

The Connection

Kennebec Telephone Co., Inc.

Volume 7 Issue 2
February 2012

Managers Moment - Jason Thiry

I would like to take a minute to explain our billing system pertaining to late payments, suspends, and disconnects. We have had a few questions from people that were suspended; hopefully this clears things up.

KTC customers usually receive their telephone bill on or around the 1st of each month. This bill is then due on the 20th of that same month and will start incurring finance charges after that date. If the bill remains outstanding by the 10th of the following month, the customer would receive a final notice reminder by mail. On roughly the 20th of that month, an automated call would be sent out telling the customer if payment is not re-

*Automatic
Payments = \$\$\$\$*

*Benefits of paying your bill by
automatic payment:*

- * Fewer checks that need to be written
- * No more postage
- * Reduces the paperwork you need to do
- * Reduce the chance of a lost or late payment
- * You will still receive a bill in the mail
- * You will receive \$10 off your next month's bill if you sign up by February 26th

Call our office and get set up today.

ceived by the 23rd (this date varies), their services will be suspended. On the 23rd, at around 10:00 am, tickets are generated and unpaid services are suspended. So a customer receiving a bill on February 1st would not be suspended until the 23rd of March almost 2 months after receiving the initial bill.

If a customer gets suspended, they will be assessed a \$45.00 reconnect fee to get their services turned back on.

Automatic payment and credit card payments are available for customers that would like a no hassle way to pay their bill each month.

Driving Tips

from CTIA the Wireless Association

Wireless devices give consumers the freedom to stay connected with family and friends and to conduct business anytime, anywhere. But, when it comes to using your wireless device behind the wheel, it's important to remember safety always comes first and should be every driver's top priority.

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Important Dates:

Lincoln's Birthday	February 12
Valentine's Day	February 14
President's Day	February 20
Office Closed	
Ash Wednesday	February 22
Washington's Birthday	February 22

KTC employees and cell phone use at work

Kennebec Telephone Company has a personal cellphone use policy for its employees during work hours. The employees are **NOT** allowed to use personal cell phones at work and are discouraged from having them even turned on during work hours. This may cause difficulties for customers who are in the habit of calling a tech's cell phone directly because it seems easier. The problem that is arising is an employee probably won't get the message until after 5:30 pm, causing someone to work late instead of being able to get the work done during our normal 8

to 5 work hours.

The best way to get work done is to call our office and talk to one of the CSR's; they will make a ticket regarding the work that needs to be done, transfer you to the appropriate manager, or relay a message to a particular department. All of our techs have hand held radios and can be reached by our office staff. Customers having problems on weekends or evenings need to call our after hours line at 869-2424 to talk to the person on call. They will get the right person to get the job fixed.

Directory Changes:

Scott & Kim Thomas - 869-2104

Cell Phone use in Commercial Vehicles

The U.S. Department of Transportation, beginning January 1, 2012, has put a ban on handheld cell phone usage by all commercial vehicle drivers. This law went into effect for all interstate travel, and extends to holding, dialing and reaching for cell phones while driving. Hands-free devices will still be allowed. Commercial drivers will face federal civil penalties if they violate this ban; however, the state of South Dakota will not be enforcing the ban until the change to the federal motor carrier code is adopted by the State Legislature. Although not passed by our state, many companies, including Kennebec Telephone, will implement the no cell use policy. Many companies feel that it is good practice to obey this ban to avoid any confusion when crossing state lines and since it will most likely be enforced in South Dakota by 2013.

Driving Tips *continued from pg 1*

Wireless devices are one of the best safety tools drivers can have on the road. Everyday more than 290,000 calls are made from wireless devices to 911 or other emergency services. That's about 200 calls every minute. More Americans are using their wireless device to report emergencies, prevent crimes, and to save lives.

If it is necessary to use a wireless device while driving, the wireless industry encourages drivers to follow some basic do's and don'ts to ensure that a wireless device doesn't become a distraction:

- Be responsible...Don't Text and Drive!
- Get to know your wireless device and its features such as speed dial and redial.
- Position your wireless device within easy reach.
- Dial sensibly and assess the traffic; place calls when you are not moving.
- Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- Don't take notes or look up numbers while driving.
- Use a hands-free device for convenience and comfort.
- Do not engage in stressful or emotional conversations that might divert your attention from the road.
- Dial 911 or other local emergency numbers to report serious emergencies – free from your wireless phone.
- Use your wireless phone to help others in emergencies.
- Call roadside assistance or a special non-emergency wireless number when necessary.

NAPA REAL DEALS

TOOLS & EQUIPMENT

Prices Good Thru March 31



Shop Heating
70,000 BTU

\$229



3-Piece In Kit Bag
VG 73

\$29.99



Flex Head GearWrench,
7-Piece Metric Sizes 8, 10,
12, 13, 15, 17, 19mm
NHT 9900

\$62.99



3000W, W/Wheel Kit PFP
PM0105004

\$479



TS3000T Torch Head &
Gas Cylinder Kit

\$27.99



18V Cordless Drill with
Stud Sensor and Storage Bag

\$82.99

Stop by Charley's Welding & Auto Repair to check out the full sales catalog!



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Charley's Welding & Auto Repair
605-869-6272

SHOWS, SHOWS, SHOWS!

Mark your calendars!

KENNEBEC BUSINESS APPRECIATION - Saturday, February 18th, 5:30 pm - 7:30 pm.
Displays, giveaways, and FOOD! This event features a chili cook-off and homemade ice cream contest, so with these and the munchies you'll find at many booths, who needs supper?

PRESHO CHAMBER FARM & HOME SHOW - Saturday, February 25th, 10:00 am - 3:00 pm.
Entertainment this year will feature Lane Moore from Vivian, and the little cheerleaders! Don't miss the legendary lunch put on by the Eastern Star ladies. Check out items from numerous vendors and sign up for fabulous prizes! Including a 32" inch flat screen television.

Kennebec Telephone and Charley's NAPA AutoCare Center will both be manning booths at these events. So stop by and say hello.

KCCR FARM, HOME AND SPORT SHOW - Saturday, February 25th 9:00 am - 5:00 pm and Sunday, February 26th 11:00 am - 4:00 pm.
This is the 40th anniversary of, "Central South Dakota's Largest Display Show!" Technology & Communications Specialists (TCS) will once again have a booth at this show, so if you happen to be in Pierre stop by to see what Dave and Jason are up to!

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.