

The Connection

Kennebec Telephone Co., Inc.

Photo courtesy of Tracy Brakke

Small Town Strength

Rod Bowar

Lately, public awareness of statistics, numbers and percentages seems to be one of the “new norms” since Covid-19 became a known virus. One report that sheds light and hope for our area towns during all this chaos is local sales tax numbers have risen. We can gladly thank ourselves for that increase and thank our local retail businesses for having our backs during this pandemic.

Local businesses have been sitting on the sidelines, trying to keep the main and side streets of our towns alive as we went about our day. Those shops hung in there and gladly stepped up to a huge plate and filled it and continue to fill it during this unexpected demand. How fortunate we are for their fortitude in sticking it out in their lean times to be here for us now.

Sure, local businesses are currently thriving, but

prior to Covid-19, sales tax numbers were much lower which can only mean that shopping local was not a daily or weekly activity. Keep in mind, the business and town where money is spent is the business and town that benefits. It is a simple concept that needs to be brought back to the forefront. Local sales tax dollars fund our communities. In a time where small towns are dwindling, we should look around our own stomping grounds and be proud. Our local businesses are shining through this crisis and are providing for our daily needs. Traveling to a larger town is an unnecessary expense.

Going forward let’s continue to shop local first. Let’s keep our sales tax dollars in our own town as much as possible. Every dollar spent locally makes a difference. Our hometowns’ success and growth into the future depends on it.



Photo courtesy of Gary Luke



Photo courtesy of Crystal Brakke



Photo courtesy of Pat McNaughton

**WE WILL BE CLOSED
MONDAY,
SEPTEMBER 7
LABOR
DAY**

**If you need
assistance
Outside
Business Hours
Please call
869-2424**

Pheasant Opener is Almost Here!

Lodge owner/operators- Before the hunters arrive, make sure you call to get your Wi-Fi service turned on for the season!

Although most folks now have data through their wireless plan, and may be able to use their own hot-spot, some wireless service may not work as well out here in "God's Country" as it would for them back home.

Providing Wi-Fi in your hunting package will be an added plus, when it comes to booking your hunters, as it has become more essential recently! Streaming video is a more cost-effective way of providing TV than a satellite service would be. With streaming devices starting at less than \$50 per device, your guests can use their own subscription services to enjoy their down time.



Past Due Payment Process (and how to avoid it)

The following is the process Kennebec Telephone Company follows when payment is not received by the 20th of the month:

Final Notice: You will receive this by mail, stating the amount that is due at this time.

Notification Call: If we have not received payment in the allotted amount of time, you will receive a recording on your phone from Kennebec Telephone, stating that payment is due and your services will be disconnected if we do not receive your payment within the allotted time.

Suspend: Services will be suspended if payment has not been received by the date stated in the notification call. If this should happen, there will be a \$45 charge to reconnect your services.

Disconnect: If, after 2 weeks under suspension, we have not received payment, service will be totally disconnected.

How can payment be made?

- **AutoPay:** Set this up by calling the office with either a credit or debit card. Or if you prefer send a voided check to have the payment deducted directly from your checking account
- **U.S. Mail:** Put your payment in the envelope that comes with the bill, include the bill stub, and put it in the mail. It still works!
- **On-line bill pay:** Use the Smart Hub and pay online. You will need your account number to sign in. You can find it at the top of your phone bill.



(See the next page for a step by step set up of Smart Hub!)

- **Call the office with payment:** We can take cards over the phone too.

If you are ever in a bind, and unable to make your payment, please call our office to work out an arrangement to keep your service going.



To find the Smart Hub on your computer, go to our website: www.kennebectelephone.com. If you haven't been to the website in a while, you may notice there have been some changes made! One of these is the "Bill Pay" tab, which will take you to the screen shown here.

"Online Account: Set up an account":

This where you'll need to enter your account number from your bill.

(Call if you have questions on setting up adding invoices to your monthly bill) Once you've added your info, just follow the instructions.

"Paying Your Bill!": This is sort of a "quick pay, now" option. If you choose this option, your information will not be saved, however this is the best place to pay an invoice. Again you will need your account number and please, keep in mind it may be a different number for invoices.

Once you get the account number and your last name

entered, an image similar to this should pull up on your screen. As you can see on the right,



you can choose to pay the total due, or another amount here. After you enter your amount, the



next screen gives you the option of entering your card or bank account information.



Now we come to the payment entry screen: Fill in your payment information, both for your card and your address, and click continue. You will still have one more chance after this screen to either submit or cancel.



Once you submit your payment, you can enter your email to get a copy of your receipt. Your payment is applied directly to your accounts!

Mobile App: This just lets you know that the SmartHub app is available for both Android and Apple phones. Any Questions? Give us a call at 869-2220.