

THE LINK

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A quarterly newsletter from your friends at KMTelecom



NEW KMTelecom Website

In an effort to make our website more user-friendly and visually attractive, we have reorganized and redesigned our site! We're happy to introduce the Bundle Calculator which will give you the ability to choose the services you would like to bundle together and show you your savings. Simply SUBMIT the selection and enjoy the savings!

Check out our new website at www.kmtel.com. We would love to know what you think.

Business Office Closed

Monday, May 27th for Memorial 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

KMTelecom
Where technology comes with a human touch

Great NEW Channels on KMTV!

Our channel lineup is growing! We offer over 200 standard definition channels and 54 high definition channels. Find a complete listing on www.kmtel.com or simply tune in. If you do not see these channels on your TV, you may need to upgrade your service.

Call our customer service department for details at **507-634-2511!**



Program Package	Network	Channel
Basic	Investigation Discovery	170
Basic	Science Channel	181
Basic	The Hub	198
Deluxe	Destination America	134
Deluxe	Military Channel	177
Deluxe	BBC America	214
High Def	CW HD	911
High Def	TPT Life HD	912
High Def	My29 HD	930
High Def	Lifetime HD	950
High Def	LMN Network	951
High Def	Discovery HD	960
High Def	TLC HD	961
High Def	Science HD	962
High Def	Hallmark HD	952
High Def	Destination America HD	963
High Def	NASA HD	965
High Def	HBO HD*	501
High Def	Cinemax HD*	512
High Def	Starz HD*	520
High Def	Encore HD*	526
High Def	ShowTime HD*	535
High Def	The Movie Channel HD*	544

Telemundo, channel 305, is being removed from our programming lineup.

NOTE: If these channels are not available on your TV screen, call our customer service department to add them. High Definition box is required to receive High Def channels.

*Premium movie package is required.

Don't Let These Phone Failures Happen to You

There are times when being able to make a call goes beyond convenience to become a safety issue. If you rely solely on a cell phone and don't have a landline in your home, you run the risk of experiencing phone failures like these:

Emergency 911 dispatchers can't locate you.

Calls from cell phones are not part of the 911 database and can't always be pinpointed by dispatchers. If a child doesn't know the address, or an adult is unable to speak, emergency help may not know where to go.

You can't find your cell phone.

The time it takes to find a cell phone can feel like an eternity when time is critical.

The power goes out and so does your cell phone.

When severe weather causes a power outage, the electricity required to charge your cell phone's battery will be gone as well.

By contrast, a landline phone connection provides address information during 911 calls and remains ready to use at all times. To learn more, call 634-2511.



New Robocall Rules Provide More Control Over Unwanted Calls

We have good news if you're tired of receiving autodialed or prerecorded telemarketing calls, referred to as robocalls. The Federal Communications Commission (FCC) has finalized its revised telemarketing rules to further protect consumers from these unwanted interruptions.

Telemarketers must now address the issue of abandoned or "dead air" calls. A call is considered abandoned if it is not connected to a live sales representative within two seconds of the called person's completed greeting. Under these new rules, telemarketers will be penalized if more than 3 percent of their calls in a 30-day calling campaign are abandoned. If a live sales representative is not available to speak with the person answering the call, the telemarketer must provide prerecorded identification and an automated opt-out mechanism.

The new rules will also require telemarketers to allow you to opt out of receiving additional telemarketing robocalls immediately during the call through an automated menu. This new requirement means that you will not have to hang up and make a separate call in order to stop further telemarketing robocalls. When you elect to opt out, the telemarketer must automatically record your number, add it to the seller's do-not-call list, and immediately terminate the call.

Another change is that telemarketers will no longer be able to make telemarketing robocalls or send texts to you based solely on an "established business relationship" with you. However, these rules do not apply to non-telemarketing, informational calls such as those by or on behalf of tax-exempt nonprofit organizations, calls for political purposes, and calls for other noncommercial purposes including those that deliver informational messages such as school closings.

For more information about the FCC's rules protecting you from unwanted calls, see the FCC consumer guide at www.fcc.gov/guides/unwanted-telephone-marketing-calls.

What to Know About Computer Viruses

Computer viruses are actually small software programs that are designed to spread from one computer to another and to interfere with computer operation. A virus might corrupt or delete data on your computer, use your email program to spread itself to other computers, or even erase everything on your hard drive.

In order to spread through a computer system or network, a virus must be activated; meaning, the file that contains the virus must be opened or executed in order for the virus to come to life. Once activated, viruses look for certain programs to infect, depending on what they've been programmed to do. The one thing that all viruses seem to do well is duplicate themselves within the programs they find, and that's how they spread.

Every computer virus begins with a computer programmer, who may create it for a variety of reasons. It could be to demonstrate computer skills or to gain admiration from others. But most of the time, computer viruses are developed by cyber-criminals for financial gain. This can be accomplished by gaining access to your passwords or credit card details, or by bombarding you with spam and bogus advertisements.



Here are the two most common ways that computer viruses are spread:

- **Attachments to email messages** which can be disguised as funny images, greeting cards, or audio and video files.
- **Downloads from the Internet** when users unknowingly download infected software or malicious files or programs they find online.

To help avoid computer viruses, it's essential that you keep your computer current with the latest updates and antivirus tools and stay informed about recent threats. In addition, never open attachments from people you don't know, don't click on links within unsolicited email, and don't install any programs unless they're from a reputable source and you're confident about their content.

Congratulations to the Holiday Drawing Winners!

Great connections were made in December with holiday cheer being served. It was fun to see many of our customers stop in. We held a drawing throughout the month of December and each winner received a \$75 credit towards their KMTelecom bill. Winners were drawn the first three weeks of December. Those winning customers were; Diane Lippert, Helene Yngsdal and Carol Berg. It "paid off" to stop in and visit. Congratulations!

TELL YOUR FAMILY AND FRIENDS— IT COULD BE WORTH \$25!

Friends and family living in the country have a great high speed Internet solution available. Exede Internet is a great new satellite Internet option. It offers up to 12 Mbps download and up to 3 Mbps upload. Exede's innovative Web acceleration technology makes your Web browsing faster. KMTelecom offers this high speed Internet solution to families and businesses within a 60-mile radius of Kasson but outside of the 634, 635, 365, and 633 telephone exchanges.

Have friends and family that could benefit from a high speed Internet option? Tell them about Exede Internet from KMTelecom. If they mention your name, you will receive a \$25 credit on your bill when they activate service. Who couldn't use an extra \$25 right now? Go ahead tell your friends and family! And remember, this solution is available to homes and businesses within a 60-mile radius of Kasson but outside our telephone exchanges.



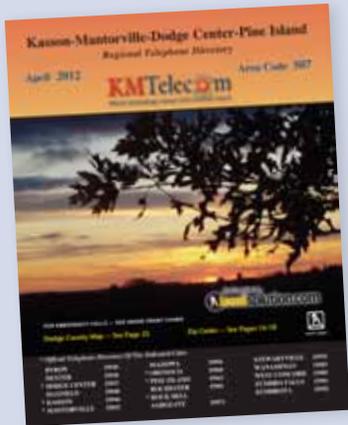
\$25 Win a \$25 Credit on Your KMTelecom Bill

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 March 31st, 2013, to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our December 2012 winner, Gary Seering, Byron, MN!



New 2013 Directories are Coming Soon!

New 2013 directories will be delivered in April. Old directories can be recycled with other paper recyclables or they can be placed in our drop-off bin in the lobby of our office.

Commercials to be Quieter Thanks to the CALM Act

If for years you've been thinking that commercials were louder than TV programs, you weren't imagining things. COMMERCIALS OFTEN WERE LOUDER. In fact, enough people complained about this annoying practice that action was taken.

Federal Communications Commission (FCC) rules now require commercials to have the same average volume as the programs they accompany. In the Commercial Advertisement Loudness Mitigation (CALM) Act, Congress directed the FCC to establish these rules, and they went into effect on December 13, 2012. Hopefully, this means you won't have to grab the remote to lower the volume every time a commercial comes on.

But if you continue to hear commercials that seem overly loud, you can file a complaint with the FCC's Consumer Call Center at 1-888-CALL-FCC (1-888-225-5322).

How to Successfully Overcome the Challenges of Working From Home

Working from home (whether for your employer or as the owner of a home-based business) has become increasingly common. It's estimated that 63 million Americans will telecommute by 2016. One driving force behind this growth is the capability and availability of computer and communications technology.

This type of work arrangement is also popular because it offers more flexibility over working hours and conditions, keeps overhead costs down, and permits a better work-life balance.

However, there are potential pitfalls as well. Here are some of the common challenges of working from home and tips to help overcome them:

Set Boundaries to Protect Your Work Time

One of the main advantages of working from home—being near family—can be a disadvantage as well. The demands of a household, especially one with small children, are often distracting enough to significantly decrease productivity. It's important to set boundaries. Arrange for child-care if needed, and ask your family to respect your business obligations.



Avoid Isolation

In a standard business environment, you're around co-workers all day and there are plenty of opportunities for conversation. By contrast, if you work from home, the quiet of an empty house may foster boredom and loneliness. To prevent the negative effects of isolation, make time for face-to-face interactions on a regular basis such as attending meetings of business associations and networking events. You'll want to combine these types of outside activities with social media and online forums related to your job.

Maintain a Professional Image

In order to be taken seriously when you work from home, you must project a professional image whenever customers or colleagues have contact with you. This includes having a phone system that separates home and business calls. It's also important to have a reliable high-speed Internet connection for top efficiency.

KMTelecom wants to help you work successfully from home. That's why we offer cost-effective packages on our phone lines, long distance, calling features, and Internet plans. Call 634-2511 now for more information.