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Visit Us at the Dodge County Expo

Saturday, April 2nd
8:00am – 2:00pm

Triton High School In Dodge Center

Stop by our booth and find out what we are giving out this year!

Business Office Closed

Monday, May 30th
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

Who Needs Pay-Per-View? Use Streaming Video Instead!

You may think you need a TV service with Pay-Per-View in order to select a movie to enjoy at home. Thanks to new technology, that's no longer the case. You can enjoy the same type of convenience and entertainment variety of Pay-Per-View by watching streaming video.

What do you need to get started with streaming video? Not much, and you probably have some of the technology already. Here are the essentials:

- A high speed Internet connection. In order to get good video quality while streaming—without buffering—you'll want a connection with download speeds of at least 10 Mbps.
- An Internet-ready TV or external device. There are many devices to choose from including Apple TV, Roku Streaming Media Player, Roku Streaming Stick, and Google Chromecast.
- A streaming service. For a small monthly fee, you can get access to an unlimited number of movies through a streaming service. The most popular ones today are Netflix and Amazon Instant Video, and they both offer vast movie libraries.

When you combine your KMTV subscription with streaming video, you get an excellent entertainment value. If you have questions, please call us at 634-2511.





Older Routers May Not Be Up To Speed

Nothing lasts forever, including that router you have under your desk. Routers have a lifespan—typically 3-6 years—and become outdated as technology advances. For example, some older routers have a speed cap limiting the maximum Internet speed possible.

If your Internet connection from KMTelcom doesn't seem as fast as you expected, the router you purchased several years ago could be to blame. You can find out if this is the case by following these steps:

1. Go to www.kmtel.com, scroll down to "Useful Links" and do a speed test. In seconds, your download and upload speeds will be displayed.
2. Next, unplug the Internet cable from the back of your router and plug it directly into a laptop or desktop PC.
3. Run the speed test again to see what your speeds are without the router. (Be sure to plug the Internet cable back into the router after testing to continue using your wireless devices.)

Did your second speed test without the router result in higher speeds? Then it's time for a new router! Stop by our office to pick one up.

Minimize the Security Risks When You Use Public Wi-Fi

Public Wi-Fi is incredibly convenient, but security can be an issue. So before you take out your laptop or tablet at your favorite coffee shop, review the precautions below to help you stay safe. After all, waiting like a mugger in a dark corner may be a hacker, intercepting such information as your credit card numbers.

Here's what Internet security experts recommend when using public Wi-Fi:

- **Treat all Wi-Fi links with suspicion.** Don't just assume the Wi-Fi link is legitimate. It could be a bogus link set up by a hacker.
- **Try to verify it's a legitimate wireless connection.** It's pretty easy for someone who wants to intercept your data to set up a network called "Free Wi-Fi," or any other variation that includes a nearby venue name, to make you think it's a legitimate wireless network. To protect yourself, ask an employee about the legitimate Wi-Fi access point's name and IP address before you choose a network.
- **Turn off file sharing.** If you're connecting via Windows, make sure to turn off file sharing and mark the Wi-Fi connection as a public network. You can find this option in the Control Panel > Network and Sharing Center > Change Advanced Sharing Settings. Under the Public heading, turn off the file sharing toggle. You may also want to turn on the Windows Firewall when connecting to a public network if it's not already activated. These settings are also found in Control Panel > Windows Firewall.
- **Adjust your default setting.** Set it to prompt you to manually select a Wi-Fi network rather than have one automatically chosen for you.
- **Avoid sensitive transactions.** When using public Wi-Fi, don't conduct financial/banking transactions or do online shopping.
- **Protect your devices.** Make sure you always have the current versions of your operating system, firewalls, Web browser, and antivirus and antispyware software.

Another recommendation is to use Wi-Fi that is password protected and more secure than an open network. If you have a choice between secure and nonsecure, always choose the secure Wi-Fi network, even if you have to pay for it.

Recycle Phone Books as Part of Spring Cleaning

Why leave your old phone books on the shelf when they can be recycled and put to good use? Recycled phone books are made into products such as animal bedding, home insulation, bathroom tissue, cereal boxes, roofing shingles, and last but not least, new phone books.

If you find phone books from previous years while doing your spring cleaning, take them to a recycling drop-off location or bring them to our office. We thank you (and so does Mother Earth).





Best Internet Speed Depends on Devices, Uses, and Expectations

“How much Internet speed do I need?” KMTelecom hears this question a lot from customers, and there’s no single right answer. For some customers, a download speed of up to 5 Mbps may work fine. Other households may need a download speed of up to 40 Mbps or more to keep everybody in the family happy.

To select the best Internet speed for your household, it’s important to consider these factors:

- **How many devices do you have in your home?** Take a look around and add up all the Internet-connected devices you own including computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. The NPD Group surveyed more than 4,000 consumers and the average number of devices per U.S. household with Internet service is now 5.7, and that number is expected to keep rising. The more devices you have, the more speed you need.
- **How do you use the Internet?** If you only have a desktop computer that’s used to check email and surf the net, then a relatively slow Internet connection may suffice. However, if you have a family of people simultaneously using your Internet connection for data-intensive activities—such as streaming HD video and music, online gaming, sharing photos and videos online, video chat, and cloud storage—then you’re only going to be happy with an upper-level speed.
- **What are your performance expectations?** If you only occasionally watch videos online, you may be willing to tolerate slow load times and buffering. But if streaming HD movies is a cherished part of your routine, you’ll be frustrated by slow speeds and the annoying lag that comes with them. Make sure the Internet speed you choose is in line with the value you place on Internet performance quality.

To learn more about the range of Internet speeds we offer, call us today at 634-2511.



Spring Equinox May Affect Your TV Picture

If your TV picture momentarily turns snowy or blurry between February 29th and March 5th — the period of the spring equinox — it’s probably from a sun outage. This is a natural phenomenon which occurs twice a year (in the spring and fall), when the sun appears to pass directly behind the satellite, as seen from the receive antenna.

During these brief “eclipse” periods, the receive antenna on earth, the satellite, and the sun are in direct alignment. Reception becomes degraded and eventually impossible for a brief period of time, usually less than 15 minutes. All communications providers using satellites experience this effect.

There is nothing that can be done from a technical standpoint to prevent the sun outage effects. Fortunately, however, sun outages are a short-term problem.

\$25

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

Fill out this form, clip it, and return it with your next bill by March 31, 2016 for a chance to win a **\$25 credit** to your account. One winner per newsletter will be selected.

Name: _____

Phone #: _____

**Congratulations to our
December 2015 winner,
Ivan Kroulik, Kasson, MN!**

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

1-800-657-3775
Email: mn.relay@state.mn.us
You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

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

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.
mn.gov/dhs/ted-program
Voice: 1-800-657-3663
TTY: 1-888-206-6555

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, who uses speech recognition technology, repeats what the other party says, which is then transmitted as text to the CTS user's 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. Go to: 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: 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.

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 and receive phone calls. The HCO user types his or her conversation on a text telephone for the CA to read to the other person, and listens directly to the other person's response.

Internet Protocol (IP) Relay:

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. Go to: www.sprintrelay.com.

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 the speech disability so that the other person on the call can understand them.

Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone 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 who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA 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/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 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.