

COMMUNITY WIFI BY SRT

SRT is proud to provide Free Public WiFi in several places across our service territory. One of these, the Pepsi Rink at Maysa Arena, is the newest Minot hockey rink, which hosts events ranging from Minotauros Hockey games, Magic City Figure Skating competitions, Tots on the Turf, and more. Another location, Dakota Square Mall, is Minot's largest shopping complex, and WiFi is offered throughout the main corridors and eating area. WiFi helps to ensure that you are always able to communicate with your devices while shopping. The City of Minot Airport is another location with free WiFi, enabling travelers to communicate and access travel information quickly and easily. The North Dakota State Fair center also has free public WiFi, which is used for the countless events that they host throughout the year including our own SRT Annual Meeting, Hostfest, and the North Dakota State Fair. During the State Fair, we also provide WiFi



outdoors in the SRT State Fair Park, allowing people to access WiFi while enjoying the outdoors. Congratulations to the North Dakota State Fair on winning a Sponsorship Award from the International Association of Fairs and Expositions because of the WiFi Park. Not only does free WiFi provide convenience for consumers and help improve the overall experience, in some cases it may also serve as a resource for emergency situations. For example,

WiFi calling on wireless phones may be used to make 911 calls from places like Mouse River Park, a popular recreational area with spotty cellular service. WiFi calling can be a backup solution in these situations. SRT is proud to be able to work with so many community partners to provide an enhanced experience at these locations and events.

SRT SCHOLARSHIP APPLICATIONS AVAILABLE - APPLY SOON!



It's not too late to apply for SRT's college scholarship program and earn \$1500 or more for college. The deadline for submitting the SRT General and Technical Scholarships to SRT is March 2, 2020. The Foundation for Rural (FRS) Scholarship deadline is March 6, 2020. Scholarship applications and more information regarding each scholarship can be found at SRT.com or through high school guidance counselors. Don't miss an opportunity to get college assistance. Encourage the high school students in your family to apply!

SAVE THE DATE SRT ANNUAL MEETING JUNE 18, 2020

ND STATE FAIR CENTER
2005 BURDICK EXPY E. / MINOT, ND

PROCEDURE FOR THE NOMINATION OF DIRECTORS

The purpose of the SRT Annual Meeting is to elect directors to the Board of Directors and hold a business meeting of the cooperative. Directors are elected to serve a three-year term. SRT's twelve-member Board of Directors represent our service area throughout the year by attending monthly board meetings, serving on state associations, attending community events, and representing SRT on national telecommunications issues. Beginning April 20, 2020, the following steps must be taken if you are interested in becoming a candidate for election as an SRT director.

PROCEDURE STEPS:

1. A Nomination of Directors Petition Form, indicating the director district must be obtained from SRT Headquarters (principal office of the Cooperative) located at 3615 North Broadway in Minot.
2. Fifteen (15) or more members from the same district from which the nomination is being made must sign the written petition. Important Note: A husband and wife constitute one membership. Either spouse may sign this petition as a member. However, the signature of a husband and wife on this petition may only be counted as one of the fifteen (15) members necessary to nominate a director.
3. All nominations by petition must be received at SRT Headquarters located at 3615 North Broadway in Minot no earlier than April 20, 2020 nor later than May 18, 2020 by 5:00 PM. Petitions postmarked before May 18, 2020 but arriving by mail after May 18, 2020 cannot be accepted.
4. All nominations by petition are subject to verification of membership of signatories. Once verification is complete, the candidate will be notified and their name will appear on the ballot at SRT's Annual membership Meeting. Nominations for director candidates will not be accepted from the floor at the annual meeting.

MINOT DAILY NEWS READERS' CHOICE AWARDS

BEST INTERNET PROVIDER



THANK YOU!

For the 15th year in a row, you have voted SRT the "Best Internet Provider" in the 2019 Minot Daily News Readers' Choice Awards! We appreciate your business and look forward to serving you in 2020!

IS IT TIME TO UPGRADE YOUR INTERNET SPEED?

The holidays are over, which usually means new tech gadgets around the home. Whether it's a new gaming system or a common smart device like a tv or tablet, it could be time to increase your internet speed. You've got a home full of devices that use internet or WiFi so choosing the right speed can get confusing. SRT can help.

Smart devices that use WiFi include things like an Amazon Alexa/ Echo or Google Home, Bluetooth speakers, an

Apple watch or Fitbit Versa 2 smartwatch, thermostats, or devices that allow you to watch Disney+ or Netflix on your smart TV. Perhaps you have a Peloton bike or a Tonal weight machine, both of which use WiFi to connect to workout trainers and classes.



A few years ago, a 15 megabits per second (Mbps) internet speed could have been enough for a household. This is likely no longer the case. For example, if there are four people in the household and three are watching a streaming service like Netflix or Hulu and the

“...the more devices you have in your household, the higher speed required.”

fourth person is gaming online, the recommended speed would be 75 Mbps. If they are streaming in 4K high definition, 150 Mbps may be a better choice. A helpful way to think of it is the

more devices you have in your household, the higher speed required. If you're unsure of your current speed package or if you want to know more about upgrade options, we are here to help! Call our experts at 701-858-1200.

SRT HOSTS JOB SHADOW DAY FOR MINOT STATE STUDENTS

SRT hosted two Minot State University (MSU) students in January who job shadowed staff in our downtown office. The students are interested in technology related fields and were able to job shadow employees in our Network Operations Center and Information Systems department. These departments help ensure services are working efficiently for customers, as well as help SRT's internal network and software programs run efficiently.

Both students are currently majoring in Computer Science, so job shadowing our network operations and information systems departments was a great opportunity. Benjamin Y., currently a junior at MSU, sat down with Andrew Carlson from SRT's Information Systems Department and thought this job shadow experience was a great way to see what type of projects he may work on some

day. Benjamin said, “I want to become a software developer, so it was great to see firsthand what Andrew does while programming software. It was interesting to see how it ties in to SRT and helps operations as a company.”

Heather Kersten, SRT Information Systems Manager, thinks job shadowing is valuable to college students. “I enjoyed having Benjamin in our department as a job shadow. I think it is important for students to have this experience so we can show them what a day in their chosen career would consist of,” Heather

explained. “We spend approximately one third of our life at work so if you are not doing something you love, something you're passionate about, then you will never truly be happy and have a rewarding career.”





Halloween Photo Booth & Trick-or-Treating at SRT / SRT celebrated Halloween by giving out candy and toys to over 150 excited trick-or-treaters. The free photo booth was also a big hit among kids of all ages!

Showcase of Business / The Minot Area Chamber of Commerce held their 29th Annual Showcase of Business in November. SRT embraced this year's theme of "Superheroes" by having a superhero themed photo booth complete with masks and comic book cutouts. Those in attendance could take their photo home as a souvenir and sign up to win a Superhero Movie Night Basket from SRT.



SRT Lights Up Minot's Downtown Tree / As a community partner and proud supporter of Downtown Minot, SRT employees strung the lights on the Christmas tree in preparation for the Downtown Christmas Open House that occurs every year the day after Thanksgiving. It was a great way to give back to our community and begin the holiday season!



Sawyer Parade of Lights / SRT participated in Sawyer's Annual Parade of Lights to celebrate the holidays. Kids loved to see our 8-foot-tall Santa on the back of our SRT truck and helped themselves to the candy we gave away!

SRT Donates to Sherwood American Legion Project / SRT presented the Sherwood American Legion with a \$7,500 check for their community center building renovation. The community center was in need of a new roof, so SRT along with other sponsors and community members were able to come together to fund this project. Sherwood's community center is truly the heart of the town, and SRT is proud to see this project come to fruition for the community!



Sertoma Christmas in the Park / Minot's Oak Park is home to the Sertoma Club's Christmas in the Park held every year, which begins the day after Thanksgiving and remains open through New Year's Eve. SRT and other local businesses support Christmas-themed light displays. By participating, SRT helped Sertoma further their mission to assist with speech and hearing disorders and youth-related activities.





Tolley Fire Department Receives \$3,000 Grant from SRT / SRT awarded a \$3,000 grant to use towards purchasing new protective gear for the Tolley Fire Department. New gear is a great necessity to the fire department as they continue to serve the community through fire prevention and rescue response services.



Minot has Successful First LEGO League Junior Fall Session / Full STEAM Ahead's First LEGO League Junior Program powered by SRT had a very successful fall session. For 12 weeks, children ages 6-10 from our region were grouped into teams of six and learned to build motorized LEGO robotic models to solve problems centered around the session's theme, "Boomtown Build." Each team was assigned two coaches, which were Minot State University students currently in the education program. SRT is proud to support this program and enjoyed checking in on the groups' creations, such as a motorized LEGO windmill that is completely controlled from an iPad. It was inspiring to see the creativity and hands-on use of the STEAM elements of Science, Technology, Engineering, Art, and Math. The winter session of First LEGO League Junior has begun, and we can't wait to see what the new group of students come up with in their LEGO robotic creations.



DIRECTORY CORRECTIONS

MINOT

Knights Of Columbus Club Room
2601 N Broadway, Minot
852-3901

Minot's Finest Collision
524 31st Ave SW, Minot
839-0989

Rozann Richter
1112 15th Ct, Minot
839-0052

TOWNER

Align Chiropractic
2 3rd Ave SW, Towner
537-2080

**ALWAYS HAVE YOUR
PHONE BOOK WITH YOU!**

SRT ONLINE DIRECTORY
Download Our App
Search the App Store for
SRT Minot Phone Directory





EMPLOYEE SERVICE AWARDS

SRT would like to recognize employees who reached service award milestones in 2019. SRT is thankful to these employees for their loyalty and dedication to our customers throughout the years. Pictured left to right: Todd Hiller, Julie Lizotte, Ion Hartung – 30 years of service each, and Bob Meagher, 35 years of service. Not pictured, Karen Ploof, 30 years of service.

PAUL GILLUND PROMOTED TO DIRECTOR OF SALES

SRT recently promoted Paul Gillund to the Director of Sales. In his new role, Gillund will oversee the business sales department, communication systems technicians, and product management. He will be responsible for account development efforts which best serve SRT members through streamlined business services.



Gillund looks forward to continuing to offer SRT's business customers technology solutions that keep them connected to the marketplace.

"Paul's position in leading our business development team will streamline our efforts to restructure the department and our business practices. He has a diverse skill set with a background in business sales, which will be an asset to the executive team" said SRT General Manager and CEO Steve Lysne.

Gillund previously served as SRT's Sales Operations Manager. He brings a strong customer service background and nearly 30 years of management experience. He replaces Dwight Schmitt, who retired in January.

Gillund is an active member of the Minot Sertoma Club, currently serving as vice president. He is a Wildrose, ND native and a graduate of Minot State University.

RETIREMENTS - CONGRATULATIONS!



BUTCH BRAWLEY

Butch started at SRT in 1990 as a Cable Splicer, and was later promoted to Splicer Foreman, and spent the past fourteen years as the Field Operations Coordinator. Now that he is retiring, he is looking forward to spending time with his grandkids and living on Lake Sakakawea. Best of luck in your retirement, Butch!



JIM EHR

Jim started his journey at SRT in 1990 as an Outside Plant Installer and was promoted to Outside Plant Installer Foreman in 2014, and continued in that role until his recent retirement. With his new free time, he plans to take a few vacations and spend as much time as he can at the lake. Congratulations on your retirement, Jim!



TODD HILLER

Todd has been with SRT for 30 years, beginning as a Computer Operator in 1989, and held multiple positions before becoming the Combination Technician Foreman in 2012. As foreman, Todd led the combination technician group, which is the team that installs home internet, phone and TV. He is excited to spend more time fishing at Van Hook and golfing in Arizona. Enjoy retirement, Todd!



DWIGHT SCHMITT

Dwight has been with SRT for the past six years, beginning as an account executive, then moved to Business Sales Manager, and retiring as the Director of Sales. After retirement, he plans to spend his time visiting his seven kids and fourteen grandkids. We wish Dwight the best in his retirement!

OFFICIAL NOTICE

BACKUP POWER FOR HOME PHONE SERVICES DURING POWER OUTAGES

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, if your home phone service is provided with our state-of-the-art fiber optic network, it requires electric power to operate. To avoid a disruption of home voice service during an outage, we at SRT Communications provide battery backup power for your home phone.

What Your Battery Can – and Can't – Do for You

SRT's backup battery for telephone allows you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Our backup battery does provide power to voice and Internet customers whose service is powered by fiber optics, however, it is highly encouraged to refrain from using Internet during a power outage in order to preserve the backup power. Home security

systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Expected Backup Power Duration

SRT supplies a battery that lasts up to seven hours on standby and approximately six hours of talk time. Our technicians install this battery upon initial installation of fiber optic services. If interested, a battery that lasts up to 24 hours on standby can be purchased from SRT.

Instructions for Proper Care and Use of Your Battery

If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above [41°F and below 104°F]. These batteries are not rechargeable. If your device starts to make a loud beeping sound, that means the battery could be depleted, and may need to be replaced. SRT will be happy to assist you if needed.

STATEMENT OF NON-DISCRIMINATION

In accordance with Federal civil rights law and the U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service

at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov

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PO Box 2027
Minot, ND 58702-2027
701.858.1200
800.737.9130
SRT.COM  

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Check Out What's Inside



Community WiFi by SRT



Save the Date
SRT Annual Meeting
June 18, 2020



SRT Tech Break
Is it time to upgrade your speed?



SRT Cares



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What did we do before the internet?

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How you use the Internet has changed...but has your Internet speed? Call 701.858.1200 today to upgrade!