

The Connection

Kennebec Telephone Co., Inc.

Volume 9 Issue 9
September 2014

Manager's Moment

Fighting the Weather

Overall, I'd say it's been a fairly nice Spring and Summer. Not too hot, and not too cold. We could use some rain, but that's normal. You may have seen Kennebec Telephone Company employees out working in the heat or cold, rain or snow, or any condition that Mother Nature throws at us. We are dedicated to keep your services going no matter what the weather. Rather than blizzards, floods, and droughts, I'm going to address temperature swings in this article.

It may not seem like much, but a 40 degree swing in temperature from mid-day to mid-night has an effect on our CATV system. While it doesn't affect the buried cable as much as the aerial cable, problems still arise. In most cases, when an amplifier is cold, it works better. When it gets too hot, it doesn't work as well. We can adjust the amps for whatever the average temperature is, but with the temperature swings we see in our

area, it is going to cause problems.

With the CATV system, if you are getting too much signal, it will cause just as many problems as too little signal. Both will affect the picture quality, and will cause the set top boxes to tile or go black.

When we get calls about these problems, we try to isolate the area of town affected, but generally, we have to adjust the entire system to make it right. Sometimes, we can make changes right at a customer's house as a temporary fix, but those changes will have to be undone when the actual problem is found. It takes time to find some of these problems as they come and go, and we may not be able to isolate them until we have a failure we can track to a specific piece of equipment.

At the end of the day, we try to provide you with the best quality picture possible. It's not always easy, but we will get you fixed up.

Trusty Mertens
CO Manager



Sorry to interrupt your autumn...
But if you have a sprinkler system, you may want to call to schedule your fall service visit. Just a friendly reminder!

Directory Changes

Kathy Caslin.....869-2491
Jim & Sandra Goos869-2344
Jake & Amy Jo Janssen 869-2115
Angela's Sweet Treats..... 895-YUMM
Angela Eves & Dave Fore895-9866
Jamie Lien895-2226



Enjoy Your Labor Day!

The Offices of Kennebec Telephone, Co, Inc.
will be closed on Monday, September 1 for Labor Day



Employee Spotlight on Cherry Comp



This month, our Spotlight shines on Cherry Comp, who has been with Kennebec Telephone Company since July of 2001.

Cherry grew up on a ranch outside of White River, South Dakota. She and her siblings attended Cottonwood Country School through 8th grade, and then went on to graduate from White River High School. Before working here, Cherry held positions with Mellette County Conservation District for 8 year, South Dakota Housing Development, 7 years, Herb Sundall Law Office, 8 years.

Cherry and her husband, Bill, live in Presho, Their son, Cody and his wife Shelli, live in Chamberlain, and they have 3 daughters, Allison, Payton, & Devyn. Bill & Cherry's daughter, Billie Jo, lives in Tea with her children Jamie & Addison.

When she's not working, Cherry enjoys spending time with her family and friends, hunting, and fishing. And many time these all go hand in hand.

Currently, Cherry's title is Customer Account Representative. But throughout her tenure she has worked as a Customer Service Rep, and maybe a little marketing too. "The growth of the company and being a part of that growth," is what she recalls as her favorite memory. "When I started at KTC, there were only 11 employees & and now there are 34! Everyone that I've worked with through the years has left me many memories."



Lodge owners,

Call now to schedule your Phone/Internet/Cable connects before the "Rooster Rush" is upon us!



Say Hello to Our New Employee

"My name is Jake Janssen. I was born and raised in Gordon, NE. My wife, Amy Jo, our 5-year-old daughter, Aerika, and I just moved here from Vermillion, SD, where my wife graduated from law school. I have been working on the road, doing horizontal boring for the last two years, and I am excited to be here so that I am home every day! "

"I enjoy hunting, fishing, camping, boating, and most of all, hanging out with my family!"

Jake joined our construction crew in early August. His wife, Amy, is practicing law, in the Sundall Law Office. We are very happy to have Jake and his family join our community and our Company!

Lifeline Re-Certification

This last week, Kennebec Telephone Company mailed out a recertification sheet on Life line to our current Lifeline customers that need to be recertified. KTC would like to remind all of our customers that we do offer Lifeline to everyone who qualifies. For those of you that may want additional information about Lifeline, here is what it is: Lifeline Telephone Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on telephone service. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program.

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Low Income Housing Energy Assistance (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Aid to Needy Families (TANF)
- National School Lunch Program Free Lunch Program
- Supplemental Security Income (SSI)

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service

if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

KTC's voice service is a Lifeline-supported service. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

If You Have Trouble, We Have Your Numbers

Kennebec Telephone Company strives to provide the best service possible, however despite our best efforts with our telephone, internet, or cable service, we run into problems that are beyond our control. When there is trouble, we count on our customers to let us know about it, so we can get it fixed, or in cases where it is beyond our control, we can contact someone down the line that we are having problems.

If you notice a problem during our office hours, please call our office at 869-2220 to contact one of the Customer service representatives. They will contact the proper department, either by phone or radio. This is often a more direct solution than asking for a specific manager when you call, as you may be sent to a voicemail.

If trouble occurs outside business hours or over a

Telephone	Press 1	weekend, use our 869-2424 number.
Internet	Press 2	When you dial this number you will be given the options shown here to reach the department you need to contact.
Powercom	Press 4	
Construction	Press 5	
Cable TV	Press 7	
TCS	Press 8	

By choosing your option from this menu, your call will be directed to the manager in charge of that specific department, and will be taken care of promptly. You may be asked to leave a message; if so, please leave your name and number, and let them know when the issue began. With more information, it may help to resolve the problem more quickly.

KENNEBEC TELEPHONE Co., INC.

220 S. MAIN STREET
PO BOX 158
KENNEBEC, SD 57544
EMAIL: knbctel@kennebectelephone.com
PH: 605-869-2220

FAX: 605-869-2221
Website: www.kennebectelephone.com

Visit us on
Facebook

Technology & Communication Specialists
Kennebec Telephone Construction
PowerCom Electric

Charley's
Welding & Auto Repair
869-6272

NAPA AUTO CARE CENTER
Repair & Maintenance

CHAMBERLAIN
134 South Main Street
Chamberlain, SD 57325
605-234-6009
All the parts you need!



Today is your Lucky Day!
Switch to KTC Wireless and get
a \$100 Signing Bonus

Certain requirements apply. Requires 2 year service agreement on qualified rate plans

SEC **ESPN**
NETWORK

Coming to
Kennebec
Enhanced Cable
Channel 447
This October!

How about keeping an eye on your calving barn...
from the comfort of your easy chair?



**This year, install a video
monitoring system from
TCS!**

**Call 605-222-9998 for
more information**



**Technology &
Communications
Specialists™**

Is it time to upgrade
your home computer?

Kennebec Telephone
Internet will help you find
just the Desktop, Laptop,
or Tablet computer
you need!



KENNEBEC TELEPHONE INTERNET™
A Division of Kennebec Telephone Co., Inc.



POWERCOM
ELECTRIC & COMMUNICATIONS
OF KENNEBEC TELEPHONE CO. INC.
KENNEBEC
869-2150

605-869-2150

**For all of your
Residential, Commercial and Rural
Electrical work!**