

CONNECTIONS

Published By Polar Communications And Its Subsidiaries



**WINTER
2007/2008**

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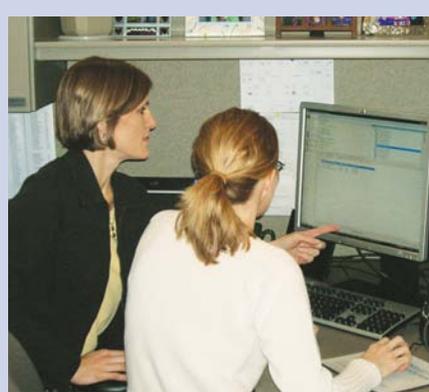
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PO Box 270
Park River, ND
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Polar Converts to Innovative Systems Billing System



Carol Cersosimo of Innovative Systems, Inc. trained Polar staff in preparation for conversion.

September 1, 2007 Polar Communications converted to a new billing system, bringing many improvements and a face lift to customer bills. Polar converted its billing to Innovative Systems, Inc. using their eLation software products. The eLation customer care and billing system is a fully integrated telecom financials and billing system that allows companies like Polar Communications to combine all major business functions into a single easy-to-use system. With better software applications and processes in place, Polar is able to work more efficiently allowing them to better assist customers with inquiries about accounts, billing questions, etc. The future viability of telecommunications companies depends on having more flexibility with internal systems. This need is being driven by increased competition. With eLation, Polar Communications is better equipped to respond to customer needs and competition.

In regard to privacy issues, eLation helps Polar Communications protect the privacy of its customers. eLation helps us implement processes such as prompting customer service representatives to ask for account passwords before sharing account record information with people. The system helps us issue and manage passwords in order to protect customer privacy.

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Polar Holiday Open House

December 17th-21st, 2007

Park River Office
110 4th Street East
9:00AM-3:00PM

Mayville Office
112 Main Street West
10:00AM-2:00PM

Holiday Hours

December 14th
Closing at 4:30PM for
Christmas Party

December 24th
Closing at 2:00PM

December 25th
Closed

January 1st
Closed

Internet Help Desk Holiday Hours

December 24th
8:00AM-1:00PM

December 25th
Closed

January 1st
Closed

SecureIT Holiday Hours

December 24th
Closing at 5:00PM

December 25th
Closed

December 31st
Closing at 5:00PM

January 1st
Closed

Polar Board Approves Capital Budget for 2008 – Network Updates Planned



The 2008 Polar Budget includes \$3.9 million dollars in outside plant rebuild projects. Fiber build outs will be completed in the following exchanges during the 2008 construction season: Edinburg, 17 Customer Serving Area (CSA) sites and 42 miles of cable; Mountain, 7 CSA sites and 14 miles of cable; Neche, 9 CSA sites and 22 miles of cable; Pembina, 9 CSA sites and 21 miles of cable; Adams, 7 CSA sites and 24 miles of cable; Fordville, 5 CSA sites and 15 miles of cable; Edmore, 2 CSA sites and 114 miles of cable. The project totals 56 Customer Serving Area Sites and 252 miles of Cable.

“For the past few years, we have been upgrading our network to reach our goal of getting broadband services to all of our serving area customers,” said Karl Blake, Chief Operating Officer. “We are pushing broadband and digital cable TV services to even the most rural customers.”

Since 2003, Polar has invested nearly \$12.5 million in plant and network upgrades. Adding the CSA sites will improve and bring new services to many customers such as High Speed Internet and Digital Cable Television in the rural areas.

FREE INSTALLATION *on High Speed Internet!*

Tired of waiting with dial-up speeds?
Don't wait...get High Speed Internet
from Polar!

Sign up by January 9, 2008 and
we'll install it for FREE,
that's up to a \$125 savings!

Call today!

POLAR

701.284.7221 / 800.284.7222

www.thinkpolar.com

Limited time offer, where available. Some restrictions apply. Call for details.

Polar Converts to Innovative Systems Billing System

Continued From Cover

On a daily basis, as a Polar Communications customer you may notice that we have more accurate scheduling in place with eLation. We have implemented Time Unit Management procedures that allow us to give customers a more accurate timeline of when we will arrive at your location for installation and repair. This helps us be more accurate in our scheduling as well as able to respect your valuable time as well.

We expect that in the future, eLation will allow us to expand our operations and better accommodate future needs of our industry. With eLation, we are poised for better efficiency and better handling of questions and new service deployments as needed.

New Employees



Tony Hensel began his employment on August 23 as the new Central Office Supervisor. Tony will be responsible for the operations, maintenance and servicing of the Central Office and remote switching units and will supervise the activities of the employees in the Central Office department. Tony was previously the Network Administrator at Halstad Telephone Company and brings 20 years of industry experience with him to Polar. Tony and his wife Patricia reside in Park River with their son AJ. They have two other grown children, Katie and Rachel.



Bob Hoffarth began his employment on September 10, 2007 as a new Area Service Representative covering the Lakota area. Bob grew up in Lakota and attended Minnesota State Community & Technical College in Wadena, MN and graduated with a degree in Telecommunications. His duties include installing and maintaining telephone, cable TV and Internet services. Bob resides in Lakota.



Jodi LaHaise, Customer Service Representative, began her employment in Polar's Park River Office on September 11, 2007. She grew up in Grafton and attended Mayville State University earning a BS in Business Administration, BA in English and minor in Mathematics. She and her husband Tom reside in Grafton and farm near Drayton. They have one son, Jayden.



Carl Caron began his employment on October 8th as the new Area Service Representative covering the Mayville and Portland areas. His duties include installing and servicing telephone, cable TV and Internet for customers. Carl is a graduate of the Minnesota State Community and Technical College in Wadena. He and his family reside in Mayville.



Jon Russell began his employment on November 11, 2007 as a new Area Service Representative covering the Cavalier area. Jon grew up in Warroad, MN and attended Minnesota State Community & Technical College in Wadena where he graduated with a degree in Telecommunications. His duties include installing and maintaining telephone, cable TV and Internet services. Jon will be living in Cavalier.



Kyle Halvorson began his employment on November 26, 2007 as a new Area Service Representative covering the Park River area. Kyle grew up in Newfolden, MN and attended Northland Community College in Thief River Falls, MN and Minnesota State Community & Technical College in Wadena where he graduated with a degree in Telecommunications. His duties include installing and maintaining telephone, cable TV and Internet services. Kyle will be relocating to Park River with his wife Kimberly, daughters Katelynn (8) and Hannah (2) and son Gavinn (4).

Welcome Tony, Bob, Jodi, Carl, Jon and Kyle!

Polar Answers the Call to Help the Community of Northwood

August 26th is a date that will stick out in many Northwood residents' minds forever. The tornado that left the community in ruins was the talk of the region. Almost all of the 360 homes in Northwood were damaged and many businesses were totaled. Shelter belts looked as if they were the scene in a horror film and vehicles were thrown and crushed to the point of being unable to recognize the make and model.



L-R: Joan Miller of Polar Communications presents a check for the Northwood Relief Fund to Marcy Douglas, City Administrator.

A Community in Need

Polar crews reported to Northwood on the morning of August 27th ready to help. Only emergency personnel were allowed in the city limits until everyone was accounted for. As soon as there was clearance into the city, Polar crews assisted the city management with setting up and restoring High Speed Internet services to city engineers, FEMA, The Red Cross, Law Enforcement, etc.

“It broke my heart to see my city so hurt. The devastation took the breath right out of me,” said Marcy Douglas, City Administrator.

Polar was also able to assist the city personnel with providing maps of the community for themselves and federal agencies working in the community. Trimming trees, providing tools and services needed, and restoring services for communication purposes was a big part of the role Polar played to assist the community. Polar's board of directors acted by donating to the Northwood Relief Fund.

Business Halted

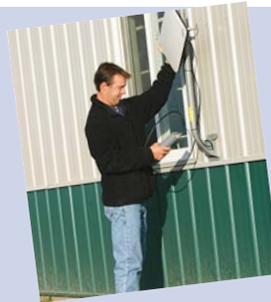
Located on highway 15, Agvise prominently stood a large employer and part of the lifeblood of Northwood. Agvise was leveled by the tornado, the

second time in a decade the facility was destroyed. “In December of 1996, our entire facility was destroyed by a fire,” said Julie Johnson, Quality Assurance Manager of Agvise.

Shortly after the tornado, Agvise began drying and testing some soil in the Northwood facility. Offices were temporarily located downtown in the Alerus Bank building.

“When the office first moved downtown, we were running files back and forth on floppy disks,” said Johnson. “Then Polar came in and set up our network so we could electronically send the files back and forth.”

The extensive testing was sent away to the plant in Benson, Minnesota for approximately 4 weeks. Beginning November 19th, all operations were back in the Northwood plant.



A temporary antenna was installed for Agvise while their new building is being constructed.



Julie Johnson, Agvise Quality Assurance Manager and Justin Loftsgard, Polar Communications test Agvise's network.

Corporate Responsibility

By being active members of our communities and supporting organizations and initiatives that create strong businesses, good jobs, solid schools, great parks, and more, we are contributing to a more sustainable society.

In 2007, Polar's contributions totaled almost \$65,000 providing support to local community groups, youth athletics, safety programs, schools, libraries, hospitals, nursing homes, fire departments, emergency rescue organizations, economic development projects, and so much more.

We give time, money, advice and technology to make a difference and improve the quality of life... here.

Scholarship Opportunities from Polar

In support of the continuing education for rural youth, Polar Communications and its subsidiaries are offering high school and college students the opportunity to apply for scholarships.

Polar's Retiree Scholarship: Polar Communications, in cooperation with its retired employees and directors, offers the Polar Retiree Scholarship Program to recognize and reward students, who upon graduation, plan to work in the telecommunications industry within the state of North Dakota. These scholarships totaling up to \$5,000 (\$1,000 minimum/\$1,500 maximum) will be awarded to students who are "currently" in college or vocational-technical school; applicants must be a junior or senior at an accredited 4-year college or a student with one year remaining at an accredited technical school or 2-year college, enrolled in a telecommunications field. Information and applications have been sent to the Universities/Colleges & Vocational-Technical Schools in ND and Minnesota.

Polar's John G. Walters Scholarship: Five \$500 scholarships will be issued to graduating high school seniors from our service area, who plans to continue their education at an accredited 2-year or 4-year college/university, or vocational-technical school.

Foundation for Rural Services (FRS) Scholarship: FRS was established in 1994 and, along with the National Telecommunications Cooperative Association (NTCA), promotes, educates and advocates to the public, rural telecommunications issues. Polar is proud to be a member of NTCA and support FRS in this worthy endeavor. If a graduating high school senior from our service area is selected for one of the 30 FRS national scholarships (\$2,000 each), Polar will contribute an additional \$500, bringing the FRS award to \$2,500.

Polar has "simplified" the application process for High School Seniors to apply for both the John G. Walters & FRS Scholarship programs by using 1-application. There is a possibility that a student from our service area could receive a total of \$3,000 in scholarships! Eligibility requires the applicant's parent/guardian to be a subscriber of Polar Communications. Information and applications have been sent to the High Schools in our service area.

Please encourage students to participate in these great opportunities; the deadline to apply for all three of the scholarships is February 15, 2008. Applications and information regarding all three of the scholarships can be found as a link on Polar's website www.thinkpolar.com.

For applications, details or questions on any of the scholarships, please contact Carol LaHaise at 701-284-4361 or email: clahaise@polartel.com.



HDTV

coming soon from Polar Cablevision

High Definition programming lets your HDTV do what it was meant to do - WOW you! It allows your HDTV to deliver the sharp picture, vivid colors and surround sound that make your experience truly HD.

Now with HD from Polar Cablevision, you get more of the High Definition programming you really want. From movies to sports, to local networks - Polar Cablevision HD covers it all!

HD Package - \$16.95

Includes HD/DVR Digital Receiver & DVR Service

601	WDAZ/ABC	610	Discovery HD Theater
602	KVLY/NBC	611	National Geographic HD
603	KXJB/CBS	612	Fox Sports North HD
605	KGFE/PBS	613	Versus/Golf HD
606	Universal HD	614	ESPN HD
607	HDNet	615	ESPN2 HD coming soon!
608	HDNet Movies		

Expanded Basic Package is required to receive HD programming. HD is also available in bundles.

Want HD from Polar Cablevision?
Call Today!

POLAR

701.284.7221 / 800.284.7222
www.thinkpolar.com

Some restrictions apply. Call for details.

Polar Communications Acquires Midcontinent Lakota Cable System

Midcontinent Communications and Polar Communications announced November 5, 2007 that they have reached agreement for Polar Communications' purchase of the Lakota, North Dakota cable TV system from Midcontinent Communications. Specific terms and conditions of the agreement were not disclosed.

"We are very excited about the opportunity to expand our service offering to video customers in Lakota," says David Dunning, General Manager/CEO of Polar Communications. "We strive to give hometown type service and will work hard to continue that tradition with the cable TV service."

Midcontinent's Senior Vice President of Public Policy, W. Tom Simmons added, "Midcontinent has worked with the Polar folks in telecommunications related matters for a number of years, and know they share our commitment to customer service and satisfaction. We trust they will do well in Lakota".

Polar Communications will begin operations in Lakota following the closing which is scheduled for February 29, 2008. Until then, service related concerns should continue to be directed to Midcontinent Communications. Beginning March 1, 2008, service related issues will be handled by Polar Communications.

Internet Safety With *SecureIT Plus*

The Internet is amazing. Kids can use it to learn, explore, communicate, and more. Unfortunately, the Internet can also be used to harm children. It's important to take these threats seriously. Here are some tips for keeping children safe when they are online:

- Put the computer in a common area – not the kids' bedrooms. Place the monitor screen so that it can easily be seen. Stop by once in a while to check in, and limit time spent online.
- Let young children show you what they can do online and visit their favorite sites.
- Teach kids why they shouldn't provide personal information to others (name, number, address, email address, school, etc.) without you present.
- When completing homework, have children use child-friendly search engines. Options include www.askforkids.com and www.kids.yahoo.com. If you use Google, go to "preferences" and select "use strict filtering" to filter out mature images.
- For teens, learn about the dangers of social networking sites (MySpace, Facebook, etc.) and talk to them about appropriate use.
- Prevent or monitor the use of chat rooms – 89% of sexual solicitations occur in chat rooms.
- Know who children are communicating with. Talk to them about not responding to mean, offensive, or

uncomfortable chat, email or other communications. Instead, teach them to turn the monitor off and alert you or a trusted adult (so you can decide if you need to contact law enforcement).

- Make sure they know it is okay to come to you if anything scary, hurtful, or uncomfortable happens while they are online.
- Teach kids never to get together with people they met online without you and teach them not to invite people they meet online to your home. Remind them that people online aren't always who they say they are.
- Accounts should be in the parents' names and use screen names and user ID's that are not easily identifiable as being a child. Passwords should be in the parent's control. Consider using a password on your computer or screen saver or computer start-up so you can control use.
- Discuss online safety with your kids. Agree on rules and post them near the computer. These reminders can include what they can and cannot do online.

Sign up for SecureIT Plus from Polar Communications. Along with protection from viruses and spyware, it provides parental controls. Features include content filtering, web chat and instant message blocking, file download and file share protection, time management controls and web activity reporting. SecureIT Plus is only \$4.95/mo. *Call today to sign up!*

Do Not Call Notification

Residential Customers

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry .

The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry .

You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number onto the list when the five years have passed, and you may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- Calls from organizations with which you have established a business relationship;
- Calls for which you have given prior written consent;
- Calls which are not commercial or do not include unsolicited advertisements;
- Calls by or on behalf of tax-exempt non-profit organizations.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TrY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by Internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective three months following your registration.



Business Customers

As you are likely aware, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. As part of the do-not-call initiative, the FCC requires us to notify customers who use our service for making telephone solicitations (telemarketing calls) regarding the national Do-Not-Call rules and regulations. We recognize that few of our customers use our services for telemarketing; however, because we do not have records indicating which customers may do telemarketing, we are contacting all business customers.

If you are a company, individual, or other entity that makes telemarketing calls, it is very important that you familiarize yourself with the operations of the national Do-Not-Call Registry and the rules requiring checking of the national Do-Not-Call Registry as part of making telemarketing calls. Unless you fall under one of the exceptions established in the FCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national Do-Not-Call Registry. Before you rely on one of the exceptions, you should consult the rules. For information about the regulations, you may visit the national Do-Not-Call Registry at www.donotcall.gov. You can find the FCC and FTC rules governing telemarketing and telephone solicitation, at 47 C.F.R. § 64.1200 and 16 C.F.R. Part 310, respectively.

CONNECTIONS

Published By
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Hours of Operation

Business Office:

MON - FRI / 8am - 4:30pm

Service Center:

MON - FRI / 7:30am - 6:30pm • SAT / 8am - 4:30pm
24-Hour Customer Service / 284-7127

Polar Holiday Open House

December 17th-21st, 2007

Park River Office

110 4th Street East
9:00AM-3:00PM

Mayville Office

112 Main Street West
10:00AM-2:00PM

Stop in and enjoy
holiday goodies
and gourmet coffees
and cider!

Happy Holidays
from everyone
at Polar!

