

# The Connection

Kennebec Telephone Co., Inc.

Volume 7 Issue 7  
July 2012



## Manager's Moment with Jason Thiry

We have recently noticed an increase in customers calling in for service and asking to leave a voicemail message for the technician they believe will be working on their trouble. Customers believe they are saving time and are able to get all the details to the tech. Unfortunately, our techs are out of the office for the entire day, or simply do not make it back to the office before they go home from work, and do not receive the message until the following day. This either causes the customer to have to live with their problem until the follow-

ing day or prompts the customer to call the after hours number to get a fix, which causes our techs to have to work late or miss other plans they may have made.

When calling to report trouble or request work, please give our Customer Service Reps, Crystal or Tierra, as much information as possible. They will create a trouble ticket and notify a technician of the call. The technician will either contact you or start working on the problem. We have a procedure involving our tickets to ensure the troubles are fixed in a timely manner. The actions taken to repair the trouble is logged

for future reference, if needed, and a follow up call is made to ensure the customer is satisfied. Going straight to the tech usually means a longer wait for the customer, and the tech spends his time getting a ticket made, which slows down the process.

Our goal is to provide the best service possible. This means getting problems fixed as fast as possible, and the fastest way to get a technician is to go through our Customer Service desk.



**The Offices of Kennebec  
Telephone Company  
Will be Closed On Wednesday,  
July 4  
To Celebrate  
Independence Day**



### Directory Changes

Dusty Abrahamson  
895-2457

Colby & Ashley Brakke  
895-2104

Chuck Seachris  
895-2437

## An Important Reminder for Our Customers

This is a gentle reminder to all of our customers: Remember, if your name is not on an account, we cannot, by law, talk to you about that account. This is one reason why we strongly suggest that all of our customers have an additional contact person on their account. Let's explore why.

Say one of your family members comes in to ask what you have on your account; we cannot tell them. They can pay on your account, but we cannot tell them the amount of the bill.

If something were to happen to you, your spouse may need to change or even ask questions about the bill. This could not be done without having their name on the

bill prior to the need.

Also, keep in mind, that in the last few years the documentation needed to get a driver's license has changed. You need at least 2 documents with your name and physical address, before you head up to the courthouse. Your phone bill can be one of those documents... provided your name is on the bill.

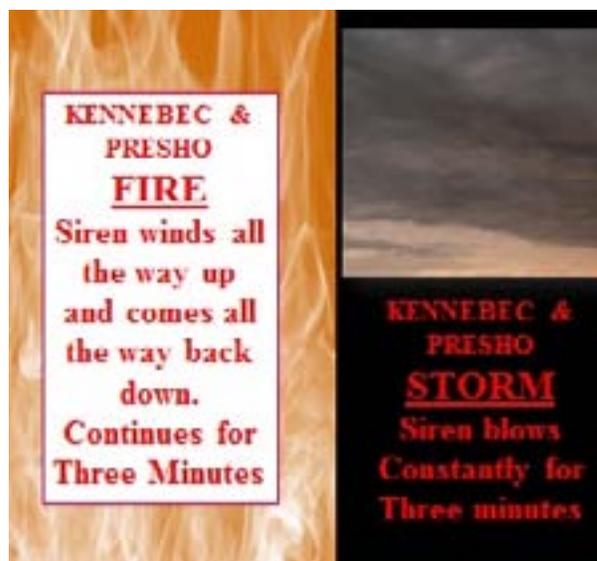
Please take a moment to check your account, and consider having your spouse, parent or anyone else, on whose account you may need to take action, call in to add your name to their account. Your Directory listing does not need to show this way, but the account name will give you access to the information when you need it.



With tornado and severe thunderstorm season in full swing, we would like to take a moment to remind our cable TV customers that the **emergency alert system (EAS)** that is broadcast over the television stations is blacked out on the digital channels.

Our digital channels are any channel with 3 digits; our analog channels are channels 2-34 and are able to receive the **EAS** alert with full details. If you are watching a digital channel, and you hear the **EAS** tones, the screen will go black and then possibly flash a message, depending on the cable box. To receive the full message simply change to a channel between 2 and 34. The **Emergency Alert System** is triggered by the National Weather Service and notifies us of possible severe weather in our area. Please contact our office if you would like more information about the **EAS** system.

*Just in case you need a refresher on what the Kennebec and Presho Sirens might be blowing about.*





## Oh... I Never use the Landline

Many people now days don't get a landline because they have their cell phones. What many people don't realize is that landlines are a good thing to have. In the case of an emergency, calling 911 from a cell phone is not always good to do. Cell phones bounce from tower to tower to find one that is open. In these cases the 911 dispatch doesn't get your location. With a landline, the dispatch is given your location and number on their screen. From a cell phone you have to give all that information, and if they don't hear you right, it takes them longer to find you. In that amount of time, something worse could happen. Please consider getting a landline. If you have any questions, call us at the office.



## *Summertime is Grillin' Time!* *Why not use Ours?*

Ah, summertime.... And the livin' is easy! Well it would be if there weren't family and school reunions, birthday parties, block parties, and who knows what else. You know what I'm talking about... lots of hungry mouths to feed! Everyone waiting for their burgers, brats and dogs, and just how many can you fit on your kettle grill at one time? Hm?

Now that you are starting to worry, this is actually just a reminder that the KTCI "Traveling Grill" (aka Wiener Wagon") is available for you

to use at any of your summertime festivities! Most recently the grill has put in appearances at the Presho City Park for The Lyman Parish ELCA outdoor service/potluck, and at Dakota Prairie Bank in Ft. Pierre at their Anniversary/ Customer Appreciation event. The grill is able to cook 300 hot dogs at one time! And if you'd prefer not to do the cooking yourself, we just might send a "grill-meister" along with it. So give us a call, book the Wiener Wagon for your next summertime bash!



---

---

## FREQUENTLY ASKED QUESTIONS

**Q: Could I get an iPhone with Kennebec Telephone's cellular plans?**

A: Yes, we can get iPhones and use them with our service. In fact, we have a fairly large variety of smart phones including the iPhone, Blackberry, and Android. If there is a specific cell phone you are looking for, stop in and see if we can help you.

**Q: Can I get extra copies of the KTCI Directory?**

A: Yes you can! We have extras printed out that can be picked up at no charge.

**Q: What are the business hours for Charley's Welding and Auto?**

A: Charley's is open from 8:00 am to 6:00 pm, Monday through Friday; and 8:00 am to 1:00 pm on Saturdays. You can reach Charley's directly by calling 605-869-NAPA (605-869-6272).

*You are always welcome to call with any questions  
that you may have regarding our services!  
Who knows, It may end up in the newsletter!*

---

---

*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.