

The Connection

Kennebec Telephone Co., Inc.

*Volume 8 Issue 6
June 2013*

Manager Moment with Chris Zirpel, Office Manager

Well everyone, as the old saying goes, if you don't like the weather in South Dakota, just wait five minutes and it will change. That seems to be the case lately in the telephone industry, and at Kennebec Telephone in particular. We have a lot of changes happening here: from fiber to the home being installed in Presho, to our new billing software, to new FCC reporting requirements, to our front office being remodeled.

As you read this, one change you may have noticed is I'm writing my first article for the newsletter. Yep, Roger rode off into the retirement sunset at the end of March, and I don't think his smile could have been

any bigger! I have some big shoes to fill, but I'll get there. Congratulations Roger and thank you!

I mentioned our billing system earlier. If you've had us do any work for you lately, I'm sure you noticed our bills look different. Just so you know, the July 1st phone bills will have a new look to them as well. Please feel free to call us with any questions.

While the FCC tries to change and reshape this industry, the one thing that doesn't change is we will continue to provide the best services possible to our customers. If you aren't sure what we offer, check out our website or give us a call. Until next time!

Kennebec Telephone company and it's employees are mourning the loss of long time owner, Delores Johnstone. In 1952, Delores and her husband Lloyd, purchased Kennebec Telephone Company. Delores worked as a bookkeeper until Lloyd passed away. She managed the growing company until 1998, when she thought it was time to retire and sell it. Delores continued living in Kennebec until 2011, when she decided it was time to move to Spearfish to be closer to family.

We will miss Delores and never forget the work that she did here. Our condolences go out to all the members of Delores's family.



Directory Changes

Herman, Todd.....895-2632
McClanahan, Shae.....895-2185
Smith, R.Lee.....895-2426
Urban, Clay & Katie.....895-2415

Important Dates in June

Flag Day.....June 14
Father's Day.....June 16
Summer Begins.....June 21

CONGRATULATIONS CHAZ!



Powercom is proud to announce that Chaz Bowar recently completed and passed his electrical contractor's exam. Chaz started out as an apprentice electrician. After 4 years for a total of 8,000 hours, he was able to take his Journeyman's electricians test. After passing that hurdle, he worked as a journeyman for two years getting over 4,000 more hours of experience before becoming eligible for his Contractor's license.

Congratulate Chaz the next time you see him, on passing a very difficult exam and for his hard work!

George Martin, current owner of the Napa Auto Parts Inc. store in Chamberlain is announcing its sale to Kennebec Telephone Company Inc. Kennebec Telephone Company will take over on July 1, 2013 with the only change being the name: Chamberlain Napa.

George would like to thank everyone for their past support and assure customers about his decision to sell to Kennebec Telephone and that they will maintain a strong local presence. George quotes "I feel good about selling to Kennebec Telephone. Rod Bowar (General Manager of Kennebec Telephone), takes pride in insuring that customers' needs are met by small town labor and resources. It is very important to Bowar to ensure the growing existence of the small communities, and he likes to be successful in whatever he does meeting these communities specific needs."

George started working at the Napa Auto Parts Inc. store in Chamberlain in 1988 and became the owner in 1990. He feels like his business is successful because he has kept in close contact with his customers by working in the store the last 25 years. He's provided customers with quality parts and knowledge that keeps them coming back, George

feels that Rod, along with his staff, will continue the success that George has started.

Rod Bowar, President/ Manager of KTCI states "Nothing will change going forward as far as customer service; we want to fulfill all our customer needs. Tom Hloucha and John McCarthy agreed to stay on to help us do this; George will also be there for an additional six months, and therefore, everything should be the same going forward." Bowar added, "We are very excited to have been given this opportunity by George; we look forward to being a part of the Chamberlain community."

Kennebec Telephone Co., Inc. would like to congratulate George on the success of his business recognizing all of this hard work and dedication that has put forth.



Did you know....Kennebec Telephone pays Gross Receipts to local schools?

It's published every year in the local paper and in this newsletter. But is everyone really aware, that in an age of fiscal cliffs, government budget cuts and sequestration, your local telephone company does its part for the local schools.

In the most recent tax year, Kennebec Telephone Co., Inc. paid gross receipts taxes in the amount of \$120,148.84 to Lyman County, \$61.48 to Mellette County, and \$26.76 to Tripp County.

Kennebec Telephone is taxed at a rate of four percent of the gross receipts. The tax is paid to the county in which the revenue was generated. Then

the county disburses these taxes to the school districts in the county based on the revenue generated by customers in each school district.

Not all telecommunication companies contribute to the county. Some providers for example do not because they do not have a local presence in our communities.

"Shop Local" takes on a whole new meaning when you compare what is being put back into our schools and communities! We are very proud of the large number, but it would not be possible without you, our customers.

Time for an Update?

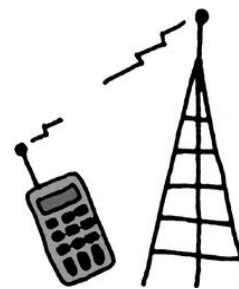
When was the last time you updated your cell phone? With so many cell towers going up in our area in the last several years, you'd think everyone would have a crystal clear signal at all times and, of course, no dead zones.

It may not be your service, but it just might be your device. Cell phones should be updated often so they are trained to look for new signals. This does not mean that you need to get a new phone every time a tower goes up. It also does not mean that you have to visit your service provider; you can do this update all by yourself.

If you have service through Kennebec Telephone Company, simply turn on your device and dial

*22890 and then press send. You will hear music and, after several seconds, a voice will say, "Please continue to hold while your phone is being programmed." You will then hear a series of beeps, and the words "Programming Successful" will appear on your phone's display. Depending on your style of phone, your phone may automatically turn off, then back on. If not, the process will be complete when the call ends, and your phone will be updated to the local towers.

To update your roaming capabilities, the procedure is nearly identical, simply change the number dialed to *22891 and send. Now you are ready to have a better cell phone experience.





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Kennebec Telephone Construction
Kennebec Telephone Internet
PowerCom Electric & Communications
Technology & Communications Specialists

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Frequently Asked Questions

Q: The fiber optics has been installed in my home, now what should I do with my internet modem since I don't need it any more?

A: You can keep it, sell it, or throw it away. The modem was equipment you purchased when you hooked up your internet, so it is your property. Many internet customers in the country have not been switched to fiber yet, so they will still need modems.

Q: When will the fiber to the home be done in Presho?

A: We are shooting for having all the houses and businesses cut over this year.

Q: Will I notice any difference in my service when fiber is put in?

A: You shouldn't notice any change in quality. The fiber will, however, give us room to easily raise internet speeds, and in the future, provide cable tv over the fiber. We have no plans of moving the cable as of yet, but fiber give us more options when that time comes.

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.