

The Connection

Kennebec Telephone Co., Inc.

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Manager's Moment- Jason Thiry

Earlier this year, people from all over the country experienced occasional long distance calling problems, including some of our local customers. Most of these problems occurred when receiving long-distance calls, generally from out of state, but even from outside of our area (Pierre, Sioux Falls, etc.). It was difficult to know when you were missing a call because you wouldn't hear anything on the receiving end. There were also voice quality issues and calls that just did not do anything, almost like you forgot to dial a digit. Since this was a widespread problem, telephone companies all over the country were working to figure out what was going on, and eventually discovered that some long distance traffic carriers are using low end circuits that cause loss of data or distortion of calls mainly to save money.

As our customers would call in, we would ask them to log calls to track down where the trouble might be and work toward resolving it. Sometimes the problem would come back, but for the most part it would be a good fix. This summer we noticed a decline in the problems, and this led us to believe the problem had been resolved, and we might not have to deal with these problems anymore. However, recently we have noticed the problems are on the increase once again.

Here are some of the problems that we are aware of:

- *Your caller finally gets through, only to tell you that they have tried calling you several times, and all it did was ring with no answer, and so-no opportunity to leave a voicemail.
- *Someone lets you know that when they dial your number, it doesn't ring, almost like they missed a digit in their dialing.
- *Call has an echo or the voice cut's out.
- *Or turn the tables on any of the above... you are the caller having the difficulties.

In order to determine where the problem lies, it takes a little investigative work from both parties! Jot down the following: number called from, long distance carrier used by caller, also the time and date of call. Generally the problem is not with either party's local service, but on the switches the call passes through between the two. The South Dakota PUC is aware of this problem, and has filed a complaint with the FCC regarding the issue.

Although logging and reporting calls is a hassle, it really is the only way the problems can be tracked down and eventually be fixed. We sincerely appreciate your cooperation and patience in dealing with this issue.

Important Dates in October
Native American /Columbus Day
October 10
Halloween October 31



Kennebec Telephone will be closed on Native American/Columbus Day, Monday, October 10. In case of emergency, please call the After Hours Number: 869-2424

Opening Weekend will be here before we know it!
Lodges- call to schedule your Phone/CATV/Internet service now.



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11 Websites You Can Trust With Your Kids

According to ABC News, mobile apps and social-networking services have recently been found to be violating the Children's Online Privacy and Protection Act. The Federal Trade Commission announced a settlement with one game maker just last month.

Parents' growing concerns about their kids' online security have led to a profusion of new kid-centric sites. Sifting through all the sites out there to find the good and avoid the bad can be daunting, especially with new sites popping up all the time.

Should my kids play games online? Is there a safe place for them to explore the web? How secure are the sites that my kids are visiting? These are some of the questions parents have.

Below are eleven sites that cater to kids between the ages of 4 and 13 that are worth considering for a variety of reasons.

1. **Togetherville.com**: a social-networking site for children that is monitored by parents.

*Parents set up an account and monitor their children's activities, including being in charge of who gets approved for a child's "neighborhood."

*Lots of interactive games for kids of all skill levels, featuring fun music.

*Educational videos that are also entertaining.

2. **Yoursphere.com**: a social-networking site designed for kids to interact with kids in a comfortable zone .

*Founded by an Internet safety advocate who's also a mom.

*Site lets kids create cool avatars, connect with others and earn fun prizes.

*Site can be a good introduction to social networking while kids are still young and not ready for sites like Facebook.

3. **ePals.com**: an educational community bringing together learners from all over the planet.

*Areas for parents, families, students and teachers allow for dedicated and well-directed information.

*Projects for classrooms and families, generating learning and a sense of global community.

4. **ClubPenguin.com**: a virtual world site that promotes global consciousness, charitable giving and sharing.

*Membership is limited and monitored, allowing for children to roam safely within the penguin world.

*Interactions between members are promoted, especially in a socially conscious way that encourages children to share, learn to give, and be responsible.

5. **Kids.NationalGeographic.com**: an award-winning site with vast offerings that combine education and entertainment.

*Specialized content ensures that kids get material that will work for them.

*Video, text, and National Geographic's unsurpassed photography in an easy to navigate space.

*Collection of fun activities to foster a child's creativity and enhance his or her understanding of science.

6. **Askkids.com**: a search engine just for children.

*Provides a safe and entertaining way for children to surf the net.

*All links offered are acceptable for children of most ages.

7. **PBSkids.org**: the online version of PBS station for children.

*Variety of interactive games and interesting videos for kids of various ages.

*No external ads that pry kids away from appropriate activity.

8. **Nickjr.com**: the online destination for fans of Nick Jr.

*Colorful, bright, and imaginative content based on the network's many popular characters.

*Games and interactive areas for music, dance, parties and more.

*Interactive "craft" area for kids to create online works for art.

9. **Girlscouts.org/for girls**: a branch of the Girl Scouts' main site that provides age-appropriate interactive material.

*Girls-only content increases self-esteem and community involvement.

*Interactive area that allows for girls to create their own works of art or color on pages.

10. **Disney.go.com**: a game site from Disney (Disney is the parent company of ABC).

*Kids get to play games based on their favorite Disney characters.

*Trusted Disney name ensures safety and security for children browsing the site.

11. **Zoey's room.com**: a website that helps girls learn about technology.

Content developed to help girls aged 10-14 learn math, science, and technology.

*Variety of videos and activities.

Of course, every child is different and not every site will work for every situation. Take the time to guide your kids through the web using this list as an easy starting point.



WHAT DO YOU MEAN BY ROTARY DIAL PHONE?



With all the new technology available today, we sometimes forget the history behind these devices and how it used to be. Kids nowadays, have never known what it's like not to have a cell phone. They can't believe TV used to be only in black and white. Some of them even laugh when we tell them that we used to have to get up, walk to the television and change channels, because there were no remote controls! Some of them have never seen a phone with a cord, and even more, have never seen a rotary dial phone! Remember having to wait for the dial to come around before you could dial the next number?

Here are some telecommunications facts that you may be able to use to amaze your friends with your knowledge.

- *Alexander Graham Bell made his first successful call in 1876.
- *In 1900, the first coin operated telephone was installed.
- *The first dedicated emergency number, in the United States, was introduced in 1946.
- *The busiest organization in the world is the Pentagon, which has over 24,000 lines and gets over 1,000,000 calls a day.

*It took a year to connect the first line from New York to San Francisco. 14,000 miles of copper wire and 130,000 telephone poles were needed to link the country.



911



Need Gift Suggestions for Christmas?

Tablets are now available through Kennebec Telephone Cellular. What is a Tablet? A Tab is a tablet sized computer that has many of the key features of a computer combined with the mobility of a cell phone. In fact, many of the devices can be used either with cellular service or a wireless connection.

The two tabs that we have available to order are the **Samsung Galaxy** and the **Motorola Xoom**. The Galaxy is a smaller, less expensive device that will work only with a data plan added to your KTC cell phone plan. The Xoom is bit pricier, but it runs the Android operating system, and so is able to work with either the wifi or cell signal. Kennebec Telephone Company's Cell plans use "America's Most Reliable Network". So, if a Tab might happen to be on your family's Christmas list, give us a call!



Motorola Xoom



Samsung Galaxy



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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.

FREQUENTLY ASKED QUESTIONS

Q. If Kennebec Telephone Company sells Cell phones and cell phone service, why do your techs carry radios?

A. Our techs carry radios for several reasons. First, our on call number 869-2424, goes to our radio system, so our techs can answer after hours calls with their radios. Since these calls are broadcast on the radio system, everyone carrying a radio can hear the call and offer assistance. Second is the convenience of reaching most of our employees with one call over the radio instead of multiple cell phone calls.

Q. Does Kennebec Telephone Company ever sell any of their old computers?

A. We do not sell our old computers to customers; we generally run them until they die. We do sell new computers that are reasonably priced and can be customized to meet your needs.

Q. Is it really important to call SD One call before I dig in my back yard?

A. Yes it is, Kennebec Telephone is currently installing Fiber Optic cable in Kennebec, and Presho fiber will be installed in the future. This means that, if you were to cut a fiber line, the option to "string some temporary cable," like we could in the past to get service back up quickly, will no longer be an option. Also remember, there may be other utilities that run through your property. Call 811 Before you Dig.