

# The Connection

Kennebec Telephone Co., Inc.

## Manager Moment

The additional growth of Kennebec Telephone Co., Inc. (KTCI) that Matt discussed in his article last month brings to mind all the changes KTCI has had. One area which affects the accounting side of the business is the billing for other activities such as PowerCom, Construction, Computer, Garage, and items picked up at the warehouse. With all the support you have given KTCI in the above mentioned divisions, which we greatly appreciate, one

question comes up periodically. Why do I receive a separate bill for the other services I contracted for rather than combining the bill with my phone bill? KTCI uses a separate billing and inventory system for the other activities. This enables KTCI to keep track of the inventory and the billing for these other services which you use. Because KTCI wants to be efficient, we have combined the monthly mailing that includes

your phone bill, newsletter, other services bill, and statements. Thus it is important that you review all the pages we send to you with your telephone bill, so you do not overlook one of the other services billing statement.

Roger Beinlich  
Controller

## New Employee

Jim Kotz started working for Kennebec Telephone on August 24th. He enjoys working with different people on different jobs throughout the day. Jim helps out with PowerCom, Construction, Garage, and Telephone when an extra person is needed, thus making him the Multifunctional Assistant. Jim graduated in 1969 from Presho High School. He is married to his wife Eileen and has 4 grown kids. Jim worked at Presho Oil for 8 years before coming to Kennebec Telephone.





Don't forget to get your phone and cable services hooked up 2 days in advance to ensure that your services will up and running for Hunting Season.  
869-2220



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## Featured Cell Phones

Would you like a cell phone that doesn't have a lot of bells and whistles on it. If so, we have a phone for you! We have either a Motorola W315 or a Samsung A870. With these two phones you will still have a few features and capabilities like caller ID, call wait-



Motorola W315

ing, voice mail, text messaging, and a speakerphone. If you would like a camera, you can find that on the Samsung A870. To purchase the Motorola W315 it will be \$102.30 and the Samsung is \$79.00. If you choose to go with a 1 year contract, it will be \$33.40 for the Motorola W315, and it would be free for the

Samsung. For a 2 year contract, the price would be free for the Motorola W315 and free for the Samsung. Call our office to find out more about what we have to offer.



Samsung A870

## Is Your Password Secure Enough?

Your passwords are the keys you use to access personal information that you've stored on your computer and in your online accounts. If criminals or other malicious users steal this information, they can use your name to open new credit card accounts, apply for a mortgage, or pose as you in online transactions. In many cases, you would not notice these attacks until it was too late. Passwords for your Kennebec Telephone accounts are just as im-

portant. Is your password strong or secure enough? Is your password a minimum of 8 characters and alpha-numeric?

We ask that you consider updating your internet password to a more secure password. You can do this via the Account Management Center through our website at <http://www.kennebectelephone.com/youraccount/>.

**IMPORTANT:** Changing your pass-

word affects all of your internet services, including DSL, E-Mail, Dialup, and Wireless.

Be sure to update all software and/or hardware when changing your password. If you are **unsure** how to change your settings for equipment and/or software, please contact our office **before** changing your password. You can contact our office between 8 AM and 5 PM Monday thru Friday at 869-2220.

## Go with the Flow!

Have you ever been curious what happens when you call Kennebec Telephone Company for service? Just why does the office staff ask so many questions? They can't do anything to help you.... Or can they? Often folks call in and, by force of habit, ask for a specific manager or worker. Did you know that by just giving a little information to the office staff, your problem could be more quickly taken care of?

When you call the office, you will be greeted by Crystal, Heather, Tiarra, Joan, or Cherry. You will first be asked for either your name or your phone number so your information can be easily accessed, and a work ticket started. The more general information you can give the office staff to put on the ticket, the better informed the rest of the crew will be, and able to get your work done more efficiently.

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## Go with the Flow Continued

We take your information, make up a ticket, and pass it on to the manager in charge of the area needed. Matt Collins gets the PowerCom, Construction, Garage, and some installation tickets. Trusty Mertens gets Phone, Cable, and Internet installation tickets and his crew is in control when you have problems with these services. Jason Thiry is our manager in charge of Internet, Computer, and miscellaneous projects; including wind-towers, security systems, and office phone systems. Jesse Palmer and his assistant, Jim Cole, are in the Warehouse and can be accessed only through the main phone number, but they are always ready to help you find various pieces and parts you may need in a pinch. Let's follow a ticket from your call to the follow-up call. You want to install a new outlet on your

front porch, preferably before it's time to put up the Christmas lights. When you call Kennebec Telephone, you tell Tiarra: I want to talk to Barrot. Because the guys are seldom in the office to take calls, you'll be asked if we can help you. The particulars of your project are noted and put on a ticket along with an alternate phone number where you might be reached or if you will or will not be home. This ticket is sent to Matt, he decides which electrician is available to do your job - Barrot, Brad, Chaz or Darren. The ticket then goes to the electrician who is able to take the proper materials to do the job. And before you know it, you're ready to hang those lights! Within a couple days you will get a call, again from the Customer Service Representative, checking in that the job was completed to your satisfaction.

Many of the workers do carry cell phones, but generally this is not the best or fastest way to contact them. As you know, a cell phone can ring at the worst time.... Say when you are on top of a roof, or digging a pit. Also, the cell service may not reach the party you are calling due to their location. In the office, we have the option of calling them on the business band radio, and are generally successful in reaching them. Managers are always alerted to new tickets as they come in either by phone, radio or e-mail... sometimes all three!

So, next time you call, let your job go with the flow... the ticket flow, that is! And always, thank you for all of your business.



### Halloween Coloring Contest

Stop in or visit [www.kennebectelephone.com](http://www.kennebectelephone.com) to get your coloring contest page. Please have them turned into the office by October 23rd. You must be between the ages 2 and 6 to participate.

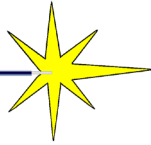


### Directory Changes:

Creative Images by Nicole	869-9453
Shannon Groth	895-2376
SD Game Fish & Parks	895-2138
Shooters Pheasant Hunting	869-2103
Pat Sundall	895-0900
Sylvia Anne Marchetti	869-2667
Heather Whetham	869-2441

### Important Dates:

Columbus Day	October 12
Office Closed	
National Bosses Day	October 16
Halloween	October 31



Kennebec Telephone Co., Inc.  
Kennebec Long Distance  
Kennebec Telephone Construction  
Kennebec Telephone Internet  
PowerCom Electric and Communicaitons

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Phone: 605-869-2220  
Fax: 605-869-2221  
Email: knbctel@kennebectelephone.com  
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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.

## Copyrighting from the Internet

More and more people are downloading music, movies, and games off of the internet. While some of it is legal, there is a lot that is illegal. We tend to think that no one will care; we live in South Dakota; they can't find out anyway. When in reality they do care and will find out. Sony and Warner Brothers are two that we get notifications from on a regular basis about one of our internet customers violating copyright infringement policies. They send an email out with enough information to tell who is downloading what and at what time, just enough to actually prosecute if they choose to do so. They, however, are holding the ISP (internet service provider) responsible and have the power to basi-

cally shut us down. This forces us to take action to work with them to prevent this type of activity.

When we get notified that John Doe has downloaded a Warner Brothers movie illegally, we will send an email with a read receipt confirmation, so that we can tell if the customer received it. If we don't receive confirmation, we will attempt to call the customer; if that fails, we will suspend internet service until the problem is resolved. A follow up call will be made to make sure the downloading party understands what is happening.

With all this being said, it is extremely important to keep your

wireless routers encrypted. An open or unencrypted network allows anyone with a laptop within range of your router to connect to the internet using your service. They can download any thing they want: movies, music, and worst of all, even child pornography. This activity can then be traced back to your service. It is very easy to encrypt a wireless router so others don't have access, unless you authorize it. If you have questions or need help, give our office a call; we will be glad to help you out and make your internet experiences safe and fun.