

# Cunningham Connection

FALL 2020

## CONTACT CUNNINGHAM TELEPHONE & CABLE

### Glen Elder Office

220 W Main/PO Box 108

Glen Elder, KS 67446

785-545-3215

800-287-8495

Office Hours: Mon–Fri, 8 am–5 pm

### Concordia Office

407 W 6th Street/PO Box 453

Concordia, KS 66901

785-243-4068

Office Hours: Mon–Fri, 8 am–5 pm

### Belleville Office

1809 N Street/PO Box 247

Belleville, KS 66935

785-527-2226

Office Hours: Mon–Fri, 8 am–12 pm,

1 pm–5 pm

### Beloit Office

110 W Main

Beloit, KS 67420

785-534-1111

Office Hours: Mon–Fri, 8 am–5 pm

### Visit Cunningham Online

[www.cunninghamtelephoneandcable.com](http://www.cunninghamtelephoneandcable.com)

### Internet Tech Support

7 days a week, 8 am – 8 pm

877-841-6500

Email: [support@nckcn.com](mailto:support@nckcn.com)

## OFFICE CLOSURES

### September 7th

In observance of Labor Day

### November 26th & 27th

In observance of Thanksgiving



Begin a new adventure in entertainment with new TVNow from Cunningham Telephone & Cable.

- **BREAK FREE FROM THE COSTS OF SET-TOP BOXES, DVR AND HD.** All recordings are in cloud storage and all channels are in HD.
- **BREAK FREE FROM MISSING YOUR FAVORITE SHOWS.** Thanks to TVNow features, you can start shows from the beginning or go back up to two days and watch shows you've missed.
- **BREAK FREE FROM LOCATION LIMITATIONS.** Watch TV at home or from a mobile device anywhere you're connected to our internet service or if you're watching recorded programs.
- **BREAK FREE FROM WIFI LIMITATIONS.** TVNow bundles include Worry-Free WiFi for better coverage throughout your home.
- **BREAK FREE WITH FASTER INTERNET.** TVNow bundles include our Supreme internet. Upgrade to our Extreme internet for even more breakaway speed!

**FEEL FREE TO SIGN UP FOR TVNOW TODAY!  
CALL 800-287-8495**

*TVNow works with Cunningham Telephone & Cable internet service. Contact us for details. 50 Mbps internet is required for TVNow.*





## Connect With Us on Facebook

Cunningham Telephone & Cable is on Facebook, and we encourage you to visit our page and "Like" us. By doing so, you'll be able to take advantage of special fan-only promotions and events. You'll also be the first to know what's happening at Cunningham Telephone & Cable including:

- Addition of new products and services
- Service enhancements
- Company developments
- Community activities
- Upcoming promotions
- Customer alerts

To join our Facebook community, search for Cunningham Telephone & Cable at [www.facebook.com](http://www.facebook.com) or click on the Facebook link on our homepage at [www.cunninghamtelephoneandcable.com](http://www.cunninghamtelephoneandcable.com). Once you're there, simply click on the "Like" button at the top of the screen.

Not on Facebook yet? Give it a try. Facebook can help you more easily stay in touch with family and friends, share photos, get support when life is a challenge, and celebrate big accomplishments.

# Best Internet Speed Depends on Devices, Uses, and Expectations

"How much internet speed do I need?" Cunningham Telephone & Cable hears this question a lot from customers, and there's no single right answer. For some customers, a download speed of up to 25 Mbps may work fine. Other households may need a download speed of up to 100 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 800-287-8495.

**\$25**

## Win a \$25 Credit

Fill out this form, clip it, and return it with your bill by September 15th to be eligible to win a **\$25 credit** to your account. Five winners per newsletter will be selected.

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Winners from the last newsletter were: Genevieve Melby, Richard Rightmeier, Bill & Ky Thompson, Tyler & Keegan Bailey, and Kelly & Teresa Griffeth

# It's Important to Understand the Rural Call Completion Issue

Are long-distance calls not getting through to you? Many people living in rural America are still experiencing intermittent problems receiving long-distance phone calls from across the country. You may have encountered any of the following:

- Someone tells you he/she tried to call you but the call didn't get through, or the caller heard ringing but you didn't.
- A call came through to you but the quality was poor.
- A call came through but the Caller ID was incorrect.

Failed or degraded calls not only undermine the integrity of the nation's telephone networks and frustrate consumers, but they also pose a serious risk to public safety and harm the rural economy. For example, schools may not be able to reach parents with critical alerts, and small businesses may be losing customers.



The problem starts with the long-distance carrier used by the customer who makes the call, and can only be resolved by this carrier. Local telecommunications providers, such as Cunningham Telephone & Cable, are not the cause of the problem. We strive to provide excellent service at all times, and are as frustrated as you are by the illegal practices of some long-distance carriers and their agents.

Fact-finding efforts indicate that the problems appear to arise from how originating carriers choose to set up the signaling and routing of their calls. Are other carriers deliberately blocking calls? Considering the controversy regarding access fees charged to complete calls on local telephone networks—some of which are relatively high for rural markets—it's possible that some carriers might attempt to avoid paying those charges by failing to complete calls to those rural markets.

## There are things you can do to help:

- Ask for the name of the long-distance carrier used by the person trying to reach you.
- Make sure to document the date, time, and the number that was trying to call you. You can call us and we can look into it but the person calling will have to call their provider and report the issue.
- Go to [www.fcc.gov/encyclopedia/problems-long-distance-or-wireless-calling-rural-areas](http://www.fcc.gov/encyclopedia/problems-long-distance-or-wireless-calling-rural-areas) for more information on the call completion issue or to file a complaint with the FCC against the carrier used by the person trying to call you (not Cunningham Telephone & Cable). Encourage your caller to do the same.

We'll continue to monitor this situation and keep you updated. As always, please contact us if you have concerns, and we'll assist you in any way we can.

## Cunningham Telephone & Cable Office Schedule

### September 2020

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

September Bill Payments Due: September 15  
 Disconnect Date: September 23  
 Office Closed: September 7

### October 2020

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

October Bill Payments Due: October 15  
 Disconnect Date: October 23

### November 2020

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

November Bill Payments Due: November 15  
 Disconnect Date: November 23  
 Office Closed: November 26 & 27

*This institution is an equal opportunity provider and employer.*

*If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request a form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov)*



## Our Favorite Recipe

### Katies Corn Salsa

Recipe submitted by Glada Cooper

- 1 can corn, drained
- 1 can black beans, drained
- 1 can Ro-Tel diced tomatoes
- 2 cloves of garlic, minced
- ½-1 cucumber, diced with seeds removed
- ½ cup zesty Italian dressing
- 2 Tbps. lime juice
- 3 green onions, chopped
- Salt & pepper to taste

Mix all ingredients together and serve as a dip with your favorite chips.

If you have a recipe you'd like to submit, mail it to:

Attn: Alica  
PO Box 108  
Glen Elder, KS 67446



## New Listings

### BELLEVILLE

David's Creations.....785-527-8555  
Parrack, Melva .....785-527-8532  
Williams, Tom .....785-527-5437

### BELOIT

El Puertos .....785-738-3773  
Nail Details.....785-738-4121  
Schuster, Estelle.....785-738-2350  
Spear, Mark.....785-534-1745

### CONCORDIA

Clintzman, Laverne.....785-243-3434  
Dale's Repair Shop.....785-243-7300  
Grimm, Dean .....785-243-2165  
Hedstrom, Nona.....785-243-1108  
Kieffer, Joseph .....785-262-4428  
Wilson, Ed.....785-262-4428

### DOWNS

Remus, Perry & Linda.....785-454-6293

### FORMOSO

Mahin, Caleb & Gayle.....785-794-2492  
Spiegel, Zachary.....785-794-2493  
Vega, C'Maria .....785-794-2497

### GLEN ELDER

Tritsch, Brandon.....785-545-4479

### JAMESTOWN

Riley, Daniel .....785-439-6537  
Cashman, Kimberly .....785-439-6468

### SCANDIA

Garman, Terry .....785-335-8037  
Olsen, Larry.....785-335-2262

## Enter Our 2021 Phonebook Photo Contest

Once again, we're asking you to send photos to be considered for the cover of the next Cunningham Telephone & Cable phonebook. The winner will receive a \$50 bill credit and name recognition on the phonebook with his or her winning photo.

Please submit your photos that depict North Central Kansas (scenes, people, places, events, etc.) to [alicamctc@nckcn.com](mailto:alicamctc@nckcn.com). The deadline for photo entries is November 15th, 2020. Additional rules include:

- Photos need to be vertical/portrait so they fit proportionally on the cover.
- Entries must be from a Cunningham Telephone & Cable customer.
- Entries must be a color digital image. Black and white images are not eligible.
- Entries must not include advertising, watermarks, logos, names, dates or other added markings to the original photo. Photo credit will be given by name mention on the front of the phonebook.

