

The Connection

Kennebec Telephone Co., Inc.



Photo by Jake Janssen

Manager Moment Trusty Mertens

Since late last year, we have been installing wireless routers for all our broadband customers. We worked with several vendors to find a device that would provide excellent service as well as comply with federally mandated testing which we will be required to do soon. The new routers are owned by Kennebec Telephone and are provided with the broadband service.

The Zyxel routers we chose might not be compatible with some of the older devices, but it provides wifi-6 technology, the latest and greatest in wifi technology. Wifi-6 allows us to provide the maximum amount of traffic through-put and the wireless radios within provide better coverage than other models we tested. This does not mean it will make your



old laptop or other devices work better. Those devices are still limited by the wireless technology they came with.

In the future we will be required to comply with federally mandated compliance testing to prove that we are providing broadband service that meets the definition of "broadband" defined by the federal government.

Although this is a huge investment for Kennebec Telephone, it is the most unobtrusive way to comply with these requirements for our customers. When a broadband connection is randomly selected for testing, we will be able to run the required tests from these routers without any degradation in service or customer involvement.

Finally, as an added benefit to these upgrades, we will be able to better monitor the health of a broadband connection. We will use integrated troubleshooting tools to help identify and eliminate potential problems with the service to provide the customer the best possible experience.

Trusty Mertens
CO/Plant/TCS/Internet Manger



Enjoy your Retirement Cherry



January 28, 2012-Holiday party Cherry receiving her Ten Year Plaque from Roger Beinlich



Rod Bower & Chris Zirpel presenting Cherry with Clock commemorating 20 years of service at her retirement party July 16, 2021



Haley Booth & Cherry holding the cake. Haley now takes over Cherry's position full time, after training and co-working for four years.

A note from Cherry

After 20 years I am retiring from Kennebec Telephone Company. I have seen many changes throughout my career, from the many employees I've gotten the pleasure to work with to experiencing the growth of the Company throughout the years.

After retirement I plan on fishing a little more, traveling, & enjoying activities in the great outdoors. I'm also a member of Anytime Fitness so I will be spending lots more time there.

I will always cherish the memories I've got at Kennebec Telephone Company for the past 20 years. Retirement, for me, is bittersweet & I will miss you all. Again, thank you for everything, especially you, Rod, you are a great employer & a real asset to our community!

I've enjoyed my years at KTC & everyone I've had the opportunity to work with. I will miss you all but retirement is calling my name. The difference between a Workplace and a Nice Place to Work, is the good people who make it so!

**Congratulations to Chaz Bowar
Celebrating 20 years
at KTCI & PowerCom**



**Welcome
Lesa Patrick
to Kennebec
Telephone
Company!**

See profile in
September newsletter



Wi-fi Tips & Device Usage

Recently, Kennebec Telephone restructured our internet packages, with upload/download speeds starting at 50/50. The first question you may have is what does 50/50 even mean? In our case 50/50 means 50 Mb download and 50 Mb upload; it's basically how fast your internet is.

What are download and upload? Download is how fast the internet will deliver data to you and upload is how fast the internet will take data from you. This should be a big improvement over what was earlier available. You may ask, "So if I don't notice a difference when I'm using the internet, then what's going on?" Unfortunately, there could be several reasons, and here are a few.

1. An old computer with a slow processor. This would be like having an old car that only goes 40 MPH, but the road speed is 65 MPH. Just because the speed limit is high, doesn't mean you can go that fast because your car, or computer will not perform that well.

2. You have several devices connected to your router. While it's true that the internet is only shared if things are accessing the internet, some things like

cell phones, will lower the internet connection speed of all your devices.

3. You have several devices using the internet at once. Say you are watching Netflix at the same time your child is watching an Amazon Prime movie, and then your spouse decides to watch some YouTube videos. Each one of these will take a chunk of the bandwidth available, and may gum up the whole works.

Sometimes we forget how many devices we have connected! You may want to count your connected devices, and here is a checklist to start with:

- 1. How many computers are on Wi-fi? _____
- 2. How many smart phones on Wi-fi? _____
- 3. Any iPads, Kindles or other tablets? _____
- 4. How many Smart Speakers (Alexa/Google) _____
- 5. Smart Home devices? _____
- 6. Wireless printer? _____
- 7. Gaming/Streaming devices? _____
- TOTAL DEVICES CONNECTED:** _____

BILLING NAME AND ADDRESS (BNA) NOTIFICATION

The FCC requires our company under certain circumstance, to release the Billing Name and Address (BNA) of telephone customers to telecommunications service providers. The main reason for releasing BNA information is to ensure proper billing for certain types of calls. For instance, calls such as collect, third number billed, or calling card calls may be carried by an interexchange carrier who is not your presubscribed interexchange carrier or who does not have a billing contract with our company. Under these circumstances, the carrier does not know who to bill the call to, and therefore, must request the BNA from our company in order to bill the call. We must provide the information to the requesting carrier.

BNA can also be released to telecommunications service providers for other reasons, such as verification for presubscription, servicing your account, to prevent fraud or when you move from one location to another.

If you have an unlisted or non-published telephone number, you have a choice. If you do not want your BNA released by our company for third party billed calls, collect calls and calling card calls, we need affirmative notification from you within 30 days. If you provide us with such notification, your ability to make calling card calls or to receive collect calls or third number billed calls could be denied. Should you have questions regarding this matter, please call our office at (605)869-2220.

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



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

CHARLEY'S Welding & Auto Repair



For all your car, Pickup and Semi needs:

Oil Changes, Tires, Hydraulic hoses
Full service NAPA Auto Care Center!

CHAMBERLAIN



For all your Car, Pickup and Semi needs!



- | | |
|--------------------------|-------------------------|
| 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.

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