

# NETWORK CONNECTIONS



Quarter 2 | 2023

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## A letter from our **General Manager/CEO Kent Schimke**

**At DRN, cybersecurity remains a major focus to ensure a safe and secure internet experience for our customers. During the last quarter of 2022 and the first quarter of 2023, DRN hired a third-party firm to perform an extensive cybersecurity audit of our entire network. The results were positive, and I am proud to say the DRN has a solid understanding and aptitude for keeping our network safe.**

While our team is experienced and prepared, there are always areas for continued development and improvements. As our network evolves, the tools, processes and procedures relative to cybersecurity must evolve as well.

### **Advanced Home Network Performance**

Trends in cybersecurity are always changing, DRN is committed to staying ahead of the curve by adopting technology services like Ultimate Wi-Fi with our free DRN ReditTech Wi-Fi App to help manage your network and create the best online experience.

For families looking to keep their kids online experience safe and fun, or if you need to boost your home network protection from online threats, our Ultimate Wi-Fi (GigaSpire) router can provide both of these additional security services.

### **New Account Security Measure Added**

Along with keeping your network protected, DRN is taking steps to increase your private account information. As of January 2023, all customers are asked to verify who they are when calling DRN to access information or change services on their account. Customers will be asked to set up security questions as an added layer of protection. To set up your security questions, you can log in to

<https://drn.smarthub.coop>. If you are new to SmartHub you can also sign up here for account access. For more information on protecting your identity, you can visit [Identitytheft.gov](https://www.identitytheft.gov), the federal government's resource on identity theft.

### **ReditTech Fiber Network Construction**

Once ground conditions allow, we are excited to continue expanding our network in Horace and Mapleton this spring. We will also complete the Lisbon to Horace transport project crews started last year. This upgrade covers 60 miles between the two towns to increase overall network reliability and performance.

### **Streaming TV Classes This Summer**

As your telecommunications cooperative, we are committed to educating our members on changing technology. This summer, we will provide free classes offering simple and practical advice for streaming television. Watch for more details coming soon.

It is a privilege to serve you and we thank you for your patronage. We wish you a wonderful spring!

**Kent Schimke**  
CEO/General Manager



# Herman and Ost take on new roles

DRN has promoted Jacob Herman to technical support supervisor and Mike Ost to safety, facilities and transportation supervisor.

Herman joined DRN in 2014 as a technical support analyst. He most recently worked as an inside network operations specialist. In his new role as technical support supervisor, Herman will supervise the daily activities of DRN's technical support analysts and determine the best methods for performing work and monitoring workflow.

Outside of work, Herman enjoys golfing, bowling, hunting and playing video games. He is a dog lover and his favorite time is spent with his family. Herman and his wife live in Ellendale with their three daughters.

Ost has been working at DRN since 2013 when he joined as a technical support analyst. Before his recent promotion, he served as outside networks operations specialist/technical support analyst in-charge. As the new safety, facilities & transportation supervisor, Ost supervises the daily activities of the facilities maintenance staff and network services assistant to maintain a safe and efficient environment along with smooth operation of facilities. Ost will also oversee building maintenance, testing, safety drills, inspections and vendor contract management.

When he's not working, Ost likes to ride motorcycle and travel. He has two adult children, a daughter and son-in-law who farm near Oakes, and a son living in Fargo.



**Jacob Herman**



**Mike Ost**

## ACTION NEEDED TO PROTECT YOUR ACCOUNT

Effective Jan. 1, 2023 customers will be asked to verify who they are with new methods when calling DRN. This procedure is referred to as multi-factor authentication and protects unauthorized individuals from accessing your account.

### **What is Multi-Factor Authentication (MFA)?**

Multi-factor authentication is an important security method used to identify and access your private information. This process requires two forms of identification to access resources and data. DRN has added security questions as an extra layer of security to your account.

**Please call DRN at 701-344-5000 to set up your security questions. Or, set up online on your smart device by downloading SmartHub on the App Store or Google Play.**



### **SMARTHUB**

A convenient way to pay your bill and manage your account. Have your account number ready and go to [drn.smarthub.coop](https://drn.smarthub.coop) to get started!

#### **SmartHub:**

- **Fast & Easy Bill Pay**
- **Safe & Secure**
- **Free Online or Mobile App on the Apple App Store or Google Play Store.**

# DRN Employee Spotlight

## JAMES JENKINS



**The small, tight-knit community of Ellendale, North Dakota is 45 minutes south of Jamestown. With just over 1,100 people, the town may not attract many city slickers to its country roads and flat farmland. However, it does draw a certain type of person to its wide open spaces: a type of person who puts himself second, whose priority is to serve. A type of person just like James Jenkins.**

Jenkins grew up about two miles out of Ellendale's city limits, a perfect distance for biking to and from town. Summertime found young James peddling back and forth from his home to town, often swimming at the pool. "Ellendale is a great place to be a kid," Jenkins said.

After several years in the US Military and a brief stint living and working in Fargo, Jenkins knew it was time to come home. "I always wanted to come back to Ellendale," Jenkins said. "My family's here. This is my home."

Today, Jenkins is an outside plant operations specialist at DRN, based right in his hometown of Ellendale. Since returning to the community, Jenkins has had the unique opportunity to work alongside many of his childhood classmates. "The people here at DRN are really fun to work with. It's a good community. I'm working with a lot of friends."

Jenkins's days are spent outside, on a ladder, installing security cameras and door access systems—work that can be especially challenging during fierce North Dakota winters. He recalls one particularly brutal day spent installing security cameras on grain bins. "We were out there and it

was probably blowing 40 miles per hour. It was zero degrees out and we kept taking turns putting on ends of a cable because it was so cold," Jenkins said. Despite the long days and frigid nights, Jenkins takes pride in his work providing customers with a sense of security. The cameras he installs can help farmers keep an eye on their cows during calving season and protect equipment, building and staff. When one customer noticed an unusual decrease in his diesel stores, he checked the footage and found a thief making off with around \$5,000 worth



As an outside plant operations specialist, Jenkins installs, tests and troubleshoots telecommunications services and equipment, including security cameras.



Jenkins is a volunteer fire fighter for the Ellendale Fire Department serving approximately 342 square miles in and around Ellendale.

of diesel in the dead of night. Using the footage from the cameras Jenkins had installed, the farmer was able to get his money back.

"Even in these small communities, it's really important to protect what matters to you," Jenkins said. When he's not making a difference in the community through his role at DRN, Jenkins stays busy with the Ellendale Volunteer Fire Department. He's been with the department for six years, keeping his pager by his side day and night. No matter the time or the weather, when a call comes, Jenkins will jump at the opportunity to serve. "DRN always encourages us to give back to the causes that we care about," Jenkins said. "If I'm working in town and my pager goes off, I'm able to go and help."

One early winter morning, when a call came in at 4 a.m., Jenkins jumped out of bed and rushed to the fire station to join his crew in putting out a fire that had engulfed a family's home. It was a

long and difficult fight, but everyone got out safely. The community joined in the efforts, bringing water and hot coffee to the brave firefighters. "In those moments, I was really proud to be part of the Ellendale fire department," Jenkins said. "Ellendale's a very tight-knit community. If someone's having trouble, people are there to help them."

Like many life-long residents, it's this sense of community that keeps James in Ellendale. He lives mere blocks from friends and family, including his 95-year-old grandmother. But for Jenkins, family extends beyond that of blood ties. To Jenkins, his entire community is family.

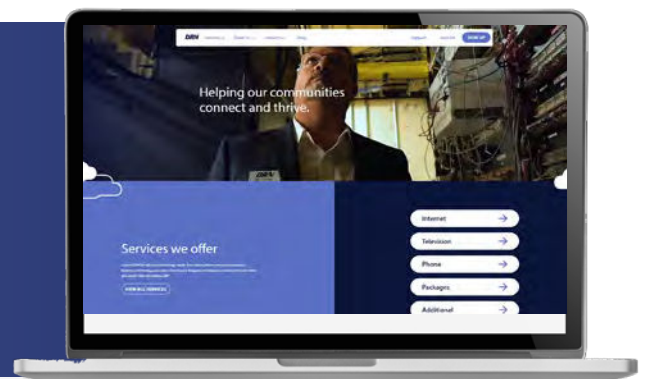
"Ellendale is my home," Jenkins said. "Whether it's through DRN or the fire department, I'm really proud to be serving my community. This community raised me and now it's my turn to give back."

**“Whether it’s through DRN or the fire department, I’m really proud to be serving my community. This community raised me and now it’s my turn to give back.”**  
James Jenkins

## DRN'S NEW WEBSITE IS LIVE!

DRN is proud to provide members with the most innovative technology and telecommunications services. Our new website better reflects this commitment to progressive service.

Along with the new look, the updated website provides an improved user experience with easy-to-use navigation, simple page organization and a mobile-friendly design.



Watch for technology tips, support and more at

**drn.coop**

### QUICK LINKS—CLICK ON “ACCOUNT”

- Pay your bill online
- Review your account
- Check webmail
- Check your internet speed





# PLANNING NEW CONSTRUCTION?

**As the snow melts and flowers start to grow, we all get anxious to start on projects outside. Are you planning to build a new home, shop, etc? Don't forget to contact DRN to request high-quality, reliable communications services for your new construction.**

In order to properly engineer, design and construct DRN fiber-optics to a new development we require a 120 to 180 day notice. If a new home or business is constructed within an existing development, 60 to 120 days is required to activate service.

DRN strives to provide accurate estimations of service availability, however delays may occur. Contact our team as soon as possible at 344-5000 or [drn.coop](http://drn.coop) to request service.

## Receive the internet security you need with ProtectIQ

**P**rotectIQ leverages a large cloud database of known virus and ransomware threats. By looking for the specific signatures of these threats in real-time, ProtectIQ can terminate the transfer of data before a malicious payload is delivered to any vulnerable devices in the network.

As new threats emerge daily, the threat database is continuously updated to offer protection against all the latest threats. ProtectIQ offers network-level security that works quietly in the background and proactively keeps malicious websites, viruses and intrusion away from your home network 24x7.

### Ready to get protected?

**Contact DRN today!**  
**701-344-5000 or [drn.coop](http://drn.coop)**





Stream the shows you love.

**Watch for Free Intro to  
Streaming TV Classes  
This Summer!**

**Today, there are more ways to watch your favorite shows. DRN is here to help you understand your streaming TV options and help find the best package for you and your family!**

DRN is committed to helping you understand the latest services, including streaming TV. This summer, DRN team members will host free classes to guide you through the streaming TV process.

Learn step by step how to start streaming TV. We'll help you choose the internet speed, streaming device and streaming services—from live TV, on-demand and more. Watch for free classes scheduled near you this summer!

**It's as easy as 1-2-3!**  
**What do I need to start streaming TV?**

- 1) Fast, Reliable Internet Connection from DRN.
- 2) Streaming Device (SmartTV, Roku, Fire TV Stick, Computer or Mobile Device app).
- 3) Streaming Service Subscription to Watch Your Favorite Channels & Shows.



Visit **[mybundle.tv/drtel/start](https://mybundle.tv/drtel/start)** to discover which streaming service is the best and most cost-effective option for you.

**DRN will be closed Friday, April 7 for Good Friday & Monday, May 29 in observance of Memorial Day.**



# STEPS TO PROTECT YOUR HOME & BUSINESS

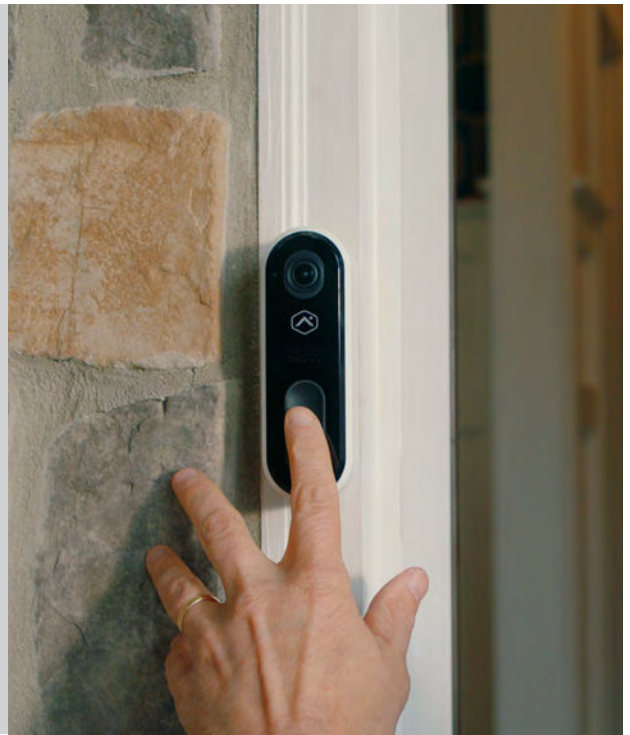
Ensuring the safety of your home or business can be a big task. DRN ReditTech has partnered with Alarm.com to bring members customized security solutions for home and business with 24/7 monitoring, no exceptions.

A security system is a top option to deter burglars and keep your home and business safe. With the right security system, your smart devices like doorbells, temperature sensors, thermostats, personal safety and video surveillance can all be accessed via your smartphone.

While there are many ways to protect your home or business, the DRN ReditTech team recommends these 10 safety tips to help keep you, your business and your family safe.

## 10 SAFETY & SECURITY TIPS

1. Install a Customized Security System from a Reputable Local Expert
2. Test Smoke Detectors Regularly
3. Have Fire Extinguishers Accessible
4. Put Indoor & Outdoor Lights On A Timer
5. Store Valuables In Safety Deposit Box Or Safe
6. Use A Carbon Monoxide Detector
7. Lock Your Doors & Windows
8. Add Smart Devices (Lights, Thermostats, Etc.)
9. Have Mail Held While Away
10. Don't Share on Social Media You're on Vacation  
Post Photos When You Get Back Home



## MONITORED SECURITY FOR HOME & BUSINESS

Alarm.com security systems are customized to your unique needs. Start small and build your system over time, or start with it all on day one. Alarm.com technology is sold, installed and serviced by licensed DRN ReditTech security experts. Alarm.com includes a mobile app to keep you updated on your security services and allow you to manage settings, receive important notifications or arm doors.

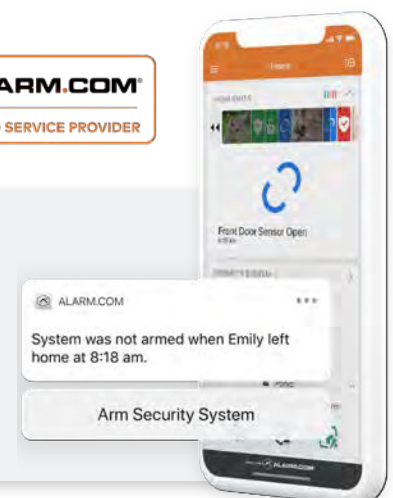


### DRN ReditTech offers:

Door Access  
Energy Management  
Fire & CO Safety  
Home Management  
Intrusion

Lights & Shades  
Locks & Garages  
Security & Safety  
Solar Monitoring  
Temperature Control

Video Monitoring  
Water Protection  
Wellness/Personal Safety





# BEK TV NEWS



## New BEK TV station coming to DRN TV channel 194

BEK TV has launched a new television station and it is coming to DRN TV this spring. Viewers will soon be tuning in to channel 194 for 24-hour programming from BEK.

The new channel is in addition to BEK Sports programming on DRN TV 104 and BEK Sports Plus on 195 and 196.

BEK TV programming is available to DRN TV subscribers broadcasting local sports, news and opinion programs. BEK Sports produces more than 400 live, local sporting events each year. BEK News offers a variety of uncensored news and opinion

programs hosted by local and national personalities and thought leaders. BEK TV is the only North Dakota-owned broadcasting company remaining in the state. Programming is also available online at [bek.tv](http://bek.tv) and on the BEK Play mobile app.

**COMING SOON!**  
Watch for the new BEK station  
on channel 194 this spring!

## Watch ND Rodeo Association Programming This Summer on BEK TV

BEK TV has entered into an exclusive broadcast agreement for coverage of the 2023 North Dakota Rodeo Association (NDRA) schedule. The first NDRA live event was April 1 in Minot on BEK TV, DRN channel 104.

According to NDRA President Nate Horner, "The NDRA is extremely excited about this new partnership with BEK TV." He continued, "Having the opportunity to broadcast our regular season rodeos on a professional, region-wide platform is something that can take our association to the next level."

"Our viewers have been asking for more rodeo coverage, and we're in the habit of giving the viewers exactly what they want," said Jordan Hassler, BEK TV chief operations officer. "BEK TV has covered the NDRA finals the last eight years. As BEK continues to advance, we're able to take on more, so covering more rodeos leading up to finals just made sense."

BEK TV also will broadcast the Fargo-Moorhead Red Hawks professional baseball team, along with dirt track racing. During the summer some networks slow down their programming, BEK TV continues to add to their broadcast schedule to meet the needs of their viewers. With the three new summer schedules combined, BEK TV will be broadcasting a live event nearly every night through the end of August.

"Rodeo, baseball, and racing is simple lifestyle entertainment, and it fits the culture of North Dakota," said Hassler.



# DRN awards donations to area projects

DRN has a long history of community involvement and supporting organizations to improve the quality of life in the communities it serves. Whether it is through donating to youth activities, emergency response services or organizations that provide services and support to those with disabilities, DRN is proud to give back to area non-profit organizations.

Recently, DRN donated to the Oakes Fire Department, Ashley Sports Club, LaMoure Lions and Service Dogs for America.

The Oakes Fire Department received a donation from DRN to go towards completion of the new fire hall building project. The funds will help the fire department better serve Oakes and the surrounding region.

Keeping score at home games for Ashley Public School is possible in part to the recent donation from

DRN to the Ashley Sports Club for a new football field scoreboard serving the Ashley-Wishek South Border Mustangs team.

The LaMoure Lions are spearheading a project for the community to raise funds for a new track at the LaMoure Public School. DRN recently donated to the project that will bring a new rubberized 6-lane track, a long and triple jump runway, high jump area, a portable discus cage and other equipment upgrades to the new track complex.

DRN also donated to Service Dogs for America to support their efforts in providing certified and trained dogs to qualified individuals for mobility assistance, emergency response and post-traumatic stress assistance. The service dogs support people from across the U.S. with disabilities and help allow them to be successful members of society.

## SUPPORTING OUR COMMUNITIES



**1. Oakes Fire Department** DRN's Michelle Schroeder, center, presents the donation to Oakes Fire Chief Jerry Hollingsworth, left and Assistant Chief Jeremy Sitzler, right.

**2. Ashley Sports Club** Ashley Sports Club President Jessica Schmidt, left accepts the donation along with Ashley Public School Superintendent Jason Schmidt, right, from DRN's Andy Meyer, center.

**3. LaMoure Track Project/LaMoure Lions Club** Janell Hauck presents the donation on behalf of DRN to LaMoure Public School's Head Track Coach Tyler Thielges.

**4. Service Dogs for America** Service Dogs for America Executive Director Jenny M. BrodKorb accepts the donation from Travis Anliker, DRN.



# Contact ND One Call before you dig



Planning to tackle a big landscaping project soon? DRN reminds you to pick up your phone before you pick up your shovel. Call 811 at least 48 hours in advance to have all utility lines properly identified and clearly marked. It not only saves you time and protects you from costly damage, it's required by state law.

Many utility services such as phone, cable television, broadband, sewer, gas, water, and electricity come to your home via underground lines. By calling One Call, you can proceed with your landscaping knowing

that you won't disrupt any utilities or compromise safety. Plus, this line identification is absolutely free.

As your local telecommunications service provider, DRN thanks you in advance for your cooperation. **DRN customers in both North and South Dakota can reach One Call by dialing 811 which forwards to your state's One Call. You may also contact One Call in North Dakota at [ndonecall.com](http://ndonecall.com) and in South Dakota at [sdonecall.com](http://sdonecall.com).**

## Tell Us About Your Experience!

**OUR GOAL IS HAPPY CUSTOMERS!**



When you contact DRN to add, change service or report trouble, we will follow up with a brief 30-seconds (or less) email survey.

Please take a moment to complete this survey and help us better understand your experience. Thank you for trusting us to provide your telecommunications services and helping us learn where we can improve.

For questions about the survey, please call our customer care specialists at 701-344-5000.

## NEW LISTINGS

### Ashley 288

William Larson .....288-3910

### Edgeley 493

Richard Carow.....493-2132

### Forbes 357

Duane Klipfel.....357-7941

### Forman 724

Heritage Insurance Services .....  
.....724-4028

### Fort Ransom 973

Gene McManigle ..... 973-4264

### Milnor 427

Raymond Holcomb.....427-5414

### Oakes 742

The Bakery Shoppe.....742-6620

## SUMMER Internship

**DRN has a marketing internship opportunity available for the summer of 2023!**

Taking part in an internship can help you gain experience in your career field and prepare you for future jobs. DRN internships are paid with guided supervision by a professional to offer young adults work experience; provide personal development to learn hard and soft skills in a positive work environment. This summer intern position is open until filled.

**For a job description and to apply, visit:[drn.coop/careers](http://drn.coop/careers).**

This institution is an equal-opportunity provider and employer.



PO Box 69  
Ellendale, ND 58436

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with My Priorities

**Call 344-5000**

*to enable in your DRN RT Wi-Fi App.*