

The Connection

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Manager's Moment- *Matt Collins*

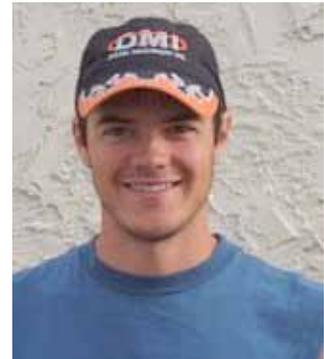
Recently it seems like we've been hiring a lot of new employees; most stay with KTCI for a long time which is what we always look for. However, the construction department seems to be one of the tougher positions to fill and also keep people. This is not because of the work, but because when a job in the company opens up, we make it available to existing employees before the public gets a shot at it. By doing this, we tend to have our employees

moving around often; hopefully, getting them into the position that best suits them and us.

Two of our latest to leave decided to go back to school. Jake Longville enrolled at Mitchell Tech in the electrical program while Michael Uthe headed back to Black Hills for education and coaching. We wish them both luck with school and hope they have long successful futures.

Welcome to the Crew... **James Uthe**

James Uthe is the latest addition to the Kennebec Telephone Company Crew. James grew up in Presho and graduated from LHS with the class of 2007. He recently graduated from USD with a Bachelor's Degree in General Studies. James told us that "After being away from home for five years, I decided it would be nice to come back." He enjoys being outdoors, hunting, fishing, and photography. Welcome home, James.



Directory Additions

Jim & Sharon Gillaspie 869-2406
Angela Eves & Dave Fore 869-2225

The offices of Kennebec Telephone
will be closed on
Monday, September 3

**LABOR
DAY**

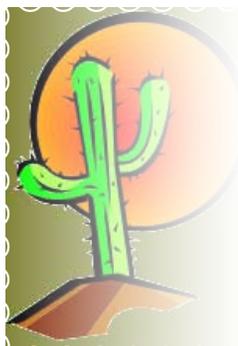
A couple reminders...



**Almost time to
Reconnect the Lodges!**

It's getting closer and closer to that time of year again when hunting lodges get back into full swing. Let this serve as a reminder to call us at Kennebec Telephone and let us know when you would like to activate your phone and/or cable service. Please notify us at least 2 business days in advance to ensure that your service will be up and running. Same day activation will not be guaranteed. If you have questions and/or would like to activate your phone or cable, contact us at 869-2220.

Hey All you Snowbirds...



Ok, so you're ready to head out to Texas, Arizona, or Florida. You've packed up the RV, or car, or van. What are your options with your phone service while you are in sunnier climates? Well, there are a few options for you to choose from to handle your phone while you are away.

Of course the most obvious- Leave it on. If you plan to come back every once in a while, say for Christmas, you may choose this option. In addition to "leave it on," you might want to use our "Find Me" feature. With "Find Me," anyone who calls your home number will be put through to your cell phone... wherever you are!

Another option would be the opposite: Disconnect for the Season, Sure there would be a reconnection fee when you get back, but you wouldn't be paying anything while you are gone. If you choose this option, you may want to pay the small fee to keep your number in the phone book, as the new books go out in early spring.

And for a third choice- put your service on Vacation! Actually it's called "Deny Terminating Vacation," which means that you, or whoever is watching your place, can call out- but anyone who calls will get a message: "The number you have dialed is not in service at this time." With this choice you will be billed for 50% plus taxes and fees of your normal bill. Any long distance calls made while your service is "on vacation" would be charged at your normal rate. This Vacation rate may be used for up to 6 months.

Give us a call at the office if you have any questions. And enjoy your winter!



The Connection



The KTCI traveling grill (or Wiener Wagon) has kept pretty busy this summer! Everything from serving lunch to the Frito Lay drivers to Presho's "Hot Dog Day" Customer Appreciation. And you've seen the grill in action at the Raider Booster Club Kickoff picnic and Dakotaland Feeds in Kennebec!

Remember the grill is available for any function or meal where your own grill just isn't enough.

Give us a call to book for the fall, or even to get on the calendar for next year!



Everybody Loves Hotdogs!

Computer/Internet Class

Did you miss the introductory meeting of the KTCI/Presho Library Computer-Internet Class? Well fear not! The information gathered from questions and answers on our first outing gave us all a better understanding of what folks would like to know.

1. How do you turn the thing off and on?
2. What do some of the terms mean... for example, what's an icon?
3. How can I avoid getting a virus on my computer?
4. What's the difference between Search engines... and, by the way, what is a search

engine?

These are a few of the questions that came up. The next meeting is planned for Wednesday, September 5th. You are welcome to join at any time. There is no charge. If you have questions that you would like answered at any time, feel free to call Kennebec Telephone at 869-2220.





Kennebec Telephone Company
Kennebec Long Distance
Kennebec Telephone Construction
Kennebec Telephone Internet
PowerCom Electric & Communications
Technology & Communications Specialists

220 S Main Street
PO Box 158
Kennebec, SD 57544
Phone: 605-869-2220
Fax: 605-869-2221
Email: knbctel@kennebectelephone.com
Website: www.kennebectelephone.com



Frequently Asked Questions

Q: Are there any programs available that may help me save money on my phone bill?

A: Yes, if you qualify for lifeline, you would receive a discount each month. How do you know if you would qualify? Well if you participate in any of these programs: Medicaid, SNAP, SSI, LIHEAP, TANF, Federal Public Housing Assistance or National School Lunch Program's Free Lunch Program, you may qualify. Stop by the office for more details.

Q: Is Kennebec Telephone helping to put on computer Classes?

A: Yes, we are. The next class is set for September 5th, 7:00 p.m., at the Presho Library. The topic for this class is Computer Basics. The classes are free, so stop by if you are interested.

Q: Is there a benefit to replacing my existing business phone system with a newer one?

A: A lot depends on how old your existing system is. Generally older ones will cost you more money over a period of time than replacing it. Finding replacement parts and phones gets more difficult the older your phone gets. Call Kennebec Telephone for a free quote on a new system to suit your needs.

FCC BILLING NAME AND ADDRESS

The FCC requires our company, under certain circumstances, 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 an 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, or 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 any 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, feel free to contact us at 605-869-2220.