

The Connection

Kennebec Telephone Co., Inc.

Managers Moment

Well, can anyone guess what might be the topic of this month's Managers Moment? I never would have thought a virus from half a world away could have this country turned upside-down, but here we are. The coronavirus has changed our daily lives and economy in ways I never thought I would see in my lifetime, but I'm not going to talk about social distancing and washing your hands. The daily news bombards us with enough of that information. What I want to talk about is what Kennebec Telephone and its divisions are doing during this crisis to help its customers and keep everyone safe.

- With the increased internet use, we have increased our broadband pipe to the world to handle the increase in traffic and provide better service. We have also added phone line capacity due to the increased use of our conference call bridge, more people working/staying home, and cell phones not working as well.
- We've physically spread out our employees about as much as we can. Some have moved to other buildings of ours, and some are working from home. While this adds some extra effort and time to get things done internally, we feel it's a necessary safety measure.

- For both your safety and ours, we have closed all our buildings to the public, but we are still here and we are still working. If you need anything from one of our stores, we can still get it for you but it's best to call ahead and make arrangements.
- Our electricians, technicians, and construction crews are still working. We are trying to avoid going into people's homes at this time, but we may in emergency situations. Just give us a call and we will work with you to get the job done.
- As for payments, the best option is to either mail it to us or pay online. You can still drop them off at our office but it will be through an office window.

Now I know that was a high-level overview of what we are doing, but I didn't want to bore you with the details. Our goal is to keep everyone healthy while still serving our customer's needs. It may take longer than we like, but we will get through this and eventually return to normal. After it's all said and done, I hope the next time I mention the word "corona" it comes with a lime wedge! Stay healthy and safe!

Chris Zirpel
Office Manager

Lyman High School CLASS OF 2020

A Year none of us imagined...

A Year none of us will ever forget.

Kaden Choal
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Brooke Langenbau
Bradley Lebeda
Katelyn Manger
Laura Meyer
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James Bryson
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Tyrone Oldenkamp
Ty Schindler
Briar Schweitzer
Lyndsey Thiry
Jezarae Uthe
Kacie Wagner
Karalynn Yost

New Features for Features!



With social distancing seeming to now be the new normal, we've been seeing a rise in the use of our On-Demand conferencing service. One particular church used it for a phone in Easter Service! And for a family that hasn't quite gotten the hang of Zoom meetings, this is a great way to get everyone in on the conversation! Municipalities and boards are using conference calling for their meetings, in order to keep things going.

On Demand Conference Service is one of several features that are available through Kennebec Telephone Company. The four shown in the picture above can be used with or without the portal on our website and or the Manage My Calls app for a mobile device (smart phone). When using the portal, with the Conferencing, the call initiator is able to see what numbers have joined the conference, mute and unmute the callers. Pretty handy, when you're giving a presentation and then have a conversation afterwards. Also- if someone on the call has a lot of background noise, their line can be muted.

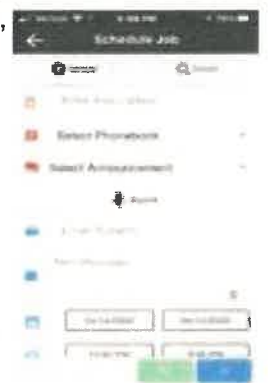
Notify is also a popular feature. If you've ever gotten a call reminding you that there is a meeting of a group you are part of, it was likely done through our notification service. Using the portal the user is able

to store land line phone numbers, cell phone numbers, and emails, to send out mass messages to the group. The mobile app also gives a means of recording the message, right on your smart phone! **Notify** is a great way to spread the word in a short amount of time!

Voicemail- Most everyone should be familiar with what voicemail is- an answering machine without the machine. Using the Manage my Voicemail, allows you to see a list of your messages without scrolling through a menu.

And the fourth feature, on the portal is **Call Management**. This feature, also known as Find Me, allows you to automatically forward your home or business calls to your mobile phone. Very handy for those on the go. Maybe not right now, but when things get back to normal.

Contact our office to add any of these features to your current line, or if you have any questions.



NOW are you ready to upgrade?

"My internet is not reliable", "I dropped out of a Zoom meeting 6 times and had to restart my router", "I keep getting buffered when I watch Netflix" "is anyone else's internet not working?". Maybe NOW is the time to upgrade. It's not always the internet that's coming to you that may be causing the problem; there are all sorts of factors involved.

1. What is your internet speed? The majority of our fiber customers currently have our base internet speeds- 25/25 or 30/30. Granted, 30Mbps (Megabits per second) sounds pretty darn fast, but consider how many devices you have running in your home at one time, using that same stream. Maybe a computer, a couple cell phones, a Chromebook, a Roku/Firestick/Apple TV device. It gets pretty crowded sometimes! And no one wants to spend more money monthly, but for slight increase per month, your experience could be much better.

2. How about your router? How old is it? Don't remember when you bought it? Same one you've had since internet was installed? Again- Technology changes, and your little 2010 model Netgear or D-

Link router, may not be up to the challenge of today's usage. Try a speed test on your computer, not your phone, not a tablet. We recommend <https://sdncommunications.com/speedtest>, This comes from SDN (South Dakota Network) communications, our internet partner.

3. Speaking of devices, are you keeping up on the updates that are available? How old are your devices? "If its not broke...." does NOT apply. The changes in technology move faster than we know. It might be time.

The additional traffic is stressing the downstream servers as well. We have no control over what happens outside of our network. Yes, there are times that some of our equipment may need to be reset, and PLEASE call US, when something is going on. It's seldom a system wide problem. We don't monitor everyone's internet speed and usage. If YOU don't let us know, and just sit and stew, we may never know. After hours and weekends, please call 869-2424. During business hours, call 869-2220.



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May Holidays

May Day	Friday, May 1	National Pizza Party Day	Friday, May 15
Cinco de Mayo	Tuesday, May 5	National Chocolate Chip Day	Friday, May 15
National Teacher Day	Tuesday, May 5	Armed Forces Day	Saturday, May 16
National Nurses Day	Wednesday, May 6	Syttende Mai	Sunday, May 17
International "No Diet" Day	Wednesday, May 6	National Brother's Day	Sunday, May 24
Mother's Day	Sunday, May 10	Memorial Day	Monday, May 25
National Apple Pie Day	Wednesday, May 13	National Hamburger Day	Thursday, May 28

See more fun holidays at: <https://nationaltoday.com/may-holidays/>

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 Video Monitoring systems
 Networking
 Computer repair

Key systems
 PBX systems
 Smart home applications

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.