

# Cunningham Connection

SUMMER 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 CLOSURE

July 3rd

In observance of Independence Day

# SWITCH TO PAPERLESS BILLING AND FEEL GOOD ABOUT SAVING GREEN

## Do something great for the environment and your bank account:

- Get a one-time \$10 credit on your Cunningham Telephone & Cable bill by switching to paperless billing.\*
- Save time paying your bills.
- Save money on stamps and checks.
- Save trees by helping to reduce paper use.

To go green and  
save green, call  
your local office and  
sign up for paperless  
billing today.

\*Some restrictions apply. Customers can only get the credit one time in the account lifetime. Contact us for complete details.



## Think, Shop, and Buy Local!

### Think:

- Your local businesses give back more to the community.
- More of your dollars stay in the community.
- More jobs stay in the community.

### Shop:

- You can find most of what you need locally.
- You develop relationships locally.
- You can find affordable prices in our community.

### Buy:

- For every \$1 spent at local businesses, 45¢ is reinvested locally. Non-local purchases keep, at most, 15¢ in your local community.
- Local businesses value, respect, and appreciate your patronage.
- More tax dollars go to schools and roads in your community.

**Join the local movement!** Take the pledge to show your support: "I pledge to THINK first of my local economy, SHOP first at my local businesses, and BUY first from local companies who give back so much, in so many ways, to my community."



# Four Ways to Make Your Home's Wi-Fi Faster



Cunningham Telephone & Cable offers lightning-fast internet speeds, but if your Wi-Fi router is out of date or not set up correctly, it could be slowing you down. Here are some tips to help you maximize router performance and enjoy the internet speed you ordered:

- 1. Choose the right channel and frequency.** Routers have many channels; sometimes, just changing the channel can make a huge difference. Channel 6 is the default setting for most routers, so it has a higher risk of being congested, especially in apartment and condo buildings. We suggest you use a channel closer to 1 or to 11. Routers also have different frequencies. Generally speaking, 2.4 GHz is better for bigger homes with multiple floors because the signal travels farther and through walls. For smaller homes, 5 GHz is great because it offers faster speed, just at a shorter range.
- 2. Move your router to its ideal position.** Keep your router centrally located and away from thick walls made of brick or concrete, water, and windows.
- 3. Make sure your router is secure.** Putting a password on your router or limiting which devices can access your network will keep other people from using your network and slowing it down.
- 4. Upgrade your router.** If your household has several people—each with a computer, phone, and tablet—plus there's a gaming console, your entry-level router's capacity might be exceeded. A home network with this much online activity warrants the purchase of an upgraded router.
- 5. Subscribe to Worry-Free WiFi.** If you don't want to worry about all of the above and want a professional installation with whole-home coverage, give us a call and subscribe to our Worry-Free WiFi service. Multiple hotspots in your home, increased coverage and speeds, parental controls to help keep your kids safe. Let us worry about the technical pieces of great wifi so you can concentrate on using the internet wherever you want in your home.

Questions? Call Cunningham Telephone & Cable at 800-287-8495.

**\$25**

## Win a \$25 Credit

Fill out this form, clip it, and return it with your bill by June 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: Michael Thompson, Barbara Lachman, Goldie Weber, Frank Porter, and Janet Tyler

# COVID-19 and Internet Service

Having to write this article mid-April for our June newsletter is difficult, given the fact that things are changing weekly with the COVID-19 situation. I can, however, give an update on what Cunningham Telephone & Cable has done so far.

In early March, as colleges transitioned to online classes, we bumped up our legacy Entry package to Standard speeds through June 1st to help college students who may be coming home to our service area. Soon after, K-12 followed suit with online classes, and the issue became student families without internet access. After talking with the superintendents of our seven school districts, we were given district lists of K-12 students in our serving area without any internet access. Our staff worked over a month installing internet access and Wi-Fi routers to over 100 of these student families. Through our partnership with NCKCN, several new free NCK Wi-Fi hotspot locations were installed to give additional internet access options to students. At the time of this writing, there are 19 NCK Wi-Fi hotspot locations plus the Waconda Lake CTC Wi-Fi that provide our communities with free internet access year-round. Get details at [www.nck-wifi.com/about/locations](http://www.nck-wifi.com/about/locations).



In addition, NCKCN was able to provide wireless internet access to rural student families without internet that live outside our CTC area. We named this large project KidsConnect. NCKCN and CTC are providing internet access to those families through June 1st to help the school districts finish out their semester. In mid-March, the FCC reached out to internet and telecommunications companies and asked us to join a pledge called “Keep Americans Connected.” We immediately did so, and for 60 days (through May 15th) we waived late fees and did not disconnect any customers for non-payment.

Compared to February, we have seen a 33% increase in internet traffic from our customers. That increase would equate to an additional 600 Netflix movies streamed simultaneously in high definition. Even with this rise in internet traffic caused by more time living and working from home during the COVID-19 crisis, we’ve been able to absorb the extra load on our infrastructure without any issues. This is vital, since internet access is playing a huge role in helping people carry on and stay safer.

## Cunningham Telephone & Cable Office Schedule

### June 2020

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
| 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 |    |    |    |    |

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

### July 2020

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
| 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 |    |

July Bill Payments Due: July 15  
Disconnect Date: July 23  
Office Closed: July 3

### August 2020

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 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 | 31 |    |    |    |    |    |

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

*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)*

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## Our Favorite Recipe

### Summertime Snack Mix

#### Ingredients

- 4 cups popped popcorn
- 1 cup mini pretzels
- 1 cup Goldfish crackers
- 1 cup animal crackers
- 1 cup Honey Nut Cheerios
- ½ cup dried cranberries
- ½ cup peanuts
- ½ cup M&M's candy

#### Instructions

Mix all together and you're ready for snack time! You can modify the recipe by adding your favorites.

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

Doubek, Herbert .....785-527-3404  
Saip, Irene .....785-527-8347

### BELOIT

Shipp, Stacey .....785-534-1633  
Yeary, John .....785-534-1953

### CAWKER CITY

Hawkins, Amanda .....785-781-4265

### CONCORDIA

Auto Outlet Dismantlers .....785-243-2020  
Clintzman, Gloria .....785-262-4423  
Mosher, Lynn .....785-243-1508  
Past To Present .....785-243-1261  
Steimel, Robert .....785-243-3092

### FORMOSO

Dahl, David .....785-794-2315  
Mahin, Caleb & Gayle .....785-794-2436

### GLEN ELDER

Housh, Blake & Lydia .....785-545-4489

### MANKATO

Mahin Insurance .....785-378-8433  
Wagner, Jeromi & Vicky .....785-378-8098

### SIMPSON

Siegrist, Daniel & Terry .....785-593-6858  
Spencer, Alicia .....785-593-6725



## Common Misconceptions About Calling 811

At least a few days before you dig on your property, you must call 811 to get underground utility lines marked. This helps prevent unintended consequences such as injuries, damage to your property, utility service outages to the neighborhood, and potential fines and repair costs.

Some homeowners, however, are confused about when they need to call 811. So we're clearing up some common misconceptions here:

**"It's just a small project. I don't need to call."**

Wrong! Every digging job requires a call—even "small" projects like planting trees and shrubs. Some utility lines are buried just a few inches underground.

**"I am digging in a spot that was previously marked."**

You still need to call. Erosion and root system growth can alter the depth or location of buried lines, or your utility companies may have completed work on their lines since the last time you dug.

**"I assume my contractor or landscaper will call."**

Don't assume. Check with the company before digging begins to make sure a call to 811 has been placed.

**Cunningham Telephone & Cable thanks you for helping prevent damage to our infrastructure.**