

Volume 15 Issue 3  
March 2020

# the connection

kennebec telephone co., inc.

## Manager's Moment....

### Broadband Discussion #2

What happens when it doesn't work? Here's what we do in basic terms. We'll check the connection from your house to our office. We'll check to make sure that the ONT (the electronics on the outside of your house) is connected to a device on the inside of your house, typically, your wireless router. Finally, we'll make sure that your username/password that we provide with your service is authenticated in our system. In a few minutes, we can see if there's a path from the device in your home to outside world. That path is fairly solid, and we can control it from our ONT to the public internet "cloud".

It's still not working, at least your wireless dog collar is NOT updating where the dog is at in the house fast enough. Now, let's look at the network inside your house. How old is your wireless router? If it's 2 years or more, it's time for a new one. When was the last time the firmware was updated? Most people don't ever update this. What is the actual throughput that it is capable of? Some routers just aren't capable of getting all the traffic from all your devices though to the connection to the outside world. Is it powerful enough to cover the entire house? If it works good in the basement but not in the attic, then you probably need to move it to a central location or expand your wireless network.

You can check your speed by going to <http://speedtest.sdncommunications.com/>. This will test from your house out to the edge of our network. We cannot control what happens out on the World Wide Web, so if you use another speed test then you'll be looking at something we have no control over. Use a laptop that's intended for wireless communication, not a cell phone that may be doing 14 other things in the background. I personally will never trust a speed test run from a cell phone, but it may give you an idea of what's happening. This test will tell you what speeds (download and upload) you are running. Keep in mind that if you have 4 devices streaming video, one of the kids is playing video games, and the other is video chatting, then that will eat up a lot of bandwidth.

Don't hesitate to give us a call if something isn't working right. You can get the ball rolling, so we can help figure it out. It may take a visit to your house, we may be able to fix it remotely, or we may be able to help you over the phone. The first step is to call in, and get a ticket started with one of our CSRs.

Trusty Mertens  
CO/Plant Manager, TCS, Internet, Cyber Security

### important dates in march

Daylight saving time Begins  
st. patricks day  
first day of spring  
shamrock shuffle-presho

march 8  
march 17  
march 19  
march 21

# AVOID THE DREADED "UNKNOWN CALLER"



Does this scenario sound familiar? The phone rings and you check the caller id. It's not a number you know, but you answer anyway. There is a slight pause, and then they begin their pitch. You can either listen politely, or just hang up. And it's not all scammers, but as we know, with this being an election year, the calls will be coming even more frequently, and never at a "convenient" time. Wouldn't it be nice to just NOT GET the calls in the first place? Well have we got a deal for you!

For the low, low price of \$2 per month, you can block unwanted calls with Terminating Call Manager, or as it is more commonly known, Telemarketer Call Screening on your home phone! I won't get technical about how it works, because I don't know- and likely you don't care, just so long as it works. Once you add this feature to your account, all long distance calls will hear an announcement like this: "The number you have called does not accept calls from telemarketers, if you are a telemarketer, please remove this

number from your list." The "Robo- Callers" don't have time to wait through the message so they hang up, and move on to the next victim.

When one of our customers checked his Telemarketer Call Screening, he found that over 500 calls were blocked by the service in a month! So for only \$2.00 per month, it is well worth the money!

What are you waiting for? Call our office today and add TCM to your line.

## Kennebec Business Appreciation Drawing Winners!

**Free Bulk Oil Change**

Lindsey Oldenkamp

Eva Miller

**From Kennebec Telephone Co., Inc.**

Joey Janssen- Wireless Microphone/Speaker

Laverne Olson- Roku Express

Judy Mertens

Ronda Wagner

**From Charley's Welding & Auto**

Emily Caslin- NAPA Car

Cece Lillebo- Wrench Set

## THE NEW PHONE DIRECTORIES ARE HERE!

*Thank you for stopping by to visit us at the Kennebec Business Appreciation Night on February 15th, and the Presho Expo on February 29th.*

*If you were unable to attend, or did not get a chance to pick up the latest Kennebec Telephone Co., Inc Pocket Directory, you can pick up your copy at the office, call and have us mail a copy out, or send an email to [crystalb@kennebectelephone.com](mailto:crystalb@kennebectelephone.com) to have a copy sent to you. Thank you for your business!*



**NATIONAL FILTER  
PROMOTION  
March**

**9th- 21st**

**Air FILTERS**

**Fuel FILTERS**

**Oil FILTERS**



*Pre Order now to*

**STOCK UP AND SAVE!**

**CHARLEY'S**  
*Welding & Auto Repair*



A DIVISION OF KENNEBEC TELEPHONE CO., INC.  
**202 S FOURTH ST.  
KENNEBEC, SD  
(605) 868-8272**

**CHAMBERLAIN**



A DIVISION OF KENNEBEC TELEPHONE CO., INC.  
**134 S MAIN ST  
CHAMBERLAIN, SD  
(605) 234-6009**

**Summer is Coming!**  
**Time to ditch the hoses!**

**Contact KTC Construction to install or  
service your lawn irrigation system!**



**(605) 869-2220**

## KENNEBEC TELEPHONE Co., INC.

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

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

After Hours Please Call 869-2424

## KENNEBEC TELEPHONE Co., INC.

More than "just" a telephone company!

### KTC CONSTRUCTION

A DIVISION OF KENNEBEC TELEPHONE Co., INC.



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

### CHARLEY'S Welding & Auto Repair



A DIVISION OF KENNEBEC TELEPHONE Co., INC.  
202 S. FOURTH ST.  
KENNEBEC, SD  
(605) 869-6272

- For all your car, Pickup and Semi needs
- Oil Changes
  - Tires
  - Hydraulic hoses
  - Full service NAPA Auto Care Center!

### POWERCOM ELECTRIC & COMMUNICATION

A Division of Kennebec Telephone Co., Inc.

CHAMBERLAIN, SD (605) 234-0528  
KENNEBEC, SD (605) 869-2150

- Residential
- Commercial
- Farm & Ranch
- Overhead and under-ground electric Line work
- Network wiring
- New build
- Renovation
- locating

### CHAMBERLAIN



A DIVISION OF KENNEBEC TELEPHONE Co., INC.  
134 S MAIN ST.  
CHAMBERLAIN, SD  
(605) 234-8000

NAPA Auto Parts Store  
For all your  
Car, Pickup and Semi needs!

### Technology & Communication Specialists

- 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.*