

The Connection

Kennebec Telephone Co., Inc.

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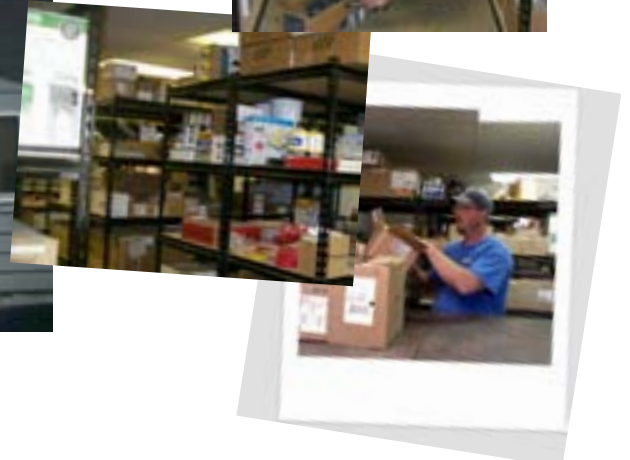
Managers Moment with Jesse Palmer, Warehouse Manager



For those of you who have stopped at the warehouse in the past month, you have probably noticed the changes and improvements that have been made to the inside of the building.

The walls have a new coat of paint, and a service counter has been installed inside the main walk through door.

We will continue with building improvements and upgrades in the future, with the goal of better serving our customers.



Directory Changes

Betty Parks.....	895-2655
Leona Craig.....	895-2455
Sam Sundall.....	895-9854

DATES TO REMEMBER

Flag DayJune 14
Father's Day..... June 17
First Day of Summer!
June 20

Some Changes are Coming

As we all know things in the Telecommunications industry change quickly these days. Equipment, prices, and technologies seem to be among the most frequent, so when these change there are often regulatory policies that change with them. We have three changes coming up that may affect billing to our customers: Lifeline, 911, and ARC (Access Recovery Charge).

First is the access recovery charge or ARC. Starting on your July 1, 2012, telephone bill there will be a new charge. It will be \$.50 per month or \$1.00 per month for a multiline business. The Arc charge is mandated by the FCC to be billed to telephone customers.

The second change you will see on your July 1, 2012 telephone bill is an increase in your 911 charge. It will go up to \$1.25 per month; this charge goes to dispatch centers around the state to fund the 911 systems. This bill was passed by our legislators earlier in the year and goes into effect on July 1.

The last item that some customers may notice is a change in the lifeline program. Starting June 1, 2012 the Lifeline amount customers receive will increase to \$9.25. There will also be a new verification process that will be coming out in the very near future. These will be mailed to all current qualifying Lifeline participants. We encourage anyone interested in Lifeline to contact our office to check to see if you are eligible.

Welcome to Kennebec Telephone!

Say Hello to new Kennebec Telephone Co. employee **Dustin Abrahamson**. Most recently employed in Sioux Falls. Dusty is the newest member of the Kennebec Telephone construction Crew. Dustin graduated from LHS and served in the US Air Force as a heavy equipment operator.

Dustin has one son Damian, who he loves spending time with. He also enjoys hunting and fishing. Welcome Back to Lyman County Dustin!



Also new to Kennebec Telephone Company's TCS division is **Tim Meiners**. Tim has made a career of Customer Service relations, and has been in the telecommunications industry for the last 16 years.

Tim and his wife, Phyllis have been married for 20 years and have 3 children; Ashley, Alex, and Aryn. In addition to family time, Tim enjoys hunting, riding his Harley, gardening and yard work.

"I look forward to helping you with your future communications and data needs."

Oh no! I Forgot to send the Check!

Tired of forgetting to pay your telephone bill? With our automatic payment service, we remember for you.

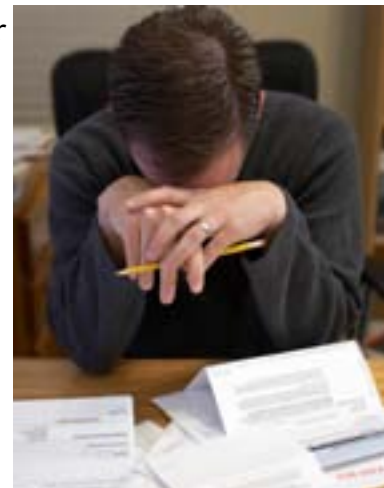
All it takes is your credit card number and expiration date, which is stored securely, or a voided check, for ACH payment. Each month the amount of your phone bill will be charged on to your credit card or to your checking account; you will still get your phone bill on the 1st of the month.

Our automatic **credit card** payments are run through on the 5th of the month and the **automatic check payments**, on the 10th of the month. You will always know that it gets paid this way. No more worrying about forgetting or losing the payment somewhere. No more hassle of wondering if your bill is paid or not.

Your invoices from Napa, Powercomm, Con-

struction, or any other of the many services available through Kennebec Telephone may also be “auto-paid.” Simply stop by the office and ask for the “Non-Regulated” Transfer form. Again, you will still receive your invoice to check over the charges, but the total will be paid along with your phone bill!

We’d be glad to answer any questions you may have regarding billing options.



Frequently Asked Questions

Q – Does Kennebec Telephone work on sprinkler systems outside the Kennebec/Presho area?

A – Yes, Kennebec Telephone Construction installs, repairs, and maintains sprinkler systems around Kennebec, Presho, Pierrie, chamberlain, Winner, and even farther out. Call for a free estimate.

Q – Is Kennebec Telephone installing fiber in Presho?

A – Yes, we finished up Kennebec recently and have started on Presho; we are hoping to get a majority of the town done if the weather cooperates this summer.

Q – My internet sometimes disconnects. What could be causing this?

A – There are many things on both the telephone side, and the customer side that could be causing this. On the telephone side, it could be a plant or a card problem in our central office; on the customer side, it could be house wiring, a flakey modem or router, or it could be a computer problem. The best thing is to call us so we can help work through the possible problems; it’s not always an immediate fix, but we would rather spend the time finding and fixing the problem than to have an unhappy customer.



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

**NAPA-Charley's Welding & Auto
Repair**
202 S 4TH Avenue
Kennebec, SD

AND NOW, FOR SOMETHING COMPLETELY DIFFERENT!



Next time you bring your vehicle in for service, take a look behind the counter. Where you used to see Dean Reumann, you will now find Stacie Gran.

Stacie moved from the Customer Service/Marketing position in the Telephone Office she has held since July of 2010, to the smiling face at the NAPA store! As "Parts Sales Rep/Service Writer", Stacie's new duties include scheduling service, billing, ordering, and of course, she is the voice you will hear when you dial

869-6272 (NAPA).

When you get a chance, stop in and say "Hi" to the staff of Charley's/NAPA-Beau, Charley, Sam, Jordan, and Stacie.

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.