

VOLUME 20 | ISSUE 2 | SUMMER 2020

THE TRIO

Quarterly newsletter for the members of TrioTel Communications, Inc.

THIS ISSUE

DIRECTORY CHANGES
& ADDITIONS **PAGE 2**

THE TRIO QUIZ **PAGE 3**

RESPONSE TO
PANDEMIC **PAGE 4**

FRS SCHOLARSHIP
WINNER **PAGE 6**
HADLEY STIEFVATER

SOCIAL MEDIA **PAGE 7**
KEEPING US ALL CONNECTED

TrioTel is an equal opportunity provider and employer.

Photo by: Tammy Kerr, Spencer

DIRECTORY **CHANGES & ADDITIONS**

EMERY

Tammy Kalkman.....449-4022

SALEM

HWY 38 Towing.....425-2027

Triple M on Main.....425-2125



IMPORTANT DATES

1st of the month - Bills are mailed out

15th of the month - Prompt payments due (1st year customers)

20th of the month - Payment due

TRIOTEL HOLIDAY CLOSED DATES:

July 3rd - In observance of Independence Day

September 7th - Labor Day

ANNUAL MEETING:

September 17th - Details to come

VISIT OUR *Blog.*



Our blog is regularly updated with tech tips, helpful information, how-to guides, and unique stories. If you are looking for an interesting read, head over to our website!

<https://www.triotel.net/about-us/blog/>

TrioTel PopQuiz

CONGRATS TO OUR WINTER TrioQuiz WINNER:
Stacy White, Fulton

1. Johnny's mother had three children. The first child was named April. The second child was named May. What was the third child's name?

Answer: Johnny

2. Before Mt. Everest was discovered, what was the highest mountain in the world?

Answer: Mt. Everest

3. A man stands on one side of a river, his dog on the other. The man calls his dog, who immediately crosses the river without getting wet and without using a bridge or a boat. How did the dog do it?

Answer: The river was frozen

CAN YOU SOLVE THE CROSSWORD PUZZLE?

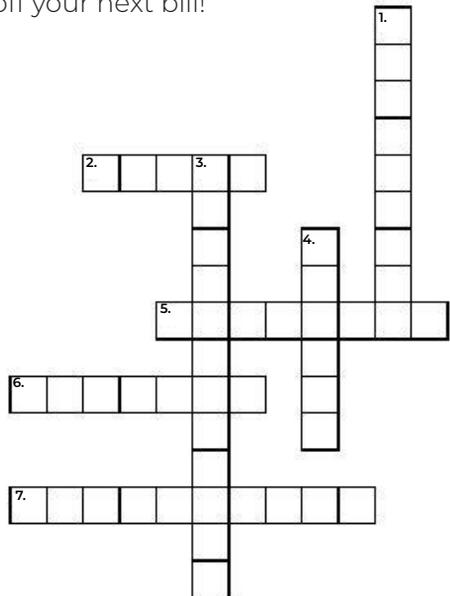
Mail this in with your next payment or email your answers to customerservice@triotel.net. Please include your name and address to be entered into a drawing for \$10 off your next bill!

DOWN:

- 1. Invented in 1876 by Alexander Graham Bell
- 3. Newest service at TrioTel
- 4. You should use _____ passwords

ACROSS:

- 2. Underground glass threads that transmits data
- 5. Broadband is another word for high speed _____
- 6. Your service provider
- 7. TrioTel's video service



NAME: _____

ADDRESS: _____

TRIOTEL assisting customers and employees during PANDEMIC.

Over the past several weeks, TrioTel has been taking extra measures in making sure our staff and members stay both safe and connected during the Covid-19 pandemic. Shutting office doors, limiting service calls, and sending staff home to work, ensuring CDC guidelines are followed, are all precautionary steps that have been taken.

With safety being our number one priority, ensuring our member's connectivity was second. The TrioTel team has been working diligently to make certain our customers have the proper access to work and learn from home. To fulfill this priority, we started by assisting patrons to find adequate internet speeds necessary to satisfy increased demands, devices, and traffic.

“ In light of the recent pandemic, TrioTel Communications has given me the ability to make the transition to work from home virtually seamless. Thanks to the high speed internet that they provide to their customers, my last several weeks working at home has continued as if I were sitting in the office. The assurance that I am able to effectively continue to perform my job duties has provided some comfort in these unprecedented times we are experiencing. Thank you, TrioTel!! ”

*-Lori Degen, Alexandria
(Financial Support, Innovative Systems)*

As the virus began to spread, our SD governor recommended school closures, which proposed an opportunity for teamwork between TrioTel and our local school districts. This collaboration provided free internet access to students who were currently without internet at home. This allowed students in our communities to finish the remainder of the school year at home, without broadband access barriers.

Another method of shifting our services includes support to local businesses. TrioTel technicians provided businesses with information and advice on how to allow their employees an opportunity to work from home utilizing their existing office phone system.

“ TriTel Communications has been such a huge supporter of our school district and the surrounding schools in the TrioTel coverage area. Anytime we need help and reach out to them, they are always there to assist. With the recent Covid-19 pandemic, schools were shut down and forced to turn to eLearning. TrioTel stepped up and were very generous to provide free internet service to families in the coverage area that were without. Their employees put themselves in “harm’s way” to provide and install routers so students could finish the school year using video conferencing and online tools to turn in assignments. This was such a stressful situation for students, parents, and teachers, and we are thankful TrioTel stepped up to help.

On behalf of the McCook Central School, we would like to thank the Board of Directors, Manager Bryan Roth, and all the employees at TrioTel Communications for all they have done for our students and staff throughout the year and especially during the pandemic! ”

-Brad Wilkins, Salem

(Network Administrator, McCook Central)

Given the difficult circumstances, our team is constantly thinking about different ways to ensure our customers are receiving the proper telecommunication services. With all these changes happening, we pledge to our customers that they will not see a disruption in their services as we realize now more than ever the need for quality telecommunication services.

“ Although initially hesitant, I accepted the opportunity to move my space at work to my dining room table in an effort to reduce the number of employees stationed in our office building. While I have missed socializing with my teammates, a couple of video chat meetings and phone collaborations have helped to fill that void. Fortunately, advances in technology and reliable telecommunication services have allowed us the opportunity to social distance while ensuring our typical job-related duties are met. I’m so grateful to work in an environment where staff health and safety is recognized as a top priority! ”

-Kally Zelmer, Salem

(Customer Service Rep, TrioTel Communications)

FRS Scholarship Winner- Hadley Stiefvater

TrioTel is proud to announce that Hadley Stiefvater has been awarded the 2020 Foundation for Rural Service Scholarship. This foundation annually awards scholarships to an exceptional group of rural students for their first year of college or vocational school. Out of 650 applications, Hadley was one of 34 recipients and was the lone scholarship winner from South Dakota. All applicants require sponsorship by an NTCA—The Rural Broadband Association member company to be eligible.

The foundation expressed that they choose students who showcase academic dedication and an incredible amount of pride in their rural community. This is a \$2,500 scholarship; a \$2,000 contribution from FRS and an additional \$500 contribution from TrioTel. Hadley is from Salem, SD. She will be attending South Dakota State University for an Animal Science degree this fall. Congrats, Hadley!



QUARANTINE TO-DO LIST: YARD PROJECTS

With more time to spend at home due to the given circumstances, many are using that time to tackle outdoor improvement projects. Whether you are putting in a fence, improving your garden, or replacing a mailbox, it is very important that you make the call.

811 is the national call-before-you-dig phone number. Anyone who plans to dig should call 811 or go to their state 811 centers website a few business days before digging to request that the approximate location of buried utilities be marked with paint or flags so that you don't unintentionally dig into an underground utility line.



Hitting a buried line while digging can disrupt utility service, cost money to repair, or cause serious injury or death. Always contact your 811 center, wait the required time for utilities to respond to your request, and ensure that all utilities have responded before putting a shovel in the ground.

Although there may be an initial learning curve, don't let the fear of social media keep you from trending. Take a look at this list to see if social media could benefit you!

SOCIAL MEDIA

keeping us all connected

Keep In Touch With Family & Friends

Whether you live near or far, social media allows you to share and view photos, videos, and posts, keeping friends and family up to date on activities and milestones.

Pursue Hobbies & Interests

Get involved in a virtual interest group such as travel, sports, hunting, gardening, cake decorating, painting, photography, or reading just to name a few.

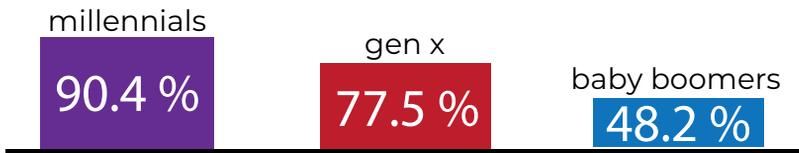
Navigate Events

Social media generally allows for low cost mass advertising/marketing, therefore details for many local events and activities such as tent sales, concerts, farmers markets, entertainment, school activities, etc. can easily be accessed.

Entertainment

It won't take you long to find entertainment in the midst of social media. Funny videos & memes, interesting articles, and recommendations & reviews are readily available with a simple click, providing you hours of entertainment.

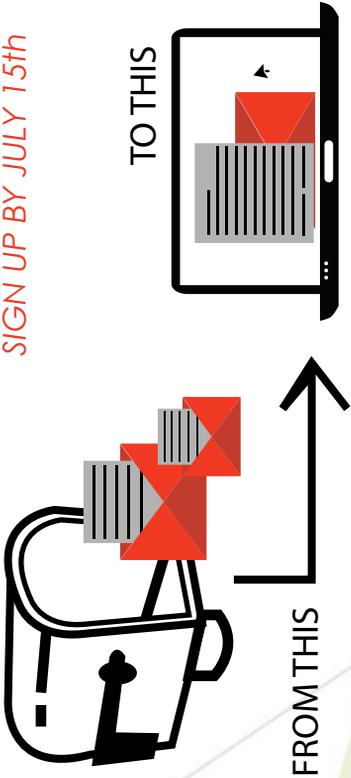
ACTIVE SOCIAL MEDIA USERS BY GENERATIONS:



Given the times, social media has played a powerful role in keeping family and friends connected with one another. With the help of TrioTel's high speed internet, you can be a part of this social community too. Facebook is a great media platform to get started. Go to www.triotel.net/howtofacebook to learn how to create your own Facebook account.

As always, the TrioTel staff is here to help with any questions you may have on your journey to getting started in the social media world!

SIGN UP BY JULY 15th



Sign up to receive your bill online every month. You'll receive an email from TrioTel on or before the first of the month that lets you know your bill is ready to view on TrioTel's website. Login to <https://ebill.triotel.net/ebill/login> to view your bill.

Here's how you sign up to receive your bill online:

1. Go to <https://ebill.triotel.net/ebill/login> and register for an account or sign in. Make sure to have your invoice number and most recent amount due.
2. Then click on the Settings tab.
3. Next click on the General tab.
4. Select Web Bill Only.
5. Click on the Change Preferences button.

RECEIVE \$15 BILL CREDIT

SIGN UP FOR E-BILLING

TrioTel Communications, Inc.
P.O. Box 630
Salem, SD 57058



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<https://www.facebook.com/triotelcommunications>