

The Connection

Kennebec Telephone Co., Inc.

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Manager's Moment - Trusty Mertens C.O. Manager

As many of you know, we have been installing fiber optic cable in the town of Presho. The same thing we did in Kennebec over the past couple of years. Presho is moving along more quickly since we've gained experience from the Kennebec project. We anticipate being done around the end of the year. That means everyone in the town of Presho, along with Kennebec, will be operating over a glass connection rather than copper. It may sound strange to some of you, but it allows us to provide the latest and greatest services over a single connection. We have had some difficulties, but with help from the vendors, we've been able to work through most of them.

Along with this transition, we moved our internet traf-

fic to SDN Communications of which we are a member company. To do this, we are utilizing new equipment installed in the Presho Central Office that allows us to have a direct connection back to Sioux Falls.

In the rural areas, we intend to install fiber optics to the subscribers as well. However, this will take time, and we plan to complete it as quickly as possible. Our rural customers will benefit immediately from the overall upgrade to our network. We've installed equipment to clean up our network and streamline our DSL service to make it work more efficiently. While there may not be a noticeable difference, the connection is more robust, and any network issues that could cause degraded service will decrease.

Need More Speed? Check out Datanet 15000

With the increased number of homes that have Fiber installed, Kennebec Telephone Internet will be able to offer DataNet 15,000 to qualified customers, beginning in September.

DataNet 15,000 will allow customers to utilize a blazing 15Mbps download and 3Mbps upload speed for their internet connection. The increase will help customers that have multiple computers, iPods, Tablets, and cell phones that are connected to the

internet. The tripled upload speed will make uploading pictures or emailing large attachments faster than ever.

Remember, your internet will only be as fast as the device you are using will allow it to be. So if you have a 10 year old computer, you may not notice a significant increase in speed. Call our office for pricing and to find out if your home or business qualifies for DataNet 15,000.



Are you planning some projects around your place this summer? Make sure you add a call to 811 before digging to your list for your own safety, as well as to protect utilities.

South Dakotans are required by law to call 811 at least 48 hours before digging. Following a call, the call center notifies utility company representatives in the dig vicinity so companies can mark the approximate location of underground lines with spray paint or flags. Once a site has been marked, it is safe to dig away from the marked line areas.

It is essential for anyone planning a project involving digging to make the call to 811 well in advance. This applies not only to homeowners, but to contractors, fence builders, landscapers, and anyone digging within the state. The result of not calling 811 and paying attention to the line markings before digging can result in expensive fines and fees, harm to the individual digging, and even death. There is simply too much at stake by ignoring the 811 call and this law.

In 2010, the South Dakota One Call Center received more than 112,000 locate requests. As a result, more than 597,000 locate tickets were issued to utilities to mark underground facilities.

According to Common Ground Alliance, an international association promoting damage prevention practices, the most popular homeowner digging projects are planting shrubs and trees, and digging in preparation of pouring concrete. These do it yourself projects could cause serious damage if the individual digging is not aware of the location of buried utilities. CGA advises homeowners planning weekend projects to call 811 on Monday or Tuesday to allow ample time for companies to mark lines in advance of digging.

Enhanced CATV channel of the month



Are you looking for something a little different to watch on your television? Why not check out Destination America, airing on **Kennebec Enhanced Cable channel 328?**

According to their own advertising, "Destination America celebrates the people, places, and stories of the United States."

It is the home of **BBQ Pitmasters**- featuring the leading cooks of America's barbecue circuit. Also



United States of Bacon where Chef Todd Fisher seeks out bacon delights across the country! Oh, it's not all food programs on Destination America.



Also featured are **Hidden in America** the histories of secretive organizations across that exist in America; **Buying Alaska** which features home buyers choosing their dream properties in the last American frontier; and **Hillbilly Blood** which follows two mountain men who demonstrate "backwoods ingenuity, deep in the mountains of Appalachia."



There are many other shows. So, if you're like me, and haven't taken the time to explore some of the upper channels, why don't we make our **Destination America!**



Lyman School District
First Day of 2013-2014 School Year
Wednesday, August 21

NAPA NEWS



The Chamberlain Chamber of Commerce welcomed Rod and Donna Bowar, the new owners of Chamberlain NAPA, with a ribbon cutting ceremony on the 16th of July. Chamber Director Mike Normile, members of the chamber and several Kennebec Telephone staff members attended the ribbon cutting at the NAPA Store on Main Street in Chamberlain.

Photo courtesy of Central Dakota Times.

Just a reminder-Charley's Welding and Auto Repair has bi-weekly specials so stop in and check them out. Also check your emails and Charley's Facebook page for a sneak peak on these in-store specials!



Will be Sponsoring the
Pukwana Crazy Racers
Lawnmower Races
Saturday, August 24th!
Come Join the fun!



Thank you to all who attended the retirement party of George Martin and the welcoming of Chamberlain Napa on June 28th in Chamberlain. We had a great day and are grateful for the support shown.



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Frequently Asked Questions



Q : Why does my phone bill look different?

A : Your phone bill looks different because we switched billing companies. Your July 1 bill was the first month with the new bill. If you have questions about your bill, please contact us.

Q: If I sign up for Automatic payment, when will it be taken out of my bank account or get charged to my credit card ?

A: customers who are set up for Automatic payment receive their bill on the first of the month like everyone else, but credit card payments aren't made until the fifth of the month, and automatic (ACH) payments are taken on the tenth of the month. This gives you some time to check over the charges.

FCC BILLING NAME AND ADDRESS

The FCC requires our company under certain circumstance, to release the Billing Name and Address (BNA) of telephone customers to telecommunications service providers. The main reason for releasing BNA information is to ensure proper billing for certain types of calls. For instance, calls such as collect, third number billed, or calling card calls may be carried by and interexchange carrier who is not your presubscribed interexchange carrier or who does not have a billing

contract with our company. Under these circumstances, the carrier does not know who to bill the call to, and therefore, must request the BNA from our company in order to bill the call. We must provide the information to the requesting carrier. BNA can also be released to telecommunications service providers for other reasons, such as verification for presubscription, servicing your account, to prevent fraud or when you move from one location to another.

If you have an unlisted or non-published telephone number, you have a choice. If you do not want your BNA released by our company for third party billed calls, collect calls, and calling card calls, we need affirmative notification from you within 30 days. If you provide us with such notification, your ability to make calling card calls or to receive collect calls or third number billed calls could be denied. Should you have questions regarding this matter, please call our office.

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, please feel free to contact us at 605-869-2220.