

# The Connection

Kennebec Telephone Co., Inc.

Volume 5 Issue 5

## Manager Moment

### Reporting Problems with your Service

If you are having trouble with your phone, cable, internet service, or anything else, call us, and let us know. We have no way of knowing if you are having trouble unless you report it to us. It may be something we are already working on, or it may be something that we haven't been notified about. Either way, please call in, and talk to one of our Customer Service Representatives. Let them know what's going on. They'll get the information to the right person, and we'll get it checked out. After hours or Emergency Calls will go through to our radio system. It sounds a little different than a regular phone, but someone will answer it 24 hours a day, seven days a week. Our goal is to have quality service with the shortest amount of down time. That means, day or night, rain or shine, we'll do our best to get the problem fixed as soon as possible.

Trusty Mertens  
CO Manager

## SDTAC Scholarship

College students don't forget to get your application for the SDATC \$1,000 scholarship filled out by May 31st. You must have completed two semesters of school at any of the post-secondary schools in South Dakota and your parent(s) must be a member/customer of a SDATC Coop or SDATC member local exchange. For more information or an application visit [www.sdatconline.com](http://www.sdatconline.com), call 224-7629, or visit the Kennebec Telephone office.



### INSIDE THIS ISSUE:

PAGE	ARTICLE
2	FREQUENTLY ASKED QUESTIONS
2	NEW SUMMER HELP
3	COMMUNICATONS ENGINEERING ACADEMY
3	ICE
4	KEY SYSTEMS

## Frequently Asked Questions

Q: Why is Kennebec Telephone digging in the alleys in Kennebec?

A: We are working on our fiber to the home project. It involves replacing the copper cable with the fiber optic cable.

Q: My internet is slow, how can I tell if it's my service or the computer?

A: If other programs on your computer are slow or take a while to open, it's probably your computer. Adding RAM will help with this. If everything else seems fast, give us a call, and we can check things out.

Q: Is advertising on the local channel free?

A: Non-Profit advertising is free. But if you are a business and want ads running continuously throughout the month, the rate is \$20. You can change your ad once a week, and you can have up to 5 pages. If you would like to place a classified ad, it would run you \$2 per week, and you are not able to change the ad.



## New Summer Help

Jake Longville is a part-time summer construction worker. He is graduating from Lyman in May and plans on attending college at Northern State University. Jake's duties will primarily be working on the fiber to the home project in Kennebec. However, he will also be doing other duties as needed. We welcome Jake to the staff, and hope he has an enjoyable summer of work.

***We are going to start putting a question in the newsletter that we encourage you to answer and return it back to use either by email ([knbcetl@kennebectelephone.com](mailto:knbcetl@kennebectelephone.com)), mail (PO Box 158, Kennebec), or by dropping it off at our office. By correctly answering the question, your name will be placed in a monthly drawing at a chance to win \$10 credit at Kennebec Telephone, TCS, or any other division of our company. Your name will then be placed in the end of the year drawing that will be held on April 20, 2010. Please have all entries returned by the 15th of each month.***

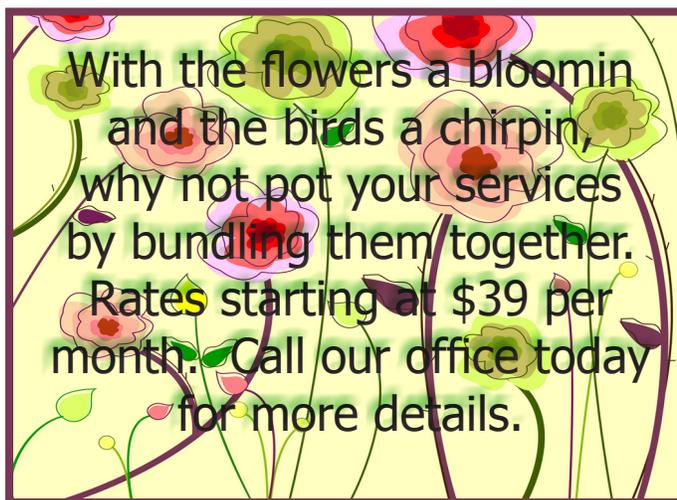
***This month's question is...What does ICE stand for?***

## Communications Engineering Academy

Mitchell Technical Institute is looking for junior and seniors that are unsure what their plans are after high school. They will be hosting a Communications Engineering Academy designed to give you hands-on experience in the areas of computer systems technology, electronics, software, data cabling, satellite communications, supervisory control and data acquisition, and telecommunications. The academy will be held June 14th thru the 17th. This training will be offered for free, along with the meals and lodging. Space is limited, so log on to [www.mitchelltech.edu/ceaStudentRegistration.aspx](http://www.mitchelltech.edu/ceaStudentRegistration.aspx) and get registered by May 7th. What a better way to know if you would like this type of work than by getting the hands-on experience.

## ICE

What is ICE and why you should add it to your cell phone? ICE stands for in case of an emergency. The reason why you want to add it to you cell phone is because if you are in an accident or are unaware of your surroundings, this will help the paramedics, police, or doctors get a hold of a family member to let them know what has happened and to find out if you have any allergies, your blood type, and any other medical history you can provide them. Place ICE in front of your primary contact and add additional contacts by putting ICE1, ICE2, ICE3, etc. in front of other contacts you may have.



With the flowers a bloomin  
and the birds a chirpin,  
why not pot your services  
by bundling them together.  
Rates starting at \$39 per  
month. Call our office today  
for more details.



### Directory Changes:

Ken Altman	869-2355
Dawn Lintvedt	895-2362

### Important Dates:

Mother's Day	May 9
Armed Forces Day	May 15
Memorial Day	May 31
Office Closed	



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

220 S Main  
PO Box 158  
Kennebec, SD 57544  
Phone: 605-869-2220  
Fax: 605-869-2221  
Email: [knbctel@kennebectelephone.com](mailto:knbctel@kennebectelephone.com)  
Website: [www.kennebectelephone.com](http://www.kennebectelephone.com)

*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.

## Key Systems

One of the most valuable pieces of equipment a business should have is reliable communications equipment. We've all had the frustration of trying to contact a business at one time or another only to have no one to answer, no option for voice mail, or no automated greeting telling you the working hours. It not only looks unprofessional, but will probably cost you customers at some point. This problem can be easily be solved by having a key system installed to meet your needs. Key systems, or a KSU, come with various options making them easy to fit with your business needs and budget. Some common functions of key systems include allowing your business to place callers on hold, transferring calls to your co-workers in the office, have voice mail access, provide music to on hold customers, intercom other phones, and much more. They can be designed to fit your office's needs. You can have a system as small as 2 phone numbers and 3 phones, or as many as 20 phone numbers and 100 phones. Every business can benefit from a KSU. Give TCS a call at 224-9998 to have someone help you out with a design and quote for no charge.