Dakota Telephone Company,</b>	)	
	)	
<b>Respondent.</b>	)	

**REPLY TESTIMONY**  
**OF**  
**DAVID DIRCKS**  
**ON BEHALF OF**  
**NORTH DAKOTA TELEPHONE COMPANY**

**January 9, 2006**

1   **Q.     WOULD YOU STATE YOUR NAME PLEASE?**

2   A.     David Dircks.

3

4   **Q.     WHERE DO YOU LIVE?**

5   A.     Devils Lake, North Dakota.

6

7   **Q.     HOW LONG HAVE YOU LIVED THERE?**

8   A.     Fifteen years.

9

10  **Q.     WHAT IS YOUR OCCUPATION?**

11  A.     I am the General Manager of North Dakota Telephone Company ("NDTC").

12         NDTC is a North Dakota owned and based telecommunications carrier that serves  
13         a number of rural communities in north central North Dakota, including Devils  
14         Lake.

15

16  **Q.     PLEASE STATE THE PURPOSE OF YOUR TESTIMONY.**

17  A     The purpose of my testimony is to ensure that the record is clear with respect to  
18         NDTC's operations, business activities, and positions on competition. NDTC  
19         provides excellent customer service and a range of regulated services that are  
20         attractive to our customers, and I believe the records at the North Dakota Public  
21         Service Commission (the "Commission") confirm that fact. NDTC understands  
22         fully that advancing competition has been stated to be a public interest objective.  
23         NDTC does not quarrel with that objective provided the competition is fair and

1 that other public interest objectives are not made second class citizens to such  
2 competition. In fact, NDTC appreciates the challenges of a competitive market in  
3 that it must compete with wireless providers today for basic telephone service.

4 With respect to this proceeding, however, I am concerned that Midcontinent  
5 Communications, Inc. ("Midcontinent") may be expanding the facts to fit its  
6 objective of seeking a removal of our exemption from offering resale tariffed  
7 service offerings at a discount. For example, contrary to Midcontinent's  
8 inferences and suggestions, NDTC has not made public statements concerning  
9 offering video service to residential customers. That said, I can tell the  
10 Commission that we are planning on offering video at some point, but we simply  
11 are not there yet.

12  
13 **Q: DO YOU HAVE OTHER EXAMPLES OF WHERE YOU WANT TO**  
14 **CLARIFY THE RECORD BASED ON MIDCONTINENT'S TESTIMONY?**

15 A: Yes, for example, Midcontinent suggests that we have refused to resell our  
16 services to it.

17  
18 **Q. HAS NDTC REFUSED TO RESELL SERVICE TO MIDCONTINENT AS**  
19 **ALLEGED IN MR. GATES TESTIMONY (PG 5 LN 97)?**

20 A. No. NDTC received a request for resale in a letter dated May 12, 2005. This  
21 request letter is attached. NDTC could not determine based on this request if  
22 Midcontinent wanted resale without a discount or resale with a discount as  
23 described by Mr. Meredith in his testimony. Accordingly, we asked Midcontinent

1           what it was seeking so that we could properly respond. I understand that NDTC  
2           cannot generally impose any restrictions on reselling its services listed in their  
3           local tariff if purchased at the tariffed rates (or what Mr. Meredith states is “retail  
4           resale”). However, NDTC does have a rural exemption from reselling at a  
5           discount (or what Mr. Meredith states is “wholesale resale”) which is the focus of  
6           this proceeding. Therefore, I responded to Midcontinent on June 10, 2005, to  
7           determine if the request fell under the NDTC rural exemption. This letter is  
8           attached. Quite frankly, I cannot see how requesting clarification of a  
9           Midcontinent request and now asserting our legal rights can be viewed as refusing  
10          to offer resale.

11  
12   **Q;   WHAT WAS MIDCONTINENT’S RESPONSE TO THE NDTC**  
13   **CLARIFICATION LETTER?**

14   A.   There was no further correspondence between Midcontinent and NDTC until July  
15          15, 2005, when Midcontinent filed its request to terminate NDTC’s rural  
16          exemption. Only then did NDTC have its clarification that Midcontinent did in  
17          fact want resale at a discount.

18  
19   **Q.   ARE YOU AGAINST FAIR COMPETITION IN DEVILS LAKE?**

20   A.   No, quite the opposite. As I mentioned above, we understand that the competitive  
21          marketplace is here and expanding and, in fact, we have competed with wireless  
22          carriers for several years. Midcontinent is another competitor. However, NDTC  
23          wants the opportunity to compete on equal footing. Allowing a cable company to

1 use our own facilities to resell to our customers, at a discount, without any  
2 investment in voice service within the Devils Lake community and offering the  
3 “triple play” of voice, information, and video a year before we are even physically  
4 capable of doing so over our fiber optic network is not a fair result, in my opinion.  
5

6 **Q. DOES NDTC PROVIDE EXCELLENT CUSTOMER SERVICE?**

7 A Yes. Customers are happy with our service. It is sometimes difficult to measure  
8 customer satisfaction; one measure is filed complaints. NDTC has had very few  
9 complaints filed against it with the Commission throughout its history.  
10

11 **Q: ARE THERE OTHER EXAMPLES OF THE NEED FOR**  
12 **CLARIFICATION OF THE RECORD BASED ON MIDCONTINENT’S**  
13 **TESTIMONIES?**

14 A: Yes, with respect to the services we offer that would be subject to resale and the  
15 scope of our operations.  
16

17 **Q DO THE TESTIMONIES OF MS. LOHNES, MR. GATES, AND MR.**  
18 **FISCHER ACCURATELY REFLECT NDTC’S OPERATIONS?**

19 A. No. Mr. Gates has inaccurately listed the services and scope of the NDTC’s  
20 operations. Likewise, Ms. Lohnes has not accurately stated the nature of NDTC  
21 public communications.  
22

1     **Q.     PLEASE CLARIFY THE SERVICES OFFERED BY NDTC.**

2     A.     We use the name NDTC to market both regulated and deregulated services. Mr.  
3           Gates (at 4) lists services that generally are listed on our website (800 and video  
4           are not listed and not marketed by NDTC). However, many of these services such  
5           as long distance, directory, internet, paging, and wireless services are not offered  
6           by the regulated company and, it is my understanding, outside of the scope of the  
7           Devils Lake exchange resale obligations which is the focus of this proceeding.  
8           The regulated telephone company is the entity in question for this proceeding. We  
9           offer regulated local exchange service in our Devils Lake exchange, including  
10          customer calling features such as caller ID. Thus, we believe that only the  
11          financials of the regulated telephone company should be considered in this  
12          proceeding. The other entities are not part of this proceeding nor should their  
13          respective operations be considered by the Commission.

14  
15    **Q.     HAS MIDCONTINENT CONSTRUED YOUR ADVERTISING,**  
16    **NEWSLETTER AND HELP WANTED ADS CORRECTLY?**

17    A.     No. In her testimony, Mary Lohnes (Lohnes at 4) claims that “NDTC has made it  
18           clear through its advertising, newsletters and a help wanted ad that it plans to  
19           offer video services in Devils Lake.”. The specific items in question are attached.  
20           Not one of these items states that NDTC is entering the video market.  
21  
22           Instead these items show that, like other entities, we are undertaking the necessary  
23           planning and steps to position ourselves for possible future market opportunities

1 and service provisioning needs. For example, with the reliance more and more on  
2 the internet, people will want higher speed access to it. Accordingly, we are  
3 installing fiber which we believe will provide the backbone network necessary to  
4 accomplish high speed internet access. In fact, NDTC competes today with  
5 Midcontinent for high speed internet services and the newsletter and ads reflect  
6 this competitive environment.

7  
8 **Q: WHAT ABOUT THE ADVERTISEMENT FOR A NEW EMPLOYEE YOU**  
9 **HAVE ATTACHED?**

10 A: The ad speaks for itself. It is advertisement for an Account Executive (sales  
11 person) who is knowledgeable in the communication business or associated with  
12 communications. That ad, however, does not state that NDTC is offering cable  
13 TV services or selling cable TV service. Although video is listed as one of the  
14 seven types of knowledge that is desirable, the job responsibilities only include  
15 selling telecommunications services.

16  
17 **Q. SINCE THESE COMMUNICATIONS HAVE BEEN MISCONSTRUED,**  
18 **PLEASE PROVIDE BACKGROUND ON NDTC PLANS TO INSTALL**  
19 **FIBER IN DEVILS LAKE.**

20 A. Our company is constantly reviewing the state of the network and investigating  
21 network upgrades to maintain a high quality network in the communities we  
22 serve. As the outside plant in Devils Lake was aging and customer demand for  
23 high speed data started to increase, alternatives for outside plant upgrades were

1 investigated. It was obvious that it was a better choice to install fiber instead of  
2 new copper. Fiber promises to be more reliable, have less maintenance associated  
3 with it, and has the ability to handle high bandwidth services that customers desire  
4 both now and into the future. This technology would also be capable of carrying  
5 video service.

6

7 **Q. IS THE SOLE PURPOSE OF PLACING FIBER IN DEVILS LAKE TO**  
8 **PROVIDE VIDEO SERVICES?**

9 A. No. The fiber upgrade is to replace aging copper plant and improve data  
10 bandwidth capabilities of the existing DSL service provided to customers.

11

12 **Q. CAN THE FIBER BE USED TO DELIVER VIDEO SERVICES?**

13 A. Yes. The fiber we are installing in Devils Lake will be capable of supporting a  
14 video signal. However, there is much more to delivering a video service than  
15 simply installing fiber to the home.

16

17 **Q. WHAT ELSE IS REQUIRED TO OFFER VIDEO IN ADDITION TO THE**  
18 **FIBER TO THE HOME LOOP TECHNOLOGY?**

19 A. Because NDTC does not offer video programming or cable television service, I  
20 can respond based on what I have read and learned. As such, it is my  
21 understanding that, in order to offer a video service, a company must obtain a  
22 cable TV franchise in the area they wish to serve. Once that is obtained, the  
23 company must deploy "headend" equipment to receive the video signal and



1 purchase video modulation equipment which formats the signal to allow it to be  
2 transmitted on the fiber to the home system. In addition, a company must enter  
3 into contracts with programmers to allow each channel to be broadcast on the  
4 system and must also comply with other FCC regulations for registering the video  
5 service and complying with consumer protection rules.

6  
7 **Q. IS NDTC INVESTIGATING OFFERING VIDEO?**

8 A. Yes. As I stated at my deposition for this proceeding, we feel at some point we  
9 will offer video, but that time has not come.

10  
11 **Q. DOES NDTC HAVE A FRANCHISE TO PROVIDE VIDEO OR CABLE**  
12 **TELEVISION IN DEVILS LAKE?**

13 A. No.

14  
15 **Q. HAS NDTC ACQUIRED ANY VIDEO PROGRAMMING TO BEGIN**  
16 **SERVING CABLE TELEVISION CUSTOMERS?**

17 A. No, we have not. We have no expertise in acquiring content, and I am sure we  
18 will have some obstacles because it is the first time we are contracting for  
19 programming. In addition, due to the scale of our operations, I do not expect that  
20 NDTC will receive the same rates from programmers that Midcontinent is able to  
21 receive.

1    **Q.    HOW LONG WILL THE CONSTRUCTION OF THE FIBER TO THE**  
2       **HOME TAKE?**

3    A.    NDTC has been investigating fiber to the home and planning for the replacement  
4       of the copper plant since 2004. Plans were finalized in early 2005. We began the  
5       actual physical construction on the project in August of 2005. All the fiber to the  
6       home construction in Devils Lake is expected to be completed in the first quarter  
7       of 2007. Our goal is to offer video services sometime after February 1, 2007.

8

9    **Q;    WHEN NDTC DOES OFFER VIDEO SERVICE IN DEVILS LAKE, WILL**  
10       **ITS RURAL EXEMPTION STILL APPLY TO MIDCONTINENT?**

11   A.    Douglas Meredith's testimony discusses the regulatory framework that applies to  
12       this situation. Should NDTC enter the video market, the issue raised in this  
13       proceeding regarding wholesale resale in our Devils Lake exchange may be moot.  
14       We will still need terms and conditions to be in place that will establish the  
15       business relationship as to how any resale will work.

16

17   **Q.    IS THERE A DISPARITY IN WHAT NDTC WILL OFFER TO**  
18       **MIDCONTINENT AS OPPOSED TO WHAT MIDCONTINENT WOULD**  
19       **OFFER TO NDTC?**

20   A.    Yes, as far as I understand the rules, NDTC is generally required to resell our  
21       tariffed local services such as dial tone at retail rates, which is and has been our  
22       core product. Midcontinent, in turn, has no obligation to resell its core product  
23       (which is video service) to NDTC or even to provide access to programming that

1 it may control. The resale obligation is one sided and allows Midcontinent to  
2 enter the market with little or no risk. NDTC on the other hand must make  
3 investment in the community and work to obtain programming that is attractive to  
4 its customers.

5

6 **Q. ARE THERE OTHER REGULATORY HURDLES OR OBSTACLES YOU**  
7 **FACE IN COMPETING WITH MIDCONTINENT?**

8 A. Yes, because NDTC is a regulated entity, I believe any promotions or new  
9 packaging of regulated services would have to be filed and approved by the  
10 Commission. Midcontinent will then have advanced notice of any promotions  
11 that NDTC offers and could develop a competing offer before NDTC actually  
12 offers the promotion.

13

14 **Q. IS NDTC TRYING TO AVOID COMPETITION?**

15 A. No. NDTC believes it can be successful competing with Midcontinent when both  
16 have triple play services. We would only ask for what Midcontinent claims it  
17 wants: a level playing field.

18

19 **Q. WHAT DO YOU RECOMMEND IS A FAIR OUTCOME OF THIS**  
20 **PROCEEDING?**

21 A. My recommendation is that the Commission deny this request to terminate  
22 NDTC's rural exemption. When NDTC begins offering video programming in  
23 Devils Lake, then any rural exemption as it applies to the Devils Lake exchange

1           and to Midcontinent may be moot since Midcontinent is the incumbent cable  
2           carrier offering service in Devils Lake. At that time, NDTC and Midcontinent  
3           will be able to compete as equally as possible for one-stop shoppers.

4

5   **Q.     DOES THIS CONCLUDE YOUR REPLY TESTIMONY?**

6   A.     Yes.



WILLIAM P. PEARCE  
PATRICK W. DURICK  
E. TIMOTHY DURICK  
GARY L. THUNE  
DAVID L. REICH  
JEROME C. KETTLESOM  
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E-MAIL [law.office@pearceandurick.com](mailto:law.office@pearceandurick.com)

May 12, 2005

Mr. Dave Dircks, General Manager  
North Dakota Telephone Company  
P.O. Box 180  
Devils Lake, ND 58301-0180

Re: Resale Agreement  
Midcontinent Communications

Dear Sir:

We represent Midcontinent Communications and the purpose of this letter is to propose a Resale Agreement between North Dakota Telephone Company and Midcontinent Communications. A copy of a proposed agreement is enclosed for your review and comment.

Please review the enclosed agreement and contact me with any suggested revisions to the agreement. I look forward to working with you to reach an agreement.

Thank you for your anticipated cooperation.

Sincerely,

PEARCE & DURICK

PATRICK W. DURICK

PWD/jf

Enclosure.

cc: Mary Lohnes



*More Than a Telephone Company!*

---

211 22nd St NW, PO Box 180  
Devils Lake, ND 58301-0180  
701-662-1100 or 1-800-880-4213  
Fax 701-662-6446  
[www.goNDTC.com](http://www.goNDTC.com)

June 10, 2005

Patrick W. Durick  
Pearce & Durick  
314 East Thayer Avenue  
PO Box 400  
Bismarck ND 58502

Dear Mr. Durick:

North Dakota Telephone Company (NDTC) has received your request for a resale agreement. The request letter is not specific on the exact nature of the request. I would like to clarify the exact nature of Midco's request.

Is the request a 251(b) request for resale of NDTC telecommunications services or is it a 251(c) request for resale at discounted rates? The proposed agreement seems to indicate a 251(c) request.

NDTC will certainly fulfill all of its obligations under the Telecommunications Act. However; currently NDTC has a rural exemption from 251(c) requirements.

Please clarify the nature of the request so NDTC can move forward appropriately.

Sincerely,

A handwritten signature in black ink, appearing to read "DD", followed by a horizontal line.

Dave Dircks  
General Manager  
NDTC

DD/plm

## Job Opening - Account Executive

North Dakota Telephone Company is searching for a highly motivated individual excited about selling state-of-the-art telecommunication services and equipment. A substantial degree of knowledge and experience in all aspects of telephony with emphasis in voice, data, IP, computer based networking, video, surveillance and security cameras, etc. is desired. Individuals applying must be detail oriented and possess excellent communication skills, a professional demeanor, a strong commitment to provide excellent customer service, ability to develop and maintain knowledge of an expanding product line and ever changing details of the competitive market place. This position will involve contacting businesses located within (but not exclusive to) NDTC's 26 exchanges, which covers an area from McVille to Velva and New Rockford to Cando. Individuals will develop leads to prepare and present sales proposals to customers regarding new and/or additional telecommunication products and services and all follow-up associated with such proposals. Some overnight travel will be required. NDTC offers a comprehensive benefit package.

Requirements: Associate's degree (A.A.) or equivalent from two-year college or technical school; or two years experience in sales/marketing field; or equivalent combination of both. Proficient knowledge and use of computers is required.

Interested parties should complete and mail to NDTC Application for Employment, letter of interest and current resume no later than July 5th, 2005 to:



**NDTC**

ATTN: Human Resource Administrator  
PO Box 180

Devils Lake, ND 58301-0180

The job description and the NDTC Application form can be found on the website at [www.goNDTC.com](http://www.goNDTC.com) or at Job Service ND. North Dakota Telephone Company is an Equal Opportunity Employer.

## North Dakota Telephone Company Job Description

**Job Title:** Account Executive  
**Department:** Marketing Department  
**Reports To:** Marketing Manager  
**FLSA Status:** Exempt  
**Prepared By:** Marketing Manager  
**Prepared Date:** Revised 05/05  
**Approved By:** General Manager  
**Approved Date:** 05/05

**SUMMARY:** This position is responsible for contacting residential, commercial, and industrial telephone customers to provide state-of-the-art telecommunications services and equipment solutions, which will provide the company with increased revenues and superior customer service for customers in our area. This position is also responsible for managing the accounts after the sale to ensure customer satisfaction with NDTC.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Develop leads and maintains positive, productive relationship with residential and business customers to attract and retain desired sales volume to increase usage and knowledge of telecommunications services, and to expand awareness of new and enhanced service offerings.

Analyzes business customers telecommunication needs. Prepares and presents proposals for new and/or additional products and services. Proposals should include a detailed network, hardware or Internet solution to business customers as well as product demonstrations when applicable. (Business Customer telecommunications needs are defined as both regulated and non-regulated services.)

Prepares sales contracts and all associated documents required in the completion of a sale. Sales are to include but are not conclusive of the following: Regulated services such as features, lines and trunks, small business systems, key systems, PBXs, DSL, computer networks and surveillance camera systems.

Responsible for gathering information, preparing the database and detailed layouts for the installation of systems.

Develops and maintains good working relationships with other NDTC departments in order to provide timely implementation of products and services by which to ensure customer satisfaction.

Provides assistance and proficient direction on sales of services and products to business customers.

Develops good client relationships by representing NDTC with a positive and enthusiastic attitude.

Maintains customer relationships with periodic telephone and premise visits to ensure ongoing customer satisfaction with all services purchased from NDTC. This includes keeping customers informed of current upgrade offerings or changes to their telecommunication services.

Responsible for customer training required for phone systems and follow-up as needed.

Provides monthly reports of sales and/or losses to the Sales and Marketing Director.



Assists management in determining company product needs and requests by staying current with changes and developments in the telecommunications industry. This includes gathering competitive information on products and services, maintaining market awareness, and sharing this information with the sales team.

Presents a professional manner, personally, and as an image of the company.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or two years experience in sales/marketing field; or equivalent combination of both. Proficient knowledge and use of computers is required.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

### **REASONING ABILITY**

Ability to solve practical problems and ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License Required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel, talk, hear, stand, walk, sit, reach with hands and arms; lift and/or move up to 25 pounds. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, and color vision.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

# Outlook

North Dakota  
Telephone Company

Inside this issue:

Fiber Optic Project Begins  
NDTC Awards '05 Scholarships  
Relax with NDTC Lineskeeper Service

Summer 2005

## NDTC Lights Up Devils Lake

*Devils Lake Soon to Boast  
of City-Wide Fiber Optic Network*

Devils Lake, North Dakota, has been known for being one of the "Best Small Towns in America," but in the near future this small town will be able to claim the status of "technology giant" in America. Taking that step into the limelight will happen due to the newest NDTC project, Fiber-to-the-Premises.

The Fiber-to-the-Premises project will upgrade NDTC's current copper cable facilities to a fiber optic cable destined to reach every home and business within the city limits and some outlying areas. Few towns in the nation, just over 200 as of a report last fall, can lay claim to having a fiber optic network right to the customers' premises. NDTC is proud to be able to make this type of investment in the community and be able to offer this advanced technology.

With this \$11.5 million fiber optic network, NDTC will be able to offer you improved quality telephone service, availability of advanced Internet and data networking services, as well as plan for futuristic telecommunication products.

Construction for Phase I of this state of the art project is scheduled to begin this fall with initial plans for Phase II construction to take place in 2006.

## NDTC "Measures Up" Service at Community Events and Shows

NDTC played up the "Measure Up Your Telecommunications" theme at the area expos and home shows this spring. We enjoy being involved and meeting so many of our customers face to face. We are proud to serve you with the best telecommunications available to the area. Remember, you can always count on us!

Here are a few pictures we were able to take at the Towner County Ag-Technology Expo and the Harvey Spring Home and Garden Show.

If you ever have questions or comments about any NDTC service, you don't have to wait for a community event to tell us, just contact us at:

662-1100  
800-880-4213  
[www.goNDTC.com](http://www.goNDTC.com)



# Notes from NDTC's General Manager



## New Project Expected to Keep NDTC Employees Extremely Busy

*Now that summertime is in full swing, everyone should be enjoying the benefit of our beautiful summertime weather. However, the employees of NDTC will be extremely busy.*

*Beginning in August of this year, NDTC will be embarking on one of our most extensive projects in the history of our company. A project so technologically advanced, that as of last October, just over 200 communities in the nation can boast its relevance.*

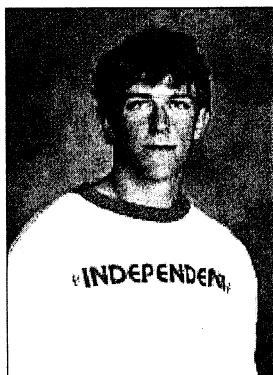
*Over the next two construction seasons, we will be placing fiber optic cable throughout the city of Devils Lake and portions of some outlying areas. As a result, every home and business will be served by state of the art fiber optic technology.*

*By the time you have received this newsletter, those of you who reside or have a business located in Devils Lake will have received an informational letter from us regarding the construction. We will do our best to keep you informed of our progress on this exciting project. Should you have any questions, please call us at 662-1100 or 800-880-4213. We will also be posting updated information on our web site and in future issues of the Outlook. We will also be submitting periodic news releases to the area newspapers, radio, and television stations.*

*We are extremely proud to be able to bring this technology to you and are excited about breaking new ground with this fiber-to-the-premises network.*

## Youth Tour 2005 NDTC Sponsors Ulrich

Daniel Ulrich, Devils Lake, represented the area by attending the 11th annual Foundation for Rural Service (FRS) Youth Tour this month. Ulrich, sponsored by North Dakota Telephone Company (NDTC), received a first-hand look at the telecommunications industry and was educated on the legislative and governmental processes.



Ulrich, along with over 100 high school students from throughout rural communities in the United States, also toured many of the historical sites in the nation's capital.

Ulrich is the son of Mark and Wendy Ulrich of Webster and attends high school in Starkweather, North Dakota.

## Going on Summer Vacation?

Save on long distance calls  
with the North Dakota Long Distance  
Travel Calling Card

- **Just 25¢/minute anytime in the USA.**  
- 50¢ surcharge applies per completed call.
- **Use it internationally.**
- **Calls are billed on your local phone bill.**



**Call 662-1100 or 800-880-4213**



*Sarah Boone*  
Steve & Barb Boone  
Devils Lake High School

Scholarships Total \$5000

# NDTC Announces '05 Recipients



*Amanda Nelson*  
Dale & Joan Nelson  
Dakota Prairie High School



*Cameron Halverson*  
Stanley & Judy Halverson  
Cando High School

NDTC is excited to announce the winners of this year's NDTC College Scholarship Program.

Fifty-seven graduating seniors applied for the scholarships this year. A scholarship committee comprised of NDTC employees reviewed the application packets and judged the students on community and school activities, achievements, grades and the appearance of their application.

Congratulations to these ten students who were chosen as recipients of the NDTC College Scholarship Program! Each student will receive \$500 to be used for continuing their education through an accredited college, university or vocational school.



*Jayme Fiesel*  
Darrell & Marcia Fiesel  
Harvey High School



*Kristine Sieg*  
Tom & Lorie Sieg  
Anamoose High School

NDTC is proud to show it's commitment to our service area by investing in the future of our youth. Since the NDTC College Scholarship Program began in 2000, the company has awarded a total of \$27,000 to area graduating seniors.

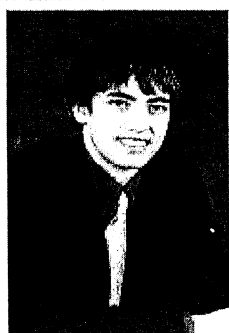
Congratulations to the NDTC College scholarship winners and every 2005 high school graduate!



*Valerie Moller*  
Thomas & Marzocita Moller  
Rugby High School



*Katie Henschel*  
Robert & Cathy Henschel  
Starkweather High School



*Jeffrey Wald*  
Gary & Rebecca Wald  
Maddock High School & Our Lady of  
Good Counsel Home Study School



*Danielle Krahler*  
Kelly & Lee Ann Krahler  
Fessenden-Bowdon High School



*Laura Odland*  
John & Mary Odland  
Velva High School

**Win \$25**

**Credit from  
NDTC!**

Just return this coupon to NDTC  
to be eligible for the drawing!

Name: \_\_\_\_\_

Telephone  
Number: \_\_\_\_\_

Congratulations to Elizabeth Berthold of  
McVille! Winner of the NDTC Credit from  
the *Outlook* spring 2005 issue!



**Heart of  
America  
Medical  
Center  
Receives  
New  
Phone  
System**

Jim Frueh, Director of Plant Operations, and John Skwier, Director of  
Pharmacy, observe as Harris Saele, NDTC Marketing Manager, demonstrates  
the new phone system installed recently at the Heart of America Medical  
Center in Rugby.

*When it comes to repairing inside wiring, some  
people are afraid of what they might find*

### **Order Lineskeeper & RELAX**

Did you know that if you rent or own a home, have rental  
property or a commercial building, you are responsible for the  
telephone wiring inside the walls? Sometimes that can come as  
a shock - if you find an exposed wire the hard way; or receive an  
unexpected repair bill.

That's why NDTC offers Lineskeeper Service. It's a valuable  
insurance policy that provides fast, reliable repairs with nothing  
to be afraid of.



**Sign and return to NDTC to receive 2 months free Lineskeeper service!**

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Telephone Number: \_\_\_\_\_

Return to NDTC, PO Box 180, Devils Lake, ND 58301. Offer valid through June  
30, 2005. Some restrictions may apply. Call NDTC for details and monthly pricing  
of Lineskeeper Service. Upon completion of 2 months free offer, Lineskeeper  
Service will be included on your monthly NDTC statement.

#### **The Outlook is published by NDTC**

211 22nd St NW  
PO Box 180  
Devils Lake, ND 58301  
701-662-1100 or 800-880-4213  
Fax: 701-662-6444

#### **Payment Drop-off Points**

-NDTC office in Devils Lake  
-Ramsey Bank in Cando,  
Rugby, Esmond, Maddock,  
and three Devils Lake locations

#### **Office Hours**

Weekdays 8:00 A.M. - 5:00 P.M.  
Repair Center also available  
Saturdays 8:00 A.M. - 5:00 P.M.  
To report trouble after hours call 662-1100  
and follow prompts for repair.

W W W . g o N D T C . c o m



211 22nd St NW, PO Box 180, Devils Lake, ND 58301

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