



Manager's Moment

Well, another year is about over, and what an absolutely crazy year it has been! In history class we learned about nationwide health pandemics, but I never thought we would be dealing with one in this day and age. Even though this has caused a lot of problems, I'm proud of the fact that Kennebec Telephone and its business divisions stayed open throughout it all. We definitely had to change the way we did things, but we found a way to get through it. Looking back, this pandemic has highlighted a few things for me that I already knew to be true, but were really emphasized this year.

First, the internet isn't just for Netflix and YouTube anymore! Now of course I already knew that, but good internet service was a critical need for people in 2020. The ability for adults to work from home and students to do e-learning was crucial. It highlights just how important fiber-to-the-home really is and why we have worked so hard to upgrade our network. We have a few customers out there on copper yet but we are currently plowing and splicing fiber cable and our goal is to be 100% fiber-to-the-home by the end of the year!!

Second, what a great staff we have here at Kennebec Telephone Company. I've always felt that way, but this year really showed it. It's been a hard year for everyone so far. We had to make a lot of adjustments on how we did things so we could keep everyone working. The rules kept changing and it got frustrating at times, but everyone rolled up their sleeves and did what needed to be done. I know we aren't quite clear of COVID yet. More changes could still be coming but I know we can handle them. It makes me proud to be a member of the KTC family!

Last but certainly not least, we may have some of the best customers a company could ask for. We appreciate your understanding through all this. We didn't make the rules we had to follow. Some of them may have seemed extreme, but it was what we had to do to keep working and offering our services. It was about keeping everyone safe and healthy, both employees and customers. In the end, without our customers there is no Kennebec Telephone Company. Thank you for being a valued customer. Please stay safe and have a happy, healthy holiday season.

Chris Zirpel
Office Manager



November Dates to Remember
November 1.....Daylight Saving Time ends
November 3..... Election Day
November 11.....Veterans Day-Office Closed
November 26....Thanksgiving Day- Office Closed



Lyman Elementary students visit the Fire Hall!

As part of Fire Safety Week, the Lower elementary classes were given a visit to the Kennebec Fire Hall. While there, they were shown different tools that Fire Fighters use on the job, and were even given the opportunity to spray the firehose and then a ride around town and back to the school in Fire Trucks! Members of the Kennebec, Presho and Vivian volunteer Fire Departments were on hand to help out.

When asked how the day went, Jeanine Patrick, with the Vivian Fire Department, answered, "I was exhausted but it was fun!"

Thanks to the teachers, for taking such great pictures and for letting us display them here.



We would all like to thank the Volunteer fire fighters throughout our service area and beyond, for all they do for our communities! We are particularly proud of the volunteers that work with us at Kennebec Telephone Company!



Get Rid of Unwanted Calls with Kennebec Telephone Company's Call Screening Service

Nationwide this year Americans have received over 130 million unwanted scam calls per day! Call Screening offers protection from these illegal calls by stopping them before they get to your phone.

An automatic message asks solicitors to hang up and tells regular callers, the ones you want, to press 1 to complete the call. Since most unwanted calls are automated, they are unable to press 1 and just drop without ever ringing your phone.

The service is also connected to our local network and FCC unwanted call databases, so any known telemarketer or robocalls from these two groups will be automatically blocked from ever calling you.

Here is the challenge message that suspected telemarketers will hear:

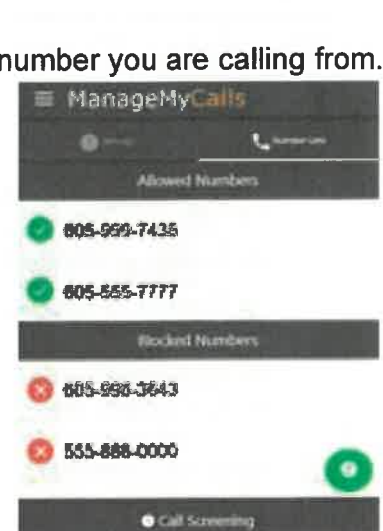
"The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your do not call list and hang up now. Otherwise, press 1 or stay on the line."

Here is the blocked message that known telemarketers will hear:

"The number you have reached does not accept calls from the telephone number you are calling from. Please hang up."

Key Features

- Block the Last Caller From your Phone
- No Extra Equipment or Hardware
- Stats on Illegal Calls per Month
- One-Time Set-Up by our Staff
- Manage the Service from your PC, Mobile Device, or Tablet
- Service Learns Your Friendly Callers and Does Not Challenge Them
- Manage the Service from a Traditional Telephone
- Challenge Pass for Friends, Family, and Business Contacts
- Automatically Blocks Numbers Reported by Other Users



Listen to your voice mail with an Email!

As a subscriber to Kennebec Telephone Company's voice messaging service, you can have all of the voice messages that are left on your home or business telephone emailed to you. The messages will still be accessible from your telephone, but you can also listen to them anytime you log in to your e-mail. The best part is that all you have to do is open your e-mail! You can also choose to have your messages sent to multiple e-mail addresses, please call Crystal or Tierra t 869-2220 for more information.

Voice Mail Message from 605-990-7202



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KENNEBEC TELEPHONE CO., INC.

More than "just" a telephone company!



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- *Sell & install tire tank, Ritchie, Cobett, and Geothermal waterers
- *Excavation
- *Directional boring
- *Gravel hauling
- *Demolition work



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|----------------------|----------------|
| Residential | Network wiring |
| Commercial | New build |
| Agricultural | Renovation |
| Overhead and | Locating |
| Underground electric | |
| Line work | |



For all your car, Pickup and Semi needs!
 Oil Changes, Tires, Hydraulic hoses
 Full service NAPA Auto Care Center!



NAPA Auto Parts Store
 For all your Car, Pickup and Semi needs!



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| Security systems | Key systems |
| Video Monitoring systems | PBX systems |
| Networking | Smart home applications |
| Computer repair | |

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.

This institution is an equal opportunity provider and employer.