

The Connection

Kennebec Telephone Co., Inc.

Manager Moment

2009 seemed to have flown by fast and fortunately Kennebec Telephone continued to grow. We are now up to 34 full and part time employees. These employees are your friends, neighbors, and relatives. The credit to our growth goes to you, the customers, that continue to shop local and hire us to do your telecommunication, computer, electrical, and construction work. Without you, we couldn't be as successful as we are. We like and want feedback on how our services and

employees are doing. Your feedback over the years has prompted us to add several cable TV channels because several customers have let us know that they would like them. Unfortunately, we can't make every customer happy, but if enough of you let us know what they like, we do our best to get it for them. Positive feedback gives encouragement to everyone to do a good job and keep up the quality of work we are doing. Negative feedback often points out where we are struggling and gives

us an opportunity to improve in that area.

We look forward to having another year of growth in our company and with your help, we can accomplish this goal. We welcome feedback of all kinds and hope everyone has a great 2010.

Jason Thiry
Marketing Manager

NFL Network

Where can you find football 24 hours a day 7 days a week, other than the NFL

Network on channel 63 of your basic cable. The NFL Network is the only network dedicated to football all year round. This is the home

of the NFL Scouting Combine and

the official destination for the NFL Draft, team training camps, Hall of

Fame weekend and preseason games. On Thursday Night Football, you will find eight prime-time regular season games along with other shows like NFL Total Access,

NFL GameDay Morning, NFL

GameDay Final, NFL Replay, and American's Game. Plus they bring you around the clock breaking news, expert analysis, and exclusive interviews from around the league. If you would like more information about this channel or any other channel we offer, feel free to contact our office.



With winter setting in and more time spent at home watching TV, now is the time to add more Cable channels to your lineup. By signing up by January 31st, you will receive 1 month free of Digital Programming.

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SDTA Workshop

In December members of the Kennebec Telephone staff attended the South Dakota Telecommunications Association (SDTA) fall outside plant workshop in Mitchell, SD. The workshop is usually put on two times a year and is designed to teach telephone workers about new technologies and share problems/solutions that we may encounter at work. The topics covered this year were Windows 7, dealing with customers, broadband internet, and fiber to the home, all of which we deal with everyday. The fiber to the home discussions were very valuable due to the fact that we are working on getting fiber to the home installed in Kennebec.

CATV Survey

Earlier this month we performed a cable television survey to determine what channels our customers enjoy watching. The other part of the survey was to notify us of the channels they never watch which we could possibly eliminate. We are planning on adjusting our channel lineup, if possible, to reduce the cost we pay to programmers. Programming fees continue to skyrocket each year making it increasingly difficult to keep customer prices low and affordable. Decreasing a few high priced channels could mean a lower rate increase in the future. We value your opinion, and even

Not only were the fiber topics good, but it also gave us access to people that have already done these projects and the opportunity to learn from their mistakes and successes.

The computer and internet topics were also very good and informative. Windows 7 is the newest software version Microsoft has come out with, and what better way to learn than get a firsthand look and speech from someone already familiar with the product. Broadband internet is a major part of our company and keeping the system up and running is a major undertaking. Talking with other telephone workers offers us

new ideas, problems, and solutions to things that are going on in our broadband network.

Along with the workshop classes, there is a product showcase that allows vendors to show and answer questions about their projects. It is always nice to find the newest and most up to date products that our industry has to offer. This is valuable information considering how fast technology changes these days. We feel these workshops are worthwhile and help with training in the fast paced telecommunications industry.

though the official survey is over, we are always open to your feedback (good or bad) on our channel lineup and quality. The people that participated in the survey were entered into a drawing for a 32 inch flat screen LCD television that we gave away on December 16th. Gerry Houchin was the lucky winner; we would like to thank her and everyone else who took the time and participated in the survey.



The following is a correction from the November issue. In the Secure IT article it stated that it was \$5.00 per month, it is actually \$5.50 per month; sorry for any inconvenience.

Motorola W385



If you are looking for a phone that doesn't take up too much room in your pocket, we have the phone for you. It is the Motorola W385. It offers several features such as Bluetooth, a camera, and advanced voice dialing, along with the basic features like caller ID, call waiting, and voice mail. If you are interested in this phone, it would cost you \$98 with a 1 year contract, \$50 with a 2 year contract, and \$162 if you choose to purchase it without a contract. Don't forget to sign up by the end of January to get 3 months of free service.

**Thank
You!**

We would like to thank everyone who stopped by during the two Open Houses in Kennebec and Presho. The following were our lucky winners: Clayton Moore, Beth Moore, Eva Miller, Carmen Miller, Susan Hamer, Judy Mertens, Donna Hupp, Maxine Urban, Margene Paige, LeRoy Krier, Robert Rohla, and Trent Hansen.

The following are the winners of the Christmas Coloring Contest.

Ages 2 to 4
Kim Mousseau
Caysen Gran

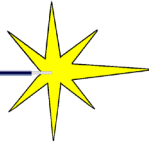
Ages 5 to 6
Isaac Thomas
Kennadee Shook



*Kennebec Telephone
would like to wish
everyone a Happy
New Year.*

Important Dates:

New Year's Day	Jan 1
Office Closed	
Martin Luther King Jr Day	Jan 18
Office Closed	



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Our mission is to provide the highest quality telecommunications and information service to our customers at an affordable price. We will strive to offer prompt, friendly and dependable service along with the latest technology to attain the highest possible customer satisfaction.

If you would like more information or have questions about anything in this newsletter, feel free to contact us at 605-869-2220.

In the November newsletter there were some errors in the cable channel listing, so the following is an updated listing. Sorry for the inconvenience.

02	HBO	24	ESPN2	45	Home & Garden Television
03	KPRY (ABC)	25	ESPN	46	Fox News
04	FOX	26	Turner Network Television	47	Animal Planet
05	Showtime	27	WGN	48	Home Shopping Network
06	Cinemax	28	TBS	49	FX
07	KDLT (NBC)	29	Disney Channel	50	TV Land
08	KTS (PBS)	30	Cartoon	51	Comedy Central
09	KPLO (CBS)	31	Nickelodeon	52	Great American Country
10	The Inspiration Network	32	The Learning Channel	53	Hallmark
11	Cable News Network	33	Discovery	54	American Movie Classics
12	Headline News	34	History	55	Trinity Broadcasting Ntwk
13	C-SPAN	35	Arts & Entertainment	56	EWTN
14	C-SPAN 2	36	CNBC	58	Food Network
15	Local Channel	37	USA Network	59	RFD-TV
16	The CW	38	ABC Family	60	Channel Guide
18	The Movie Channel	39	Country Music Television	61	My U TV
19	QVC	40	Spike TV	62	Create TV
20	ION	41	Turner Classic Movies	63	NFL Network
21	Local Weather Ch - Knbc	42	MTV	64	PBS World
22	ESPN Classics	43	VH-1		
23	ESPNEWS	44	Lifetime		