



# The Connection

*Kennebec Telephone Co., Inc.*

## **MANAGER'S MOMENT**

**Christie Collins HR Manager**

With the "dog days" of summer dwindling, we naturally anticipate the cooler temperatures of fall. The back-to-school alarm signals the season for football, volleyball, cross country, and competitive cheer to start with great hopes of victory and accomplishment for the individual as well as the team.

Kennebec Telephone Company values our youth and promotes their accomplishments and continuing education in many ways. We are a sponsor of the Build Dakota Scholarship program which helps fund their higher education. In return, the sponsored student commits to be a part of the Kennebec Telephone team. Any small town's greatest hope is that their young men and women return home after college, bringing gained knowledge and experience back with them.

Communities grow and thrive through this process. Look at all the area "home grown" individuals that make up the Kennebec Telephone team! We have immense pride in our dedicated employees and are grateful for our part in this community.



PowerCom and Charley's have two Build Dakota Scholarship winners, Brandon and Nathan, leaving to start their first year of college. KTC Construction has McCall heading off to Mitchell Technical College to start his first year of post-secondary education. We are proud of all the work these individuals have put in over the summer to benefit the team and wish them the best for their future.



**WE WILL BE CLOSED**  
On Monday, September 6th  
for LABOR DAY

If you need assistance, please call our after hours number

(605)869-2424



In the April 2021 Connection, we carried the announcement that Ten-Digit dialing would soon become the norm in our area, but as the October 24th deadline approaches, it bears repeating. With so many of us depending on our contacts in the phones we carry with us, if you haven't done so already, it is time to start updating your contacts and adding the area code. We added the area code to all numbers in our Local Directory earlier this year, just so we'd get used to seeing it as the norm!

### **What is Ten-Digit Dialing?**

A ten-digit dialed telephone call requires entering both the three-digit area code and the seven-digit telephone number to complete the call, even if the area code is the same area code as your own. When an area code transitions to ten-digit dialing, you will no longer be able to dial seven digits to make a local call.

Transitioning to ten-digit dialing will not affect your current telephone number. Your phone number, including your area code, will not change.

### **Why Is Ten-Digit Dialing Necessary?**

There are more phones in America than there are people, and each phone needs its own phone number. Beginning in the early 1990s, to accommodate the growing need for

more phone numbers, some areas began to add a second area code for local calls. Dialing both the area code and the seven-digit number was necessary to ensure the call reached the intended recipient. As more area codes begin to run out of new seven-digit numbers to assign, a second local area code may be added, requiring that area to transition to ten-digit dialing.

In 2020, the FCC established "988" as the new, nationwide three-digit phone number for the National Suicide Prevention Lifeline. The new three-digit dialing code will be available nationwide by July 16, 2022 and will provide an easy to remember and easy to dial three-digit number to reach suicide prevention and mental health counselors, similar to "911" for emergencies and "311" for local government services. To help facilitate the creation of "988", area codes that use "988" as a local exchange, or the first three digits of a seven-digit phone number, will need to use 10-digit dialing.

For more information, please visit the FCC website.

**LET US INTRODUCE YOU TO...**

## **LESA PATRICK, EXECUTIVE ASSISTANT**

Lesia Patrick is a new employee to the Kennebec Telephone Company. She started her position as executive assistant on July 19. For the past 25 years she has been employed by the Coffee Cup in Vivian as the manager.

Lesia is a graduate of Lyman High School, and lives in Vivian with her husband Bob. They have two children, Lindy and Logan. Logan and his wife, Andrea have one son named Jack.

Activities that Lesia enjoys are spoiling grandson Jack, spending time with her two puppies, and reading.

She is excited for this new opportunity in life, and we are excited to have her as part of our team!



## **Save Time and Get a Discount By Enrolling in Automatic Payments!**

With the recent postage increase fresh in our minds... maybe now is the time to take advantage of our EFT (Electronic Funds Transfer) and save some stamps! We can set up an EFT with either your checking account, or with a credit or debit card. It just takes a few minutes to enter the information into our system. Payments are taken on the 5th of each month for credit/debit cards and on the 10th of the month when you use your bank routing number and account number. Just set it up and never worry about late fees again!

**As an added bonus, for a limited time, existing customers will receive a one time \$20 discount on your bill when you enroll in the EFT auto pay program! Contact us today!**

If you prefer to have a bit more control over when the payment is taken out, the SmartHub is available for you to do it yourself. This can be accessed through our website, or there is an app that can be downloaded to your smart phone.



From the Kennebec Telephone webpage, you can set up your account by selecting the "Set Up an Account". This will take you to the login page. Towards the bottom you will see the New User link. Click on that and it will walk you through the steps to set up your account. If you don't know what your Account number is with KTCI, it's in the upper right-hand corner of your bill.



**KENNEBEC TELEPHONE CO., INC.**

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**KENNEBEC TELEPHONE CO., INC.**

More than "just" a telephone company!



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- \*Gravel hauling
- \*Demolition work



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*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.*

*Kennebec Telephone Co., Inc is an equal opportunity provider and employer.*