



gondtc.com | 701.662.1100 | 1.800.880.4213 | Fax 701.662.6444

PO Box 180 | 211 22nd St NW | Devils Lake, ND 58301-0180

Updated 10/19/2020

Due to the uncertainty the COVID-19 is creating in our region, NDTC has established precautionary guidelines. To protect the health of our team members and customers, the NDTC lobby is temporarily closed.

Be assured that with the resourcefulness of our people and technology, we are well positioned to continue the same level of service you have come to expect from NDTC.

Payment Options:

You will continue to have several convenient payment methods:

- Outside NDTC payment drop-off box
- Online payment at <https://gondtc.smarthub.coop/Login.html#>
- SmartHub® Mobile App
- Pay-By Phone by calling 1-844-843-6843.

Communication Options:

If you have questions or concerns, feel free to:

- Call our Customer Care Team at 662-1100
- Help Desk, available 24/7 at 662.8350. Please have your login ready before you call the help desk.
- Email: support@gondtc.com. When emailing support, please include a phone number where you can be reached.

Onsite Visits:

Before scheduling an onsite visit from one of our technicians, we will ask the following questions:

- Have you or anyone in your household visited a high-risk area within the past 14 days?
- Have you or anyone in your household been in contact with anyone who shows symptoms or has tested positive to COVID-19?
- Is anyone in your household ill (fever, cough, and shortness of breath)?
- Are you or anyone in your household under quarantine status?

We appreciate your understanding. We care about you; our team members and our communities and we appreciate your business. Please be assured that we will re-open our lobby as soon as we can.

Visit ndresponse.gov for ND COVID-19 news and progress.