



Visit Our Booth at the Dodge County Expo

Saturday, March 30th, 2019
8:00 a.m. – 2:00 p.m.
Triton High School in Dodge Center

Business Office Closed

Monday, May 27th, 2019
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

Visit Us Online
www.kmtel.com

KMTelecom
Where technology comes with a human touch

FREE watchTVEverywhere Turns Your Mobile Device into a TV

watchTVEverywhere streams some of your favorite channels and programming—including live TV and full episodes of current TV shows—to your tablet, smartphone, or laptop. It works from anywhere with a Wi-Fi signal so you can stay entertained when you're on the go or in a room without a TV. Best of all, watchTVEverywhere is FREE when you subscribe to Basic or Deluxe programming from KMTV.



FAQ

Q: How is watchTVEverywhere different from Hulu or Netflix?

A: Unlike Hulu or Netflix, watchTVEverywhere is free and includes live TV and has full episodes of current TV shows.

Q: Which devices can I use with watchTVEverywhere?

A: Almost all programs are available on all devices (PC, laptop, iPad, iPhone, and Android phone).

How to use watchTVEverywhere

If you already have a watchTVEverywhere account:

- Go to www.wtve.net.
- Select KMTelecom from the TV Provider dropdown
- Click the Log In link.
- Enter your username and password and login.
- Select the TV network you want to watch to see a list of available programs.

If you do not have a watchTVEverywhere account and need to register:

- Go to www.wtve.net and select KMTelecom in the drop-down menu.
- Click the Register link.
- Complete the registration form.
- Check your email. You will receive a message with an activation link.
- Click on the link to complete the registration process.



New Employee Spotlight: Zebadiah Henaman

We've added a new person to the KMTelecom team. Zebadiah (Zeb) Henaman joined our company as a Locator. You'll see Zeb around town locating services, doing new service installs, and helping customers. He's currently pursuing a degree in business management from Riverland Technical College in Austin, MN.

Zeb grew up in Lyle, MN. He worked on the family farm and later helped out a dairy farmer and a crop farmer. Most recently, Zeb was employed with McNeilus Truck and Manufacturing as a shift supervisor. He and his wife, Brittany, have three children: Gabe (9), Alivja (7) and Charlotte (1). A baby girl is expected to arrive in May. The couple also has two dogs and two cats.

When Zeb isn't working, he enjoys riding four wheelers with his family — his two older kids have four wheelers of their own. He also likes to go bow hunting with his dad in the fall and run demolition derby cars at the surrounding area's county fairs.

Please join us in welcoming Zeb to KMTelecom!

Understanding the TV Requirements for Streaming

All TVs are not created equal. In addition to screen size, picture quality, and sound quality, you also need to consider a TV's streaming capabilities. To help you navigate today's TV landscape, we've gathered some common questions and their answers.

What is a smart TV?

A smart TV is one that incorporates an operating system/platform that allows you to access, manage, and view online and network-based media content without the need to connect to an additional box (such as a Roku or Firestick).

How do smart TVs work?

Smart TVs access online content by connecting to the same broadband router and Ethernet or Wi-Fi network that you use to connect your computer to the internet.



Do I need a smart TV to use a streaming media player?

No. A smart TV is one that can connect to the internet directly to access content from it. Since that's what a streaming media player does, you could say it turns a regular TV into a smart TV.

Can I use a streaming media player with an older TV?

Whether a TV can work with a streaming media player depends on what kind of connection ports it has. If it has an HDMI port, then it will work with most players. If it doesn't have an HDMI port but it has RCA ports (red/white/yellow), then you can get a Roku Express+, which includes composite audio and video connectors (and cable) found on most older televisions as well as an HDMI connection.

What are the general "rules of thumb" for TVs and streaming?

- If you're buying a new TV and don't have any other devices that provide access to internet streaming content, get a smart TV.
- If you already have a smart TV that doesn't provide access to the number or type of streaming channels you would like, consider adding an external media streamer, streaming stick, or internet-enabled Blu-ray disc player rather than buying a new smart TV.
- If you already own a TV without smart features but are satisfied with its picture quality and other features, you don't need to buy a smart TV. Just add a media streamer, streaming stick, or internet-enabled Blu-ray disc player to your current setup.

You may want to upgrade to a faster internet plan to better accommodate streaming. Check out our internet speeds at www.kmtel.com.

What You Need to Know About Battery Backup

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid disruption of service—and to maintain the ability to connect to 911 emergency services—KMTelecom provides battery backup power to your home phones at no extra charge.

What Your Battery Can—and Can't—Do For You

Our backup batteries allow you to continue to use your home phone services during a power outage. Without a backup battery, or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than phone. Home security systems medical monitoring devices and other equipment will not run on a home phone backup battery.

Replacement Options

KMTelecom maintains and routinely replaces battery backup power. Our team will call you to schedule a time to swap out the battery backup power – at no additional charge to you.

Expected Battery Backup Duration

Our backup batteries are expected to last at least eight hours on standby power. The battery backup should give you six hours of talk time.

Proper Care and Use of Your Battery

These batteries are rechargeable and have an expected lifespan of three to five years. If your device begins to beep loudly, it means the battery is depleted and needs to be replaced; please contact our office to arrange replacement.



Congratulations to the Reindeer Games Promo Winners

Great connections were made in 2018, and we “deerly” appreciate your participation in our Reindeer Games promotion in November and December.

Customers who took advantage of Reindeer Games deals on KMTelecom services were entered in our prize drawings. The following individuals were the lucky winners:

- **Don Broskoff** – Amazon Echo
- **Casey Narveson** – Ring Video Doorbell
- **Tex & Peg Madsen** – Wyze Cam Pan Home Camera
- **Troy Stoppel** – Amazon Fire TV Stick

We hope you're all enjoying your prizes, and we thank you for your business!

\$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, 2019 for a chance to win a **\$25 credit** to your account. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our December 2018 winner, Deidre Wagener, 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 to facilitate telephone calls between people 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 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 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 response to your call.

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 calling from and to phone numbers, 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

ASL via VP: 1-866-635-0082

Captioned Telephone Service (CTS)

CTS 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 communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: www.fcc.gov/consumers/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 phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

Hearing User: 1-800-627-3529

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

Internet Protocol (IP) Relay

IP Relay combines text-based relay service with the ease of the internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or smartphone. 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 communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

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

This service allows a person who is deaf, deafblind, 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 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.

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 communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.