

Volume 15 Issue 2  
February 2020

# The Connection

Kennebec Telephone Co., Inc.



## Manager's Moment....

### Broadband Discussion #1

As we convert customers to Fiber-To-The-Home (FTTH), we open the door to new possibilities. Not the least of which is the availability of faster speeds and more bandwidth. The technology of our copper plant limits us to providing 8 Mb download and 1 Mb upload speeds. When we switch to fiber, we have the potential to provide 1 Gb services.

We'll start at the beginning. Dial-up internet worked over your phone line, and it was 64 kilobits at the most. DSL works on your copper pair along with your phone, and it is up to 8 Megabits. Broadband provided over fiber is capable of 1 Gigabit and beyond. One Gigabit is equal to 1000 Megabits or One Million Kilobits. So, this is how much data per second can get from your house to us. Right now, we offer 25 Mb to a gig and beyond service, depending upon your needs.

Once this fantastic system of lasers and light waves is deployed to your house, then what? First, you'll be moved from a DSL base rate of 8 Mb to a Fiber base rate of 25 Mb. Higher speeds are available upon request. Second, nothing will change with the way your phone works, and you should not

notice any changes in your phone service. Third, you become eligible for Broadband Only (BBO) or Consumer Broadband Only Loop (CBOL) options that could save you some money.

Now, you've got FTTH, you've chosen your speed package, and you're ready to surf the information super-highway! You've got your computer, printer, tablet, TV, cell phone, gaming console, thermostat, alarm clock, security system, video doorbell, refrigerator, washer, dryer, the dog's collar, and the cat's litterbox all connected to your wireless router. Everything is wireless these days with the use of the fiber backbone!

As time goes on, broadband capable devices will keep increasing. The need for more bandwidth will continue to grow, and the cost per Megabit will go down. In the near future, all communications will require a broadband connection. We live in a connected world today with more and more connections every day. Do you ever think about how we communicated in 1990 vs. today? Ponder that for a while.

Trusty Mertens

CO/Plant Manager, TCS, Internet, Cyber Security



*Kennebec Telephone Company, and our divisions,  
will be open on Presidents Day, February 17th.*

## Check Out Our Booths at these Upcoming Events!

**Kennebec Town & Country**

**Business Appreciation**

**Saturday, February 15th**

**5:00 pm- 7:00 pm**

**Presho Area Chamber**

**Presho Expo**

**Saturday, February 29th**

**10:00 am- 3:00 pm**

# Who Says you can't get a new Flip Phone?



I've been told by many folks that they are going to "have to get a smart phone... because they don't make flip phones any longer".

Well, that is not the case!

Check out this little cutie!

Great for the folks that don't care about apps, texting, or any of that nonsense! This is a brand spankin' new NUU F4L; it is 4g HD compatible flip phone with a still camera.

Just the perfect option for the "I just want a phone for when I'm traveling, you know, for emergencies" customers!

On top of that, we can set you up with a \$15 per month voice only plan.

We would be happy to get you or someone you know that may not be ready for "a phone that's smarter than I am", set up with our service.

Give us a call, or stop by the office for more information.



## Looking for a new Cell Phone Plan?

With devices from \$100 to \$1000

and wireless plans from \$30 to \$100 per month

we have something for everyone!



htc



KYOCERA



LG



MOTOROLA

SAMSUNG

nuu  
mobile

### Who You Gonna Call?

Just a reminder- when you call in with a problem, asking for a specific person may not be your best option. Managers and Technicians are not always in the office, and may not get the voicemail you leave until much later.

Our customer service reps are always ready to start a trouble ticket for you, which goes directly to the manager or tech that will be doing the work. These tickets will have all the pertinent information needed to take care of your issue as quickly as possible.

# Let's Add Managed Wi-Fi!

Ok, now that you've read Trusty's article on page one, about how awesome the internet can be for everyone. What could possibly go wrong? As you know, any organization or system is only as good as its weakest link. And in a lot of homes, that weak link could be the router that you've had since you first installed the internet. Since that time you have also added a couple smart phones, a smart TV, or streaming device that you watch movies with. All of these devices are relying on your router to get the internet where it needs to be! Maybe it's time for an upgrade!

A few years ago, we introduced our Managed Wi-Fi Service as a benefit that can be added to our internet customers accounts. With this service, the "technical part" of wireless internet is taken care of for you from the moment the installation is finished!

"Why would I pay an extra \$9.95 a month for a router, when I can just get one at Walmart and install it myself." This is much more than just leasing a router; the Managed Wi-Fi includes:

- Dual Band Router – replaced if

needed, after a couple years.

- Installing the router
- Setting up passwords- and being able to change wi-fi password up to two times a year
- Connecting other devices to the wi-fi
- Remote Repair
- Labor included for Troubleshooting Router problems

Managed Wi-Fi will let you affordably keep all your devices and services working. With the added benefit of tech support either in your home or remotely– from a source you already trust, your Kennebec Telephone Internet Tech Team!



## KTCI Managed Wi-Fi Service

All this for **\$9.95** per month

### Monthly lease of Dual Band AC Router Plus-

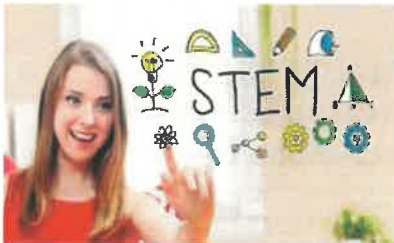
- Installation in your house, passwords, connecting devices, and port forwarding.
- Passwords changed up to twice a year, at your request.
- Set up and password protect 2.4 Ghz & 5 Ghz bands.
- Remote repair.
- Labor included for trouble shooting problems with router.
- Port forwarding, Firmware Updates, Firewall set up, and assistance in adding new devices

**KENNEBEC TELEPHONE  
INTERNET**

(605) 869-2220



## Calling all Eighth Grade Girls! This is just for you!



Mitchell Technical Institute will be hosting the 3rd annual, Women in Science Confer-

ence on Tuesday, March 10th. The conference is open to 8th grade girls, and registration is open until March 1, 2020.

The goals of the conference are these:

- To encourage young women to pursue

careers in science, technology, engineering and mathematics (STEM).

- Connect students to local women who are working in the technical field.
- Promote a positive image of STEM careers through hands on learning activities and presentations.

To register, simply follow this link to complete the registration: <https://www.mitchelltech.edu/women-in-science-school-registration>.



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## KENNEBEC TELEPHONE CO., INC.

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- 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.*