

# The LiNK

a monthly newsletter from your friends at **KMTelecom**

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## KMTV comes to Kasson!

Digital TV service from KMTelecom is generating all kinds of excitement! KMTV is now available in Kasson as well as Mantorville and Dodge Center. It's time for you to start enjoying all the advantages that KMTV offers. Sign up today and get a FREE standard installation.

- Crystal clear quality with over 190 channels.
- On-Screen TV Guide - see what's showing & set up reminders.
- CD quality commercial-free music.
- 100's of big hit movies available.
- Parental Controls - control what your kids watch.
- On-Screen Caller ID - see who's calling before you answer the phone.
- Local customer service & technical staff who care.

Stop in our office for a demonstration and all the details. While you're there, bundle up your phone, high speed internet and TV and start saving! Enjoy the benefit of just one bill for telephone, television and internet. Plus, only KMTelecom can offer you the combination of great rates, the latest technology, convenient packages and over 100 years of experience and commitment. Give us a call today to get signed up.

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## KMTelecom Increases Capabilities to Fight SPAM

Numerous reports on the web state that approximately 80% of all email passing across the Internet is considered spam. Spam is the abuse of electronic messaging systems to send unsolicited bulk messages, which are almost universally undesired.

As with Internet providers across the world, KMTelecom has also suffered degradation of Internet service because of the amount of spam hitting our mail server. To alleviate the problem, KMTelecom has purchased and implemented a best-of-breed anti-spam solution from a leading vendor to improve the quality of KMTelecom's SPAM filtering capabilities for our Internet subscribers.

As email passes from the Internet to the KMTelecom mail server, the message is examined to determine if it is considered spam. Known spam is stopped and isn't forwarded to your email account. If the system is unable to make a definitive decision, the message will be forward to your Inbox; however, the system will insert [SUSPECTED SPAM] into the subject of the message This allows you to make the final determination. If the sender is not recognized, the message should be deleted immediately.

We're happy to report, the amount of spam being passed along to our customers has been reduced by 75%.



***If you have kids at home you are an Internet Parent.***

Parents, we're living in a brave, new world. The Internet impacts a child's world-view, and our ability to parent, more than any invention in modern times. Every family with children should have some form of Internet filtering and controls to protect their kids. K9 Web Protection provides today's Internet Parent with essential tools for this critical challenge.

The Internet is a fascinating place, full of rich and interesting information. But as a gigantic virtual community, it has "good neighborhoods," "questionable neighborhoods," and "downright bad neighborhoods."

As a parent (or simply as a concerned citizen of this virtual community), we believe you might want a good set of guidelines about where to go in this gigantic place. Think of K9 Web Protection as part "guide dog" and part "watch dog," keeping those in your care away from the wrong parts of town.

With K9, you can decide which neighborhoods are okay to visit, and which ones aren't. That ability makes a big difference when you're trying to provide a safe environment for children. K9 makes it easier to let your children explore and learn on the Internet, while you do what you can to keep them safe.

You can find more information about K9 Web Protection by going to [www.k9webprotection.com](http://www.k9webprotection.com). There is a free download.

## REMINDER:

We offer a convenient drop box for your KMTelcom payments in front of our business office in Kasson. Just to the left side of our front entry.

Another convenient location is the Dodge Center City Hall parking lot. Look for our drop box.

New Directories are coming soon! Remember to recycle your old directories.



There is a recycling bin located in our office for your convenience.

## KMTV NOTES



The CW Network is back!

**"The CW" - channel 20 on KMTV.** The CW Network carries popular shows such as "American's Top Model" and "Veronica Mars" as well "Beauty and the Geek," "Smallville" and the "Gilmore Girls" just to name a few. In addition, World Wrestling Entertainments "Smackdown" will be a part of the schedule.

## TESTIMONIAL

Comments: So very often we only hear of the complaints. Well, not today! I have had nothing but excellent customer service since I first called KMTelcom. I spoke with several very knowledgeable people on the telephone regarding your Triple Play services and came in to your office and spoke to another knowledgeable and helpful person there. The installers were out yesterday and the work was done with a minimum of disruption and no mess (which we all know isn't always the case in installations.) The installers were friendly and explained what they were doing and, at the end, explained how to use all the new equipment.

Lastly, when I had a problem this morning, the person I spoke with on the phone was very helpful and solved my dilemma. Magic!

I am extremely pleased with the courtesousness shown (certainly not something I take for granted anymore) and the product know-how (again-not something I take for granted anymore) from your employees. Everyone deserves a huge pat on the back! Thank you!

Sincerely, Deb Schnabel

# CRAMMING

## What is cramming?

Telephone numbers have become more like account numbers. Long-distance companies and other service providers that do not bill customers send the billing data to us electronically, and we use it to bill customers on their behalf.

More and more, telemarketers, con artists, and other criminals are using phone numbers for cramming, the unauthorized, deceptive, and fraudulent posting of charges in the billing information sent to local companies.

In essence, cramming refers to charges you find on your bill for services you did not authorize, order, or receive. Because we do not have the authority to screen the data, we rely strictly on the information sent to us.

The charges commonly found in cramming abuse can be for many things; e.g., voice mail, personal 800 numbers, 900 services, sweepstakes, and other marketing offers. In addition, you may find charges listed for legitimate services, but ones you did not order or authorize, as well as for "fees," "memberships," "usage," or other services described only in general terms – or not at all. Cramming charges are often difficult to identify and can be detected only if you carefully review your bill each month.

If there is a charge on your bill that is unauthorized or fraudulent, you don't have to pay it. But you do have to notice it! If you find a charge on your bill for something you didn't authorize, call the company that charged you. Ask for an explanation of the charge and request adjustments or refunds for incorrect or unauthorized items. Since company information can often be hard to get, you can also call us. We have procedures in place to help you respond to incorrect charges listed on your bills.

### Employee Spotlight



*Kevin Welp, Technician*

We have added two new technicians to our team. Please help us welcome Kevin Welp and Nate Humphrey.

Kevin started January 15, 2007. He comes to us with 10 years of telecommunications experience. Most recently Kevin was employed with Avaya Communications. Kevin has lived in the Rochester area most of his life. His family includes his parents and two brothers. When he isn't at work he enjoys fishing, hunting, camping, snowmobiling and carpentry.

Nate comes to us with 9 years of underground utility field experience working for Qwest and Rochester Public Utilities. We were happy to have Nate join our team on February 6, 2007. Nate

is engaged to be married and enjoys spending time with his fiancé and his 2 1/2 year old son. In his spare time he also enjoys hunting, fishing, camping and playing pool. Welcome aboard Kevin and Nate!



## Holiday Drawing Winner!

Lisa Schwab was the lucky winner of an iPod Nano selected in the December Holiday Drawing. Congratulations Lisa!



*Nate Humphrey, Technician*

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# The LiNk

## Contact Information

Serving You With A Human Touch

### Business Office

8:00 a.m. - 5:00 p.m.

Kasson Area: 634-2511

Dodge Center Area: 633-2511

### After Hours Repair Service

634-2505

### 24/7 Internet Help Desk

Kasson Area: 634-2575

Dodge Center Area: 633-2575

### WildBlue

*(satellite internet)*

634-KMWB (5692)

1-866-677-8677

[www.kmtel.com](http://www.kmtel.com)



If you are planning to dig this construction season, you must call Gopher State One Call at least 48 hours in advance

**800-252-1166**