

The Connection

Kennebec Telephone Co., Inc.

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Manager's Moment-Matt Collins



Kennebec Telephone participated in the “Job Shadow” program on March 14th and 15th. We always enjoy working with kids, it gives us an opportunity to get to know the ones that shadow our employees and also give the kids an idea of what we do and have to offer. This is valuable experience for both us and the kids because they may become a Kennebec Telephone em-

ployee in the future. We were impressed with all the shadows this year and think they show some great potential in whatever they choose to do after graduating from high school and college. We had eight kids shadowing this year and hope to continue to get more in the years to come.

Enjoy Your Retirement Roger



After 12 years (plus a few months), with Kennebec Telephone company, Roger Beinlich will be heading into a well-deserved retirement.

Prior to working at KTCI Roger spent 25 years as Accounting Manager for a Capacitor Manufacturer based in Ogallala, NE. Roger's first job title back in 2001 was that of Office Manager, at a time when the company consisted of around 12 employees, and office staff was based in the building across the street.

As time went on, Roger's title changed to Controller, the “new” office was built, and somewhere along the way the company grew to over 35 employees, including electricians, computer techs and mechanics! For the last six months, his title has been Advisor, easing the path for Chris Zirpel's move into the Office Manager position.

When asked what he will miss the least upon his retirement, Roger answered, “Reading FCC briefings!” And we all thought he enjoyed those most of all! Roger's plans do include travel, some projects around the house, and participating in more trap shooting events!

Thank you Roger, for all your hard work, and enjoy your retirement!



Relay South Dakota is a communications system that allows hearing persons, deaf, hard of hearing, or speech impaired persons to communicate by telephone. South Dakota Relay provides telecommunication relay service on behalf of all basic local exchange service providers in South Dakota.

Relay services are fast and easy to use and there is no additional charge to the users for this service. There are no limits on the length or number of calls that may be placed. Only normal telephone charges will be applied.

Communication Assistants (CA's) have had training in deaf culture, deaf/blind

culture and technology as well as exposure to American sign language.

Users may reach the South Dakota Relay Center at the phone numbers listed below or dial 7-1-1.

- TTY.....(800) 877-1113
- Voice.....(800) 877-1113
- ASCII.....(800) 877-1113
- STS.....(877) 981-9744
- Spanish.....(877) 981 9743
- TTY/Voice/ASCII/Spanish:
.....(900) 230-3301
- VCO Direct.....(877) 981-2117

For questions or complaints call our office and talk to Rod Bowar at (605) 869-2220.



Tiarra Bowar presenting Karen Gilman her new TV!

WEEKLY DRAWING PROMOTION WINNER

Sure, we know you have been waiting on the edges of your seats to find out who won the grand prize from our weekly drawings. Well your wait is over, but first, a recap of the "Game!"

You had the opportunity to put your name in for the drawing each time you came to our main office, Charley's, or the Warehouse. All three locations combined names weekly to draw for a winner. These winners won an assortment of fabulous prizes, including sweatshirts, and dollars off on

various services. When they were notified of their good fortune, they were also asked to pick a football team that they thought would win the Super Bowl.

The final step in the process was the Super bowl; the winners who had chosen the 49ers and the Ravens were up for the Grand Prize. Karen Gilman had picked the winning Ravens, and next year will be watching the Super Bowl on her new television!

Congratulations, Karen! And thanks to everyone who participated. Watch the newsletter for upcoming promotions. The next winner could be YOU!

Job Shadows from Lyman MS



Jesse Schindler with Powercom Electrician Darren Anderson



Cameron McManigal at Charley's Welding with mechanic Jordan Miller and customer Jerry Mundlein



Marissa Grass Rope shadowed Crystal Brakke. Marissa designed this powerpoint slide, which will be used on the local channel.



Joslyn Jessop with KTC Internet/computer tech, Jason Urban



Braxton Harmon with TCS tech Tim Meiners



Eli Fanning with KTC Construction workers Zach Wolf & Steve Sondergard



Hanna Thiry worked with Tiarra Bowar on the new "Building Blocks" website building program.

On Wednesday, March 13th and Thursday, March 14th, the Lyman 8th grade class job shadowed with local companies. First, the class designed a resume for the interviews with an adult, (selected by teachers). Secondly, the 8th graders had to fill out an application, where they listed the three occupations they desired most, and the one job they wanted the least. Next, they had to contact their employer about being able to follow another member of their staff. Students were sent off to shadow and learn how the employee works at their job. *Hanna Thiry*

Here are a few impressions from the kids that shadowed with the companies of Kennebec Telephone:

"I would like to thank Power Comm for the great field experience that they gave me, especially Darren Anderson. He was great to be with and taught me a lot. I hope to work with him again" - *Austin Eppard*

"I had a great time job shadowing at the Kennebec Tele-

phone Co. and Power Com. It was cool to work with Chaz Bowar and Darren Anderson. They taught me a lot and I would like to thank them for that." *Jesse Schindler*

"My job shadow experience with Zack was helpful in figuring out what I want to do in the future. Removing the cable was very hard work yet rewarding. I am grateful that I was allowed to do this experience" *Eli Fanning*

"This was a great experience learning about security camera installation. I was impressed with how quickly Tim could get things done!" *Braxton Harmon*

"I really appreciated Crystal taking the time out of her schedule to show me what it is like to work in the office of Kennebec Telephone Company. I gained a lot of experience and learned about all the different divisions of KTC. I even got a lunch at Hot Rod's out of it." *Marissa Grassrope*



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Billing Changes

In February we started changing over to a new accounting and billing system, which is a major undertaking considering all the divisions we have. We knew there would be some hiccups, and we've worked with the new vendor to iron things out as we go along.

The items our customers will notice are the bills from Charley's, PowerCom, Construction, Computer Repair, TCS, and purchases at the warehouse will look different; they will no longer be a Quickbooks bill format. These new bills will still show the bill details and are easy to read and understand.

One thing that we were disappointed with was how far behind we got in mailing our Feb-March bills out. With the conversion and learning the new systems, it took lon-

ger than usual to get our customers their bills. This WILL NOT be an ongoing problem, and we are very sorry for any inconvenience this may have caused. Finance charges will be based on when your bill was mailed rather than the date on the bill.

The next change you will see is on your actual telephone bill in July. These are the bills that contain your telephone, long distance, cable tv, internet, and cell phone charges. We are not anticipating any delays as most of these have reoccurring monthly charges. The bill will look slightly different but will contain the same details with close to the same format.

If you have any questions on a bill, please contact us, we would like to help your bill as simple as possible.

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.