

THE LINK

March 2015 • Volume 21, Issue 1
A quarterly newsletter from your friends at KMTelecom

Dodge County Expo

Saturday, March 28th
8:00am – 2:00pm
Triton High School in Dodge Center
Visit us at our booth!

NEW Telephone Directories Coming in April

Please contact our office if you need additional copies of the new directory. Old directories can be recycled with other paper recyclables or brought to the recycling bin in our office.



Business Office Closed

Monday, May 25th
Closed 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



Where technology comes with a human touch

Great NEW Channels on KMTV!

Our channel lineup is growing! We now offer 245 standard definition (SD) channels and 86 high definition (HD) channels, which include 14 new HD channels and 8 new standard definition channels that were added on February 1st, 2015. These new channels are highlighted below.



Package	SD	Network	HD
Network	6	KAAL (ABC) Austin	906
Basic	165	A&E	949
Basic	154	AMC	953
Basic	170	Investigation Discovery	958
Basic	182	Animal Planet	959
Basic	169	History Channel	969
Basic	198	Discovery Family	993
Deluxe	117	FOX Sports 2 (Fuel)	915
Deluxe	112	Outdoor Channel	922
Deluxe	239	FUSE	942
Deluxe	160	WE	943
Deluxe	280	IFC	944
Deluxe	214	BBC America	966
Deluxe	86	The Blaze	986
Deluxe	96	C-SPAN3	
Deluxe	162	Fusion	
Deluxe	164	FYI	
Deluxe	168	H2	
Deluxe	171	CI - Crime&Investigation	
Deluxe	179	Military History	

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 at 634-2511 for details.

Please note that a high definition set-top box is required to receive HD channels.

A Bit o' Trivia About St. Patrick's Day

You may think of St. Patrick's Day as simply a time to wear green and dine on corned beef and cabbage. But how much do you really know about St. Patrick and the holiday that honors him? Here's a list of some interesting trivia:

- St. Patrick was known as the Apostle to the Irish, for converting the nation to Christianity.
- The Catholic Church has never officially canonized Patrick as an actual Saint.
- The largest St. Patrick's Day parade does not take place in Ireland, but rather in New York City, where about two million spectators turn out each year.
- Guinness is the most popular Irish beer consumed on St. Patrick's Day.
- Congress proclaimed March as Irish-American Heritage Month in 1955.
- Every year, the Chicago River is dyed green for the city's St. Patrick's Day parade.

Speaking of green, you can save green on bill paying by not using checks and stamps. Sign up for paperless billing with KMTelecom at www.kmtel.com. Simply click on Bill Pay in the top right corner and register as a new user. (You will need your paper bill handy for pertinent information.)



Get Equipped for Amazing TV Entertainment Through the Internet

It's an exciting time in the world of entertainment. You have more options on how to access TV programs, movies, and music to enjoy at home and you're no longer restricted to a cable TV subscription or a satellite dish. With a video streaming device and KMTelecom Internet service, you can enjoy all kinds of streaming entertainment on your TV.

Streaming devices allow you access to streaming video channels, or applications, including Netflix, Hulu Plus, YouTube, Disney, Amazon Prime Instant Video, Pandora, and many of your favorite cable networks. The content provided for the network channels is not identical to what you would receive with a satellite or cable subscription, but they still provide access to up-to-the-minute news, quality family programming, and sporting events coverage. The majority of these channels come pre-loaded or are free to download, but some need to be paid for either upfront or through a monthly subscription (like Netflix). Following are some of the most popular options for video streaming devices:

Roku or Apple TV Streaming Box

Both devices cost \$100 or less and are by far the most popular options for streaming boxes. If you already own Apple devices and enjoy watching content on YouTube, Apple TV is likely the device for you. If you want to be able to discover new content easily and watch content from Amazon Prime Instant video, then Roku may be your best bet.

Chromecast Streaming Stick

At just \$35, this is simply a device you plug into your TV's HDMI port. Currently the only apps supported are Netflix, Hulu+, YouTube, and Google Play Store content. (Google says more apps will be added soon, but no word on what or when.) If you just want these apps, it's a very economical option.

SmartTVs

These sets have many of the capabilities of a streaming box built in. Typically, a SmartTV costs only \$30-\$50 more than a TV with similar specifications that cannot connect to the Internet. Most SmartTVs come loaded with Netflix and other popular streaming applications.

Think streaming video might be for you? We recommend your home has Internet download speeds of at least 2 Mbps for standard definition and 3 Mbps for HD to fully enjoy this TV option. To upgrade your speeds, call KMTelecom today at 634-2511.

NEW Lower HD Rates are Good News for TV Fans

KMTelecom has great news to share! We can now bring HD programming throughout your home to all HD-compatible TVs, without the equipment fee previously charged for each TV with our HD service. We're able to drop these fees because KMTelecom is now using different equipment.

The standard HD equipment charge is \$12.99 per month. If you combine your HD service with whole-home DVR, it's \$19.99 per month. All HD-compatible TV's* can receive HD programming based on your program package subscription.



For a complete list of HD channels, go to www.kmtel.com. If you are not seeing that crystal clear HD picture on the 900 channels, please call our customer service department at 634-2511.

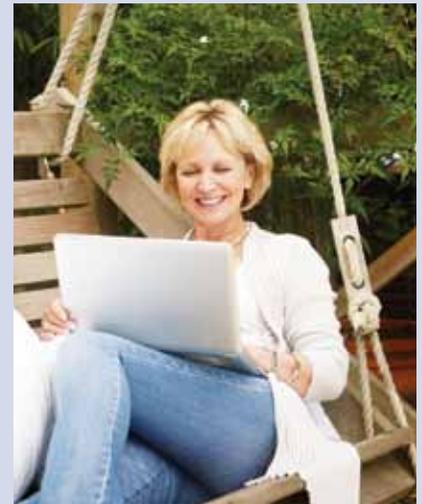
**Customer equipment may vary and service is dependent on bandwidth to your home.*

Mommy, Where's the Phone?

Picture this scenario: An emergency happens in your home—let's say you're choking or experiencing another medical crisis—and your young child needs to call 911. If there's no landline, your child will have to locate your cell phone (which could be anywhere), unlock it, enter a passcode or tap on the word "Emergency," find the phone icon, get to the keypad, enter 911, and then tap on Call or Send. That's a long list of steps for a child, especially during the stress of an emergency situation.

By contrast, when your home has a landline in a set location, your child can get to it easily without searching. Calling is much easier as well, since he or she just needs to pick up the receiver and punch in 911. A landline phone can also be a lifesaver if your child can't provide your home's address. By calling 911 from a landline phone, the dispatcher can more quickly locate your home's exact location.

To learn how affordable a landline can be, call KMTelecom at 634-2511.



Spring Forward With New Technology

March is when we "spring forward" and set our clocks ahead one hour for Daylight Savings Time. This got us thinking—in what other ways might you want to "spring forward" this month?

Perhaps it's time for an Internet speed increase to keep pace with your household's usage. Maybe you need to replace an older computer before problems develop or get a tablet to expand your options for enjoying online content.

To get help moving forward with these types of updates, contact us at 634-2511.

\$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 31, 2015, to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our December 2014 winner, Mike Krause, Dodge Center!

Are You Having Trouble Using the Telephone Due to a Hearing or Speech Disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. 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 relay call 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.

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

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.

Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-party Billing
- Carrier Calling Card
- Pre-paid Calling Card

To file a Complaint Regarding Minnesota Relay Services
1-800-657-3775

You will need to provide the date and time of the relay call, the CA's identification number, a brief description of your complaint, and the resolution you are seeking.

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

www.fcc.gov/complaints
888-225-5322 (voice)
888-835-5322 (TTY)
844-432-2275 (ASL via VP)

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.
www.tedprogram.org
1-800-657-3663 (voice)
1-888-206-6555 (TTY)

Captioned Telephone Service (CTS)

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing—much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service

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

Computer users can access Minnesota Relay. Set your communications software to the following protocols: 8 Bits; No Parity; 1 Stop Bit; Full Duplex.

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

HCO 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 or her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

Internet Protocol (IP) Relay: www.sprintrelay.com

IP Relay combines text-based relay service with the ease of the Internet—no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device.

Spanish Relay: 1-877-627-5448

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.

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 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.

Standard Telephone: 1-800-627-3529

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

Text-to-Voice (TTY): 1-800-627-3529

This service 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.

Video Relay Service (VRS)

VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller. www.fcc.gov/guides/video-relay-services

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

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's specialized text telephone.

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

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