

The Connection

Kennebec Telephone Co., Inc.

Manager Moment

From time to time, a customer will say to me, "I'm surprised you stock that item; that saved me a trip out of town". While we aren't trying to be a hardware store, and we don't have every item under the sun, we do stock a good selection of plumbing items, electrical items, telephones, etc. If we don't have what you are looking for, we usually can get it quickly. So the next time you are tempted to drive out of town, stop in or give us a call. Chances are we just might have what you need.

Jesse Palmer
Inventory Manager



Who and Where to call when you have Trouble

Trouble with telephone, internet, cable TV, electrical, or digging that occurs between the hours of 8:00 and 5:00, Monday through Friday should be reported to Kennebec Telephone's business office by calling 869-2220. A CSR (Customer Service Representative) will take your call and create a trouble ticket with all the pertinent information. The CSR will then contact a Technician to repair the problem. Most problems can be repaired the same day that the trouble was reported.

Troubles that occur after 5 PM, weekends, or holidays should be reported by calling the after hours number at 869-2424. The Technician on call will answer on his radio. These calls sound a little different so try to talk clearly and slowly. Give the Tech a short description of the problem along with a phone number to get back in touch with you. We will then get a person qualified to repair the problem; these are usually done within an hour depending on the situation.

The trouble tickets get turned in at our office after the problem has been repaired. A CSR will make a follow up call to determine if the job was completed and to make sure you are satisfied with the work that was done. This is a great time for customers to ask questions about services, features, or anything involving Kennebec Telephone.

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- Call before you dig!
- * Trees
 - * Fencing
 - * Waterlines
 - * Any other excavation

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