



Stop by our Booth at the Dodge County Expo

Saturday, March 26th, 2022
8:00 a.m. – 2:00 p.m.
Triton High School in Dodge Center

Visit us at the KMTelecom booth while you shop locally and help grow your community!

Business Office Closed

Monday, May 30th, 2022
Memorial Day

Stay Up to Date



Follow KMTelecom on FaceBook and Instagram @kmtelcomwhippet

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

Broadband Construction Update in Rural Rock Dell

A MESSAGE FROM MARY EHMKE, PRESIDENT

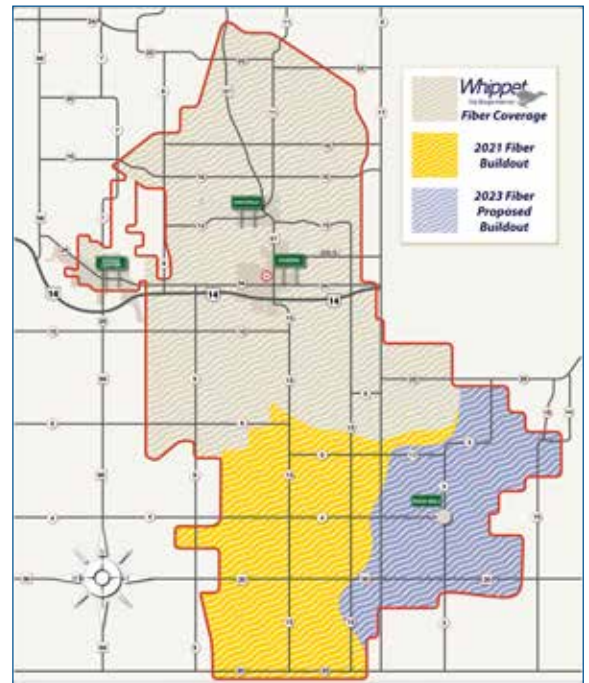
I am happy to report that KMTelecom's Rock Dell 2021 fiber buildout is progressing, and we have finished our mainline fiber construction. We are grateful to the Minnesota Office of Broadband Development for the grant award that made this fiber build possible. When fiber testing is complete, we will be calling customers to schedule fiber conversions in the home.



Mary Ehmke

We are thrilled to be able to offer our customers internet speeds up to 1 Gig. We are also offering digital television with optional high definition and whole-home cloud DVR service.

KMTelecom has been working hard to build world-class broadband to every home in our service area. One area in rural Rock Dell remains unconnected to fiber and requires extra financial support to make a buildout feasible. The state of Minnesota will again have grants available that KMTelecom will be applying for. As part of this grant application process, we will be asking for support from residents living in the grant application area. Customer support is vital and plays a large role in determining which companies are awarded the grants.



Watch your mailbox for further details on how you can support this project. If all goes well, our plan will be to begin construction in the remaining rural Rock Dell area in 2023.



Common Misconceptions About Paperless Billing

Are you still hesitant to switch from paper bills to paperless billing? We'd like to set the record straight on these common misconceptions to help ease your concerns.

Misconception 1: Paperless billing isn't secure.

The reality is that paperless billing has many safeguards in place, making it more secure than having statements and payments in a mailbox when they could fall into the wrong hands.

Misconception 2: I need paper bills to remind me to pay.

On the contrary, it's more convenient to receive text and/or email reminders of when your bill is due. That way, you'll be notified even if you're away from home and not receiving mail.

Misconception 3: I won't have billing statements for my records.

Paperless billing allows you to access your current and past bills online, so you'll always have the records you need at your fingertips.

Misconception 4: Enrolling in paperless billing is too complicated.

Nothing could be further from the truth. It takes just a few minutes to sign up for paperless billing.

Visit www.kmtel.com to sign up for paperless billing and we will give you a \$10 bill credit for making the change. If you'd like help with the process, call 634-2511.

KMTelecom Brings Smart Rural CommunitySM Designation to Kasson, MN

Recent changes in work, school, and health care—including students participating in distance learning and many companies asking employees to work from home—have significantly increased the demand for fast and reliable internet access. KMTelecom has played a key role in ensuring broadband-enabled solutions for Kasson businesses and schools.

As a member of NTCA – The Rural Broadband Association, KMTelecom has affirmed our commitment to the community by subscribing to the national Smart Rural Communities (SRC) program. SRC promotes rural broadband and its role in supporting innovative economic development, access to education, state-of-the-art health care, and other important issues for rural America.

In order to qualify as a Smart Rural Community provider, KMTelecom was required to demonstrate high-capacity broadband capabilities as well as community subscription to our services. More importantly, the SRC program requires local communications providers to work actively with other local leaders to develop broadband-based solutions to improve local conditions.

“The community of Kasson salutes KMTelecom for its hard work to meet these standards, which enables our residents to fully participate in today's connected society,” said Chris McKern, Mayor of Kasson. “Because of access to high-speed internet, Kasson provides its residents with educational and economic opportunities on par with those in the most connected regions of America.”



Pictured from left to right: Tim Ibisch, Kasson City Administrator; Deb Manitz, KMTelecom Marketing & Sales Manager; Jon Ehmke, KMTelecom Marketing Coordinator; Chris McKern, Kasson Mayor; Jennifer Galloway, KMTelecom Business Account Representative; and Charlie Bradford, Kasson Public Works Director



What are Dead Spots and How Do You Combat Them?

Dead spots (also sometimes called dead zones) are areas within your home that should be covered by Wi-Fi but aren't. If you try to use a device in these areas, the Wi-Fi will stop working and you won't receive a signal.

What causes dead spots? Anything that interferes with Wi-Fi radio waves can produce a dead spot. For example, older buildings may have thick plaster walls that contain chicken wire for support, and this metal wiring can block Wi-Fi signals. Dead spots can also be the result of a router placed in a location that doesn't allow the Wi-Fi signal to reach every room.

It's annoying to have dead spots in your home, but the problem can typically be solved easily. Here are tips to help improve your Wi-Fi coverage:

- **Relocate your router.** Try moving it to a more central location in the middle of your home. If your home is large and that doesn't resolve the issue, a wireless range extender may be needed for the signals to reach the dead spot.
- **Identify and reposition obstructions.** Older homes may have thicker plaster walls supported with metal that interfere with Wi-Fi signals. Other large metal objects such as shelving could interfere in the same way. Try and be conscious of potential obstructions and reposition these things when possible.
- **Upgrade your equipment.** If your Wi-Fi still drops out after you've moved your router and taken care of obstructions, it may be time to up your game when it comes to your Wi-Fi network. Look into getting a new router, a second router, or a wireless range extender.

You don't need to address dead spots or other Wi-Fi issues on your own, however. KMTelecom's Managed Wi-Fi service takes care of the equipment placement and ongoing management for you. To get the details, call 634-2511 or visit www.kmtel.com.

Affordable Connectivity Program Helps Households Connect

The Affordable Connectivity Program (ACP) is a Federal Communications Commission program that helps connect families and households struggling to afford internet service. This new benefit provides a discount of up to \$30 per month toward broadband for eligible households.

KMTelecom is a participating ACP provider. If you qualify, you can select an internet plan and have the discount applied to your bill.

Learn more about the benefit and apply at www.fcc.gov/ACP or call 877-384-2575.



\$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, 2022 for a chance to win a **\$25 credit** to your account. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our December 2021 winners, Roger & Sheila Freerksen, Rural Kasson!

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.

Types of Relay Services

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/sprintiprelay.

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.

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.

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 consumercomplaints.fcc.gov
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/deaf-hard-of-hearing Voice:
1-800-657-3663
ASL via VP: 651-964-1514