



National Do Not Call Registry

This registry gives you the choice whether to receive calls from telemarketers to your home or cellular phone number. Visit www.donotcall.gov to register.

Business Office Closed

Wednesday, July 4th

In observation of Independence Day

Monday, September 3rd

In observation of Labor Day



KMTelecom

18 Second Avenue NW
Kasson, MN 55944-1491
634-2511

Local call for KMTelecom customers in Kasson, Mantorville, Rock Dell and Dodge Center

Office Hours

Monday-Friday 8:00am to 5:00pm
For help with service problems during non-business hours, please call 634-2505.

24/7 Internet Help Desk

Kasson, Mantorville Area 634-2575
Rock Dell Area 634-2575 (FREE call)
Dodge Center Area 633-2575

Exede & WildBlue

Sales/Inquiries 866-677-8677
or 507-634-5692
Technical Support 888-232-3796

Visit Us Online

www.kmtel.com



Calls Not Getting Through?

You may be experiencing any of the following:

1. Someone tells you they tried to call you but the call didn't get through or the call rang on their end but your phone did not ring.
2. A call came through to you but the quality was poor.
3. A call came through but the Caller ID was incorrect.
4. Someone said they sent you a fax and you never received it.



If you've experienced any of these frustrating situations, you are not alone. In fact, rural consumers in 36 states have experienced the same problem.

The problem starts with the carrier used by the customer who **makes** the call and can only be resolved by that carrier. We want you to know that incoming call issues do not generally reside with KMTelecom. However, we would like to help our customers resolve the issue.

We are taking every opportunity through our national association to bring resolution for our customers. Rural carriers have brought the issue to the Federal Communication Commission (FCC) and state agencies. The FCC has created a task force to investigate and address the issue and rural telco advocates are encouraging swift and severe action against the providers at the center of the problem.

What you can do is report the problem. As a consumer, your best action is to report each "call completion" incident. For incoming call problems, talk to the party originating the call and encourage them to report it to their provider. On the other hand, if you have had problems with outgoing calls, please contact KMTelecom at 507-634-2511.



NEW Channels on KMTV

Channel	Description
3	KIMT (CBS) Mason City
904*	WCCO HD (CBS)
933*	The Travel Channel HD

*High Definition box is required.



2012 Directory

The directory cover photo was taken by a young, talented, Kasson-Mantorville student, McCayla Thoe. The picture was taken from McCayla's yard overlooking their 6th generation-run farm, near Hayfield, Minn. McCayla is the yearbook photographer at Kasson-Mantorville high school. The focus of this picture seems to be the branch of the tree as that is the clear silhouette; however, her true focus is the sunset background. Thank you McCayla!



McCayla Thoe

Congratulations Jack Jensen



The Post Bulletin newspaper offers a program called Newspapers in Education. Through this program, area students are offered the "Design An Ad" project. Area businesses sponsor the project and classrooms are matched up with a business. This year, Mr. Naylor's 4th grade class at Kasson-Mantorville Elementary School was given the task of designing an ad for KMTelecom. This project is a great way for students to learn about businesses in their community.



Jack Jensen's advertisement was selected by KMTelecom employees. Nice job Jack!

Jack Jensen (top)
4th Grade, Kasson-Mantorville Elementary School

Mr. Naylor's Class (bottom)

A Look at the London 2012 Olympic Games

This summer will be sizzling with world-class competition at the London 2012 Olympic Games, July 27 through August 12. You'll see the best of the best in 26 sports including basketball, beach volleyball, cycling, diving, gymnastics, swimming, tennis, and weightlifting. Follow the action on KMTelecom's digital television, KMTV. You have the choice to watch in standard definition or add a high definition box for HD viewing.

The Olympic mascot for London 2012 is Wenlock. It's interesting to note the significance of Wenlock's unique design elements:

- Friendship bands represent the five colors of the Olympic rings.
- Headlight was inspired by the lights on London's black taxis.
- Face shape is based on the shape of the Olympic Stadium roof.
- Single eye represents a camera lens that captures everything.

Are you more artistic than athletic? Visit <https://mascot-games.london2012.com> to make your own mascot, choosing the body color, type of hat, clothing, and sports equipment. Then check out the creative mascots already submitted by others in the Gallery.





A *Pinterest*-ing Way to Collect and Connect

Pinterest (www.pinterest.com) offers a virtual place to house collections of the images you believe are beautiful, funny, important, or otherwise interesting. On a Pinterest pinboard, you can even collect intangibles like the snippets of stories, sayings, and ideas you used to tack onto a bulletin board or glue into your scrapbook.

Most Pinterest users are women (80 percent, according to a recent Google Ad Planner inquiry by Ignite Social Media), so collections tend toward fashion, cooking, home décor, crafts, and children. Men tend to collect images related to automobiles, sports, men's fashion, gadgets, and travel. Practically everyone on Pinterest collects images representing movies, music, books, humor, and inspiring sayings.

The beauty of Pinterest is you can collect whatever strikes your fancy. Pinboards are personal and often highly unique. You get a sense of who people are by looking at their pinboards and pins. If you like what you see, you can follow them or click on their pins and Repin them on your own boards. You also can add pins to your Like list or Comment on them. You can even click on a pin and go to its original source to find out more. Click on names, pins, and boards in activity feeds to see new things and meet new people.

You can use Pinterest pinboards to help you accomplish tasks from big to small. Collect ideas to help plan a wedding, decorate a home, organize recipes, document your style, or organize your office. Pin funny or inspiring images to cheer up your family during a difficult time, add to an intellectual dialogue, or introduce yourself to a new group.

Pinterest is an invitation-only website, so to get started you need to ask a friend who's already on the site to invite you. Once you receive your email invitation, you simply click the link to set up your account. The Pinterest wizard will take you through the steps, and you can start pinning!



Is Your Computer Sick With a Virus?

Viruses and spyware can leave your computer acting strangely and running slowly. If yours is experiencing these troubling symptoms, it's time to bring in the experts from KMTelecom. We know how to nurse your computer back to health quickly.

Our virus and spyware removal service starts with scanning for computer threats, followed by the professional removal of malicious code through a secure remote connection. We'll also perform any necessary program updates and give you tips on how to avoid infection in the future. To find out more, please call our help desk at 634-2575.

Virus and spyware removal is just one of many services we provide to take the trouble out of technology. Ask us about online assistance, computer maintenance, and wireless networking as well.

\$25

**Win a \$25
Credit on Your
KMTelecom Bill**

Fill out this form, clip it, and return it with your next bill for a chance to win a \$25 credit to your account. Return it by June 30, 2012, to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our March 2012 winner, Diane Slowinski, Austin, MN!

Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications Assistant (CA) to facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

To make a Minnesota Relay call, just dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.



Types of Relay Services Available

Captioned Telephone (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, call 1-877-243-2823.

Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

Two-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

Hearing Carry Over (HCO): 1-800-627-3529

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

Text Telephone (TTY): 1-800-627-3529

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

Speech-to-Speech (STS): 1-877-627-3848

Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

Computer (ASCII): 1-800-627-3529

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Spanish Relay: 1-877-627-5448

Allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-call service.

Important Information

Emergency Assistance

TTY callers should dial 9-1-1 directly in emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

Direct • Collect • Pre-paid calling card • Carrier calling card • Third-party billing

Filing a Complaint

If you would like to file a complaint regarding Minnesota Relay, please call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. To file a relay complaint with the Federal Communications Commission, call toll free at 1-888-225-5322 (voice)/1-888-835-5322 (TTY), or file on line at <http://www.fcc.gov/complaints>.

Telephone Equipment Distribution (TED) Program

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, or physical disability. **For More Information on the TED Program:** 1-800-657-3663 (voice)/1-888-206-6555 (TTY) or www.tedprogram.org.

For More Information on Minnesota Relay Services: 1-800-657-3775 or www.mnrelay.org