

The Connection

Kennebec Telephone Co., Inc.

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Manager's Moment.... Presho CATV Upgrade

Over the past couple months we have been in the process of upgrading the Cable TV plant in Presho from aerial to buried plant. Buried plant is more stable during changing temperatures and environmental conditions.

When Kennebec Telephone Company, Inc. purchased the CATV system in Presho, it was all aerial plant. Everything was hanging up on the utility poles. I'm sure most people have seen us working on the system with our bucket truck. In recent years we have been fighting a battle with aging aerial plant

in Presho. In the Spring and Fall of the year when the temperature can swing 50 degrees (or more) between mid-day and mid-night, we had to adjust the system almost daily to keep the signal clean.

At this point, we've eliminated about half of the aerial CATV plant in Presho with new buried cable and electronics. This has improved the signal quality and reliability on the system in Presho. Since this is the time of year when we've typically seen problems, we are expecting to have eliminated the majority of them caused by plant

issues. We have had several positive comments since the changes were made. While there is some aerial cable left in Presho, we have plans to upgrade it to buried plant as needed.

Please excuse any inconvenience while these upgrades are taking place. Our goal is to provide a quality, reliable service to our customers. As always, please report problems to the business office if necessary.

Trusty Mertens
Central Office Manager

Welcome Our Newest Employee- Darrell Sterry

Welcome Darrell Sterry to the KTCI staff! Darrell is a graduate of Lyman High School. He has worked various asphalt construction jobs throughout the years, and has also done a little landscaping on the side! Darrell lives in Presho. When he has time, Darrell enjoys spending time with his daughter, hunting, and fishing.



Additions to Directory
Big Prairie Hunts.....869-2170

Marsha Borah.....869-2579

INSIDE THIS ISSUE:	
PAGE	ARTICLE
1	MANAGER'S MOMENT
1	NEW EMPLOYEE
2	DATA NET 6000
2	SDN WIRELESS
2	FAQ'S
3	FIRE HALL & OPEN HOUSE
	PHOTOS
4	WHAT'S ON YOUR BILL

DATANET 6000

As technology moves forward, so does the need or want for higher internet speeds. In an effort to meet these ever growing demands, Kennebec Telephone is offering DataNet 6000 to customers who subscribe to our billing bundles!



DataNet 6000 has double the download speed of DataNet 3000 and four times the speed of DataNet 1500. Customers including DataNet in their service bundles receive DataNet 3000, which will automatically be bumped up to 6000 on December 1, at no

additional cost. Anyone subscribing to a bundle in the future will also receive DataNet 6000.

Bundles are a great way to get all the features you need at a discounted price. We have bundles available that include unlimited long distance, virus and spyware protection, cellular phone service, digital cable TV and more! Stop in and visit with us about our bundles and internet, let us see if we can find a way to save you a “bundle” this holiday season.!

SDN Wireless Service Available to KTCI Customers

KTCI is excited to offer SDN Wireless Service to its DataNet Subscribers. Over the past several years SDN, and its member companies, have been installing wireless “Hotspots” at different locations around the state. These locations include gas stations, campgrounds, motels, restaurants, etc; basically anywhere travelers might want to check their e-mail while they had a bite, or stayed for the night.

These HotSpots were not free, but access was available with their choice of a one day, one week or one month subscription. This access could be used at any of the SDN HotSpots across the state for the time period that they paid for.

We are now offering our DataNet Subscribers access to these same SDN HotSpots for only \$5 per month. With this subscription you would use your same username and password that you use at home to log into service across the state! Give us a call or stop by to visit our office to get started or for more information. You may also visit the SDN website at <http://www.sdncommunications.com/what-we-do/wi-fi-hot-spots> for more information on locations.

To sign up or for more information stop in and visit us at our office, or give us a call. Let’s see if this would be a helpful service for you.

Frequently Asked Questions

Q: How long into the winter season is Kennebec Telephone Construction able to dig?

A: A lot depends on the weather. We can trench and use the backhoe through a lot of frost, so usually it depends on the snow level. As we all know, every year is different.

Q: What are Charley’s Welding and Auto Repair hours?

A: Charley’s is open Monday through Friday, from 8am to 5pm; and on Saturdays from 8am to 1:00pm. Our mechanics do stop to eat lunch, so they may not be there over the noon hour on weekdays

Q: How can I reach the Mechanics at Charley’s?

A: Call 869-2220 and one of the Customer Service Reps will transfer you to the Garage. On Saturdays, after you dial 869-2220, just dial in extension 116 when the greeting starts.

Question of the Month: Who is the newest Employee at Kennebec Telephone Co., Inc.?

October winner: *Karen Gilman*

October 8th, A Busy Day for Kennebec Telephone Company

Kennebec K-2 Visit the Fire Hall



Kennebec Elementary Kindergarten, First, and Second graders paid a visit to the Kennebec Fire Hall as part of Fire Prevention Week on the morning of October 8, 2010. Rod Bowar demonstrated and explained the uses of the equipment used when fighting a fire. Also assisting in the presentation were KTCI employees and volunteer firemen Matt Collins, Tom Hills, Jason Thiry, and Charley Bowar. The kids were also treated to Jason Thiry and Charley Gran in full fire-fighting gear, candy, and best of all, rides in the firetrucks!

See more pictures of the classes on Kennebec Telephone's Facebook page, or on our the website.

**THE PARTY'S OVER...
AND IT WAS GREAT!**
**Thank you to all the
folks that joined us for
Charley's Open House!**



**And Congratulations to all the Door
Prize Winners!
Especially Grand Prize Winner,
Beth Moore from Kennebec!**





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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.

What's on your Bill and What's Not

In the past there has been some confusion about our Telephone bill and what we call QuickBooks billing. Hopefully this article will clear things up and give options available for your payments.

The monthly Telephone bill includes charges for Telephone, Long Distance, CATV (now showing as Video on your bill), and Internet service. This bill is mailed out around the first of the month and can be paid by ACH, check, cash, or credit card. Credit cards and ACH payments may also be set up to automatically pay each month. These automatic payments eliminate the drama a late payment brings, or the hassle of writing a check.

The bills for our other divisions- Powercom, Construction, Computer Repair, TCS, Warehouse and Charley's are made up in QuickBooks and would not be covered by automatic payments. These invoices are generated and mailed to you shortly after the work is done or items purchased. A Quick Books statement will also go out with your telephone bill

for these services if there is an outstanding balance, however, these charges will not appear as part of your telephone bill. If you would prefer to have the QuickBooks invoices on your telephone bill giving you just one total, that opportunity is now available to you. All you need to do is stop in the office and fill out a short form authorizing us to move those charges to your phone bill. You would still receive an invoice describing the work done, parts used, and the cost, but the total would be included with your telephone bill and would be covered by your Automatic payment.

If you are interested, stop in or give us a call, we'll mail the authorization form out to you. If you'd like to set up ACH bring in a voided check or your credit card information can be taken in a phone call. We appreciate everyone's patience as our billing can be confusing with all the different divisions that we have. Please call if you have any questions.