



Thanks to Our Employees for Their Extra Efforts

KMTelecom is fortunate to have such talented and resourceful employees, who successfully navigated through the challenges of 2020—from switching work locations to following safety precautions. We admire their dedication and thank them for continuing to deliver excellent customer service despite these hurdles.

Whatever 2021 brings, we know our employees will keep making us proud!

Business Office Closed

Monday, May 31st, 2021
Memorial Day

Stay Up to Date

Follow KMTelecom on Facebook and Instagram @kmtelcomwhippet

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

Visit Us Online
www.kmtel.com

GREAT NEWS! Rock Dell Fiber Buildout and New TV Platform

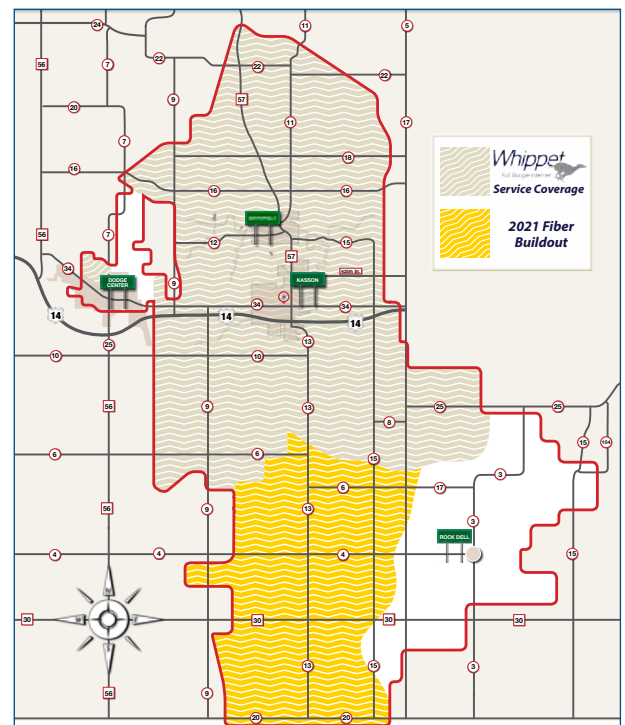
We're pleased to announce that KMTelecom was selected to receive a matching grant of \$789,882 from the Minnesota Border-to-Border Broadband Development Grant Program. KMTelecom will invest an additional \$1.8 million in this project. These monies will be used to expand our high-speed fiber internet network to 221 unserved locations in Rock Dell and surrounding rural areas.

Construction of the Rock Dell area build-out is set to begin this summer. These customers will have access to internet speeds of up to 1 Gig along with television and other services.

We're also excited to introduce a new and improved TV platform. It'll provide you with a customizable guide, enhanced search functionality and troubleshooting tools, a Weather App, and a "What's Hot" feature showing what other people in your area are watching. Other huge improvements include RestartTV, which allows

you to watch or record a show from the beginning, and Cloud DVR, which stores your recorded content online without the hassle of a physical DVR box.

We believe 2021 is set to be a great year for KMTelecom, but none of it would be possible without the incredible support from our community and customers. We can't thank you enough!



Map shows the general coverage area but is not exact.

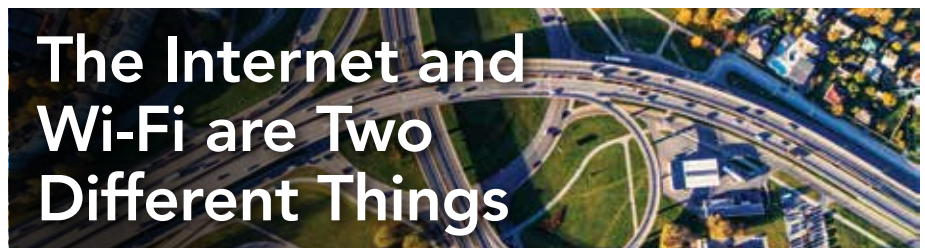
Apps Can Offer Advantages Over Websites

If you do business with a company often, you might want to download their mobile app. Apps are designed to help you perform specific tasks efficiently from anywhere. For example, while walking your dog you could get on the PetSmart app and replenish your pup's food supply with just a couple of taps.

Here are more reasons to use apps instead of websites:

- They respond to your preferences, so you can get personalized recommendations.
- They're faster, so you can get your tasks done more easily.
- They work in conjunction with websites, so if you start that PetSmart order on your walk, you can finish it when you get home.
- They use smartphone features, so you can do cool things like choose a pair of boots on an app and be directed to the store location nearest you to pick them up.

One more benefit: Some companies give you rewards, such as a discount, if you use their app!



Many people use the terms internet and Wi-Fi interchangeably, but although they're related, they're not the same. To help clear things up, here are descriptions of both terms:

The Internet is a Highway

The internet has been called the Information Superhighway and with good reason. Just like a road that connects two cities and moves people and goods, the internet is a digital maze of routes that connects thousands of computer networks so they can exchange bits of information. Using an agreed-upon language called the Internet Protocol, these interconnected devices use the internet's digital "roads" to exchange data that is then translated into human-consumable form at the other end.

To connect to your Internet Service Provider's (ISP) network from your home, you're given access to a physical line connected to a modem. There are two ways to connect a computer to a modem. The first method involves physically plugging the computer into the port on the back of the modem using an Ethernet cable. The second method, which is much more common today, uses a wireless connection made possible by a device called a Wi-Fi router.

Wi-Fi is an Access Ramp

Wi-Fi refers to a wireless network that allows computers, smartphones, or other devices within a particular area to connect to the internet (and each other) without being physically connected by a cable.

The Wi-Fi router can be physically plugged into the modem with a cable or combined with the modem into a single piece of equipment. It uses radio technology to broadcast a unique name (also known as a service set identifier, or SSID), which you or your ISP chooses when the router is first set up.

Because information is transferred using wireless transmitters and radio signals, physical proximity to the Wi-Fi router is necessary for a good connection. But once connected, people can move around freely with their devices without losing their connection to the internet.

To sum things up, Wi-Fi is what transports the internet service to your device but Wi-Fi is not internet service. That's why you can have strong Wi-Fi signals but still experience slow speeds.

KMTelecom is here to help with a range of internet speeds and Managed Wi-Fi service. To learn more, call 507-634-2511 or visit www.kmtel.com.



Create a Google Watchlist of Movies and TV Shows

When you come across a movie or TV show you'd like to watch, are you writing it down on a piece of paper and then doing an online search to see if it's available on any of your streaming video subscriptions? If so, you've no doubt discovered that this can be a time-consuming and frustrating process. Fortunately, there's a much better way to keep track of your must-watch picks—it's the "what to watch" feature offered by Google Search.

To get started using this feature, simply log into your Google account on your iOS or Android device, then do a Google search on "what to watch." When you do, you'll get more than a dozen rows of recommended movies and TV shows based on your Google Search history.

A "Providers" button near the top of the page lets you choose the streaming video services to which you subscribe, and you can add filters such as "Shows," "Movies," "Funny," "Crime," and "Free." Tapping a title lets you see details such as its rating, release year, and runtime, as well as the title's scores from IMDb, Rotten Tomatoes, and Metacritic. You can also watch a trailer, or tap the "Watch now" or "Watched it" buttons. Another button lets you add the title to your watchlist.

To view your Google Search watchlist later, just tap the Watchlist tab near the top of the screen or do a Google search on "my watchlist." (You'll need to be signed into Google for the watchlist feature to work.) Once you arrive at your watchlist, you can tap a title to view its details or tap "Watch now" to start streaming.

For the optimal streaming experience with movies and TV shows, you'll want to have a super-fast and reliable internet connection. To get details on the internet upgrade options available from KMTelecom, call 507-634-2511.



We're Hoping for a Bright and Cheerful Spring Season

March's birth flower is the daffodil, which is appropriate, since its cheerful yellow petals are the harbinger of spring. After a long winter, isn't it always a joy to see daffodils appear?

KMTelecom wishes you a spring season that's as bright with hope and promise as these flowers. We encourage you to get outside to connect with nature and use technology to connect with others. Better days are ahead!

\$25

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

Fill out this form, clip it, and return it with your next bill by March 31st, 2021 for a chance to win a **\$25 credit** to your account. One winner per newsletter will be selected.

Name: _____

Phone #: _____

**Congratulations to our
December 2020 winner,
Brad Jonas, Mantorville!**

Minnesota Relay

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CA) to facilitate telephone calls between a person with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a Minnesota Relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service. For information on Minnesota Relay Services: www.mnrelay.org or 1-800-657-3775.

Types of Relay Services

Captioned Telephone Service (CAPTEL): 1-888-269-7477

CapTel is for individuals whose hearing loss is significant enough that they can't use a standard telephone or specialized equipment. CapTel uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay CA transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

Mobile Captioned Telephone Service

Software apps make it easy to get captioned telephone service on select smartphones and tablets. The app delivers captions of everything your caller says, while you listen (with your residual hearing) and speak directly to your caller. For more info, search "captioned telephone" in your device's app store/marketplace.

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

VCO is an option for a person who can speak clearly but has hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone. Using VCO relay and a specially designed telephone with a text display, the VCO user speaks directly to the other person on the call. The relay communications assistant (CA) types what is spoken by the other person for the VCO user to read.

Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties—in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/consumers/guides/video-relay-services.

Hearing Carry Over (HCO):

1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone and receive calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

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

This form of relay service allows a person who is deaf, hard of hearing, or who has a speech disability to use a TTY to communicate with the other person on the call. The CA reads the TTY user's words to the other person, and types the other person's words for the TTY user to read.

Standard Telephone Users:

1-800-627-3529

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

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

STS 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 STSCA re-voices the words of the person with the speech disability so the person on the other end of the phone call can understand them.

Spanish Relay: 1-877-676-4290 (Spanish) 1-800-676-3777 (English)

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service—both parties must speak Spanish, and at least one party must have a hearing or speech disability. Dial the Spanish Relay toll free number and tell the CA the type of relay call you wish to make. Para Relay en español, 1-877-627-5448.

Internet Protocol (IP) Relay

IP Relay is a text-based form of relay service that uses the internet, rather than a traditional telephone line, for the leg of the call between the person with a hearing or speech disability and the relay CA. You are able to make your relay call using a desktop computer, laptop, tablet, or select smartphones. Go to <https://www.sprintrelay.com/>

Important Information

Emergency Assistance

TTY callers should dial 9-1-1 directly in an 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.

To File a Complaint

Regarding Minnesota Relay

Email your complaint to mn.relay@state.mn.us or call 1-800-657-3775. When filing your complaint please provide:

- Date and time of the relay call
- Calling from and to phone numbers
- CA's identification number
- Nature of your complaint

You may also file a complaint with the Federal Communications Commission:

- **Website:** www.fcc.gov/complaints
- **Voice:** 1-888-225-5322
- **TTY:** 1-888-835-5322
- **ASL via VP:** 1-844-432-2275

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, visit mn.gov/dhs/ted-program.