

The Connection

Kennebec Telephone Co., Inc.

Volume 6 Issue 2
February 2011

Manager's Moment

As you may have read in prior newsletters, we are in the process of installing a Fiber to the Home (FTTH) network in the town of Kennebec. That involves moving all the phone and internet service from the copper cable pair used now to a single fiber from the Central Office to the subscriber's home. The amount of traffic that can be put on one fiber is only limited by the electronics used to feed it. For the customer, this is a near seamless transition from copper to fiber. For the telephone company, it enables us to make enhancements and upgrades that are not possible using copper. Ideally, you, the customer, won't notice any changes in the quality of your service. In the future, we will have the ability to offer increased internet speeds and video along with your phone service over the same fiber. At the end of the year, we had a few people's services moved over to the

FTTH equipment, and we are in the process of splicing fiber to gain access to others.

The cut-over process is fairly simple, and it happens with two visits from KTC. First, the guys will contact you to set up a time to install a new protector on the outside of your house, run a CAT6 wire to wherever you have your internet service today, and re-wire any damaged or unusable wire inside your house. They will also install a power unit with a battery inside your home to power the electronics in the protector. At this time, you can have any existing jack re-wired for \$5 or have a new jack installed for \$10 while the guys are there. This includes phone or CATV jacks. If you've signed up for a DRU from West Central Electric, or would like to, it can be installed at this time by one of our electricians. On the second visit, we'll cut your service over from the copper to the

fiber. This involves moving the lines on the outside of the house from the old protector to the new protector, removing your DSL modem, and reprogramming your computer or router to access the new network. We're trying to do this with a minimum amount of hassle for the customers.

If you're one of our customers in the town of Kennebec, expect a call or visit in the next few months to set up a time to get your home ready to be upgraded. As always, if you have any questions about products or services offered by Kennebec Telephone Company, Inc. or any of its divisions, give us a call. Even if it's something we don't provide, we can point you in the right direction.

Trusty Mertens
Central Office Manager

Dates to Remember

February 12	Lincoln's Birthday
February 14	Valentine's Day
February 19	Business Appreciation Night
February 21	President's Day- KTC Closed
February 22	Washington's Birthday
February 26	Farm & Home Show - Presho
February 26 & 27	Pierre Farm & Home Show

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New Digital Basic Channels



The **Oprah Winfrey Network (OWN)** is now showing on Kennebec Telephone CATV digital basic Channel 326! According to the official website, OWN is a network of self-discovery- connecting people to each other and to their greatest potential.

Original programming includes: *“Your OWN Show: Oprah’s Search for the next TV Star,” “The Gayle King Show,” “Ask Oprah’s All Stars,”* and *“Cristina Ferrare’s Big Bowl of Love,”* plus several others. OWN takes the place of Discovery Health in the Discovery Networks line up, and a few DH shows are still in place such as *“Deliver Me”* and *“The Best of Trading Spaces.”*

Discovery Communications is changing the name of its FitTV network to **Discovery Fit & Health** beginning on February 1, 2011. Discovery Fit & Health will be available on Kennebec Telephone CATV digital basic Channel 458.

Discovery Fit & Health’s robust new slate of programming will continue to feature the best of Discovery Health programming, including the hit franchises *“Dr. G: Medical Examiner,” “I’m Pregnant and...,” “911: The Bronx,”* and *“Untold Stories of the ER.”* Early mornings will offer FitTV workout programming, including *“Bodies in Motion with Gilad Namaste,” “Yoga,”* and *“SHIMMY.”*

FEATURE OF THE MONTH **WIRE MAINTENANCE**

Wire maintenance is an optional service that is available through Kennebec Telephone Company. Many of us have had it on our lines for years, and really not thought anything of it. For only a few dollars per month, wire maintenance may save you money in the long run. Telephone wire maintenance covers problems with the telephone cabling and jacks in your home. It also covers mileage, labor, and materials if you have a problem with existing wiring or jacks in your home.

If you were moving the furniture and happened to damage the existing jack, wire maintenance would cover the replacement of that jack. Damage caused by pets or the occasional unwelcomed pest in your home, would be covered by wire maintenance.

There has been some confusion about the cost of wire maintenance. When dealing with multiple buildings or numbers, wire maintenance costs \$3 per month for the first number on the account, and any additional number or building would be \$1 per line/building per month. This could be to a line in your shop, garage, barn, or any other out-building.

Wire maintenance is like an insurance plan for your telephone wiring. A customer with one number in their house would pay \$36 a year or might pay much more on repairs, depending on the condition of the telephone cabling in your home.

Give us a call if you have any questions regarding wire maintenance or any of the other products available.

PASSWORD GENIE IS NOW AVAILABLE !!



Kennebec Telephone Company is proud to announce that we are now

offering a product called Password Genie from Security coverage. Password Genie is a simple tool that downloads quickly and easily on your computer which remembers your usernames and passwords to websites. Unlike having your web browser remember these passwords, Password Genie does it safely and securely so spyware cannot steal this information.

Installation is a simple, painless process. When you sign up for the service you will receive an e-mail contain-

ing a download link and a product key. Simply click on the link and follow the directions. If you prefer we can install it for you. Within minutes you will be up and running. All that's left is to customize the program to suit your needs. Simple choices such as Auto login or would you rather click to log in, are made. Some customers do not want all their passwords changed, so a simple click on the "do not save" tab the first time you log into that site is all it takes.

We are so excited about password Genie that we are willing to offer a 30 day free trial of the product to anyone who is interested! Give us a call to get it set up.

Online Backup

Back up all the computers in your home or business
Fast/Easy Reliable! With no annoying ads or pop-ups
Safe, Secure, off site storage!

5 GB..... \$3.50
50 GB..... \$9.00
250 GB... \$17.50

Easy Backup of Photos, Music,
Documents, and More!

Stop By and Visit

KTCI would like to take this time to invite everyone out to some of the events we will be participating in!

First is the **Kennebec Town & Country Business Appreciation Night**. This will be held on Saturday, February 19th at the Kennebec Gym, from 5:00 pm to 7:00 pm. This is usually an enjoyable event where businesses set up booths, and offer great food, prizes, and socializing.

On February 26th we will be at the **Presho Area Chamber's Farm & Home Show**. The name of this event says it all. Vendors will have booths selling items and providing information about their products or services. This provides a great opportunity for you to stop by with any questions or comments, along with registering for door prizes!

Also on February 26th & 27th, Technology and Communications Specialists (TCS) will be participating in the **Pierre Farm and Home Show**. We will be providing information about our services and products including key systems, security systems, and networking.

We feel these are all great events and encourage everyone to stop by and visit, ask questions, or voice your concerns about products or services. Hope to see you at any or all of these events!



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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.

FAQ'S Frequently Asked Questions

Q: When will Presho get fiber to the home?

A: The plan is to finish up Kennebec first then start on Presho. Presho could be started as early as late 2011, but may be later due to the planning process with engineers, availability of equipment, and any snags that pop up in Kennebec.

Q: Why do I have to have a bundle to receive the 6 Mb internet speed?

A: We wanted to add more value to our bundles and this is a great way to do it. We encourage all our customers to check out our bundles and see if they work for you.

Q: Does Kennebec Telephone Construction do residential snow removal?

A: Yes, they do; just call to get your name on the list.

Question of the Month

What are two items that are covered by wire maintenance?

Last month's winner:

Gloria Perry- HUB was formerly known as Discovery Kids.