

The Connection

Kennebec Telephone Co., Inc.

Managers Moment

No Good Deed Goes Unpunished Volunteer Anyway

No good deed goes unpunished; an adage coined long ago and most likely from experience. The call to action comes from within. It is a push to help in an area where your support is needed. Just as in life, acts of kindness or taking volunteer positions in a community are not risk free. You are always subject to personal agendas or opinions and social media has become the number one place to voice this. It can be used in a positive way to uplift and praise, but it is also available to voice concern, objections and gossip without consequence or thought on how it affects others or situations. It is a great deterrent for anyone thinking about taking on a new community position or project for fear of slander and ridicule just for trying.

In the words of John Wayne, "Courage is being scared, but saddling up anyway." How you navigate through each obstacle is what counts. Lending a helping hand where needed always has a "position open" to be filled. Whatever capacity that you can fill enables the project or service to progress. It also gives one a sense of accomplishment and purpose

when you know you have helped in some way, whether big or small.

April is Volunteer Month and Kennebec Telephone Company, and all its divisions are ready to celebrate it. In an on-going effort to promote volunteering, our normal allowance is 4 hours annually, but during the month of April we will double it! Each staff member will have an extra 4 hours this month to help in any of the communities we serve. So, take advantage of those extra 4 hours! Reach out to one of our staff this month if you have a project or know of someone who could use some help.

Rod Bowar
President/Manager
Kennebec Telephone Co., Inc.
Divisions
Chamberlain NAPA
PowerCom Electric and Communications
Charley's Welding and Auto
Technology and Communications Specialists (TCS)
KTC Construction



*Congratulations to Devan Urban
For Five Years at
Kennebec Telephone Company!*



C.O. & Plant Manager Trusty Mertens presented Devan Urban with his Five Year Loyalty bonus in March.

Devan worked part time while in high school, and while attending Mitchell Tech. He joined the Technology & Communication Specialists Division full time when he graduated.

Congratulations on Five Years, Devan!

**CELEBRATING ST. PATRICK'S DAY IN
PRESHO, ALSO LYMAN RAIDERS
GOING TO STATE B!**



Just a Reminder,

Is it time to add a name to your account?

Did you realize that if your name is not on an account we cannot, by law, talk to you about the account? This is one reason why we strongly suggest that all of our customers have an additional contact person on their account. Here are some good reasons to do this.

Say one of your family members comes in to ask what you have on your account, we cannot give out this information without their name on the account. They would be able to pay money on your account, but we aren't able to give them the amount that is owed.

Having only one name on the account can also make it difficult if the person named is unable to call on their own, due to unforeseen circumstances. The additional name does not need to appear in the directory, or even on the bill, but they will be listed as "ok to talk to" in our records.

Not sure if you've already added someone to your account, or perhaps need to update your file? Give us a call at the office, and we would be happy to assist you.

New Dialing Procedure For Customers In South Dakota

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline starting **July 16, 2022**. The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers to make any network changes necessary to ensure that users can dial 988.

In order for 988 to work in the state of South Dakota, every customer in the 605 area code with seven-digit local dialing must be transitioned to 10-digit dialing to ensure everyone is able to reach the National Suicide Prevention Lifeline.

Beginning April 24, 2021, consumers with numbers in the affected area codes should start dialing 10 digits (area code+telephone number or 1+10-digits) for all local calls. This is known as a permissive dialing period; if you forget and dial seven digits, your call will still be completed.

Beginning October 24, 2021, all consumers with numbers in the affected area codes must dial 10 digits (area code+telephone number or 1+10-digits) for all local calls. On and after this date, local calls dialed with only seven digits may not be completed, and a recording may inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using 10 digits (area code plus the seven-digit telephone number).

What other changes need to be made?

Important safety and security equipment, such as medical alert devices and alarm and security systems, must use 10 digits (1+10-digit) dialing after October 24, 2021. Many systems already operate on 10-digit (or 1+10-digit) dialing by default but some older equipment may still use seven digits. Please contact your medical alert or security provider if you are not sure whether your equipment needs to be reprogrammed. Any re-programming should be done during the permissive dialing period from April 24, 2021 to October 24, 2021 to avoid interruption of services. Other examples of services that may need to be repro-

grammed are:

- life safety systems or medical monitoring devices
- PBXs
- fax machines
- Internet dial-up numbers
- fire or burglar alarm, security systems or gates
- speed dialers
- mobile or other wireless phone contact lists
- call forwarding settings
- voicemail services and other similar functions

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code. The price of a call, coverage area, or other rates and services.
 - **What is a local call now will remain a local call.**
 - You will continue to dial 1+area code+ telephone number for all long-distance calls.
 - You will continue to dial a prefix (such as "8") when dialing from a multi-line telephone system (e.g., in a hotel, office building, etc.) as required.
 - You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
 - If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, dial these codes with just three digits.
 - The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255) even after the 988 code is in effect.
- Beginning July 16, 2022**, dialing 988 will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

KENNEBEC TELEPHONE CO., INC.

220 S. MAIN STREET
PO BOX 158
KENNEBEC, SD 57544
EMAIL:
knbctel@kennebectelephone.com

PH: 605-869-2220
FAX: 605-869-2221
Website: www.
kennebectelephone.com

After Hours Please Call 869-2424

To unsubscribe from this newsletter, please email your address to crystalb@kennebectelephone.com

KENNEBEC TELEPHONE CO., INC.

More than "just" a telephone company!



- *Install & repair water lines, sewer lines, and hydrants.
- *Sell & install tire tank, Ritchie, Cobett, and Geothermal waterers
- *Excavation
- *Directional boring
- *Gravel hauling
- *Demolition 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!



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



- Security systems
- 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.