

THE RAINBOW CONNECTION

www.rainbowtel.net
800-892-0163

CONTACT US

Everest Office

608 Main Street • Everest, KS 66424
Monday – Friday: 8 a.m. to 5 p.m.

Hiawatha Office

628 Oregon Street • Hiawatha, KS 66434
Monday – Friday: 8 a.m. to 5 p.m.

Seneca Office

513 Main Street • Seneca, KS 66538
Monday – Friday: 8 a.m. to 5 p.m.

Sabetha Office

121 South Washington • Sabetha, KS 66534
Monday – Friday: 8 a.m. to 5 p.m.

Technical Support Center: 800-892-0163
After hours

Community Events

July 12
Brown County Fair
Parade, Horton

July 26-29
Nemaha County
Fair, Seneca

Labor Day Weekend
Wathena Fall Festival,
Wathena

September 21
Maple Leaf Festival,
Hiawatha



We Received Outstanding Customer Experience Award

Rainbow Communications is excited to announce that we received Pivot Group's 2018 Outstanding Customer Experience Award. This award program began in 2017.

Pivot Group is an independent research firm that follows up with our customers each month to ask about their experience with us. Their staff analyzes the data collected and compares it to data from similar companies around the country. To be selected for this award, Rainbow Communications had to achieve a high overall satisfaction rating.

It's humbling to receive this Outstanding Customer Experience Award. Serving our customers is an honor and a privilege, because our customers are also our friends and neighbors. We're committed to working hard each day to meet or exceed your expectations, and we plan to continue providing the best service possible so we can share this same award news with you next year.

Thank you for being a wonderful customer of Rainbow Communications. It's a pleasure to serve you!



Jump Up to Higher Internet Speeds

You'll jump for joy after you upgrade to one of our super-fast Internet plans — especially if you stream a lot of movies and TV shows, have an online gamer in the family, or use multiple devices simultaneously. When you up your speeds, you up your fun!

We offer Internet speeds starting at 25 Mbps download. Jump to the details now by visiting www.rainbowtel.net or calling 800-892-0163.

How to Check Your Internet Speed

Internet connection speeds vary, as you've no doubt noticed while online. When you request information from a website, there are many paths it must cross before the information appears on your computer screen, and that information can only travel as fast as the slowest connection along the way.

To check your current connection speeds to the Internet, visit the site below and click on "Start Speed Test." In seconds, the speedometer will move and you'll get approximate download and upload speeds.

Speedtest.rainbowtel.net

Keep in mind that Internet speed variations are due to a variety of factors including location, network traffic, the number of people conducting the test simultaneously, or any number of hardware and/or software capabilities or limitations at the end-user machine.

For more information about possibly increasing your Internet speed with Rainbow Communications, please call 800-892-0163.

Rainbow Communications Sponsors Area Youth on FRS Youth Tour

Codi Mueller and Grete Olsen



From June 1-5, Grete Olsen (Horton) and Codi Mueller (Hiawatha) toured Washington DC on the Foundation for Rural Service Youth Tour. This tour brought together over 100 students from across the country for a once-in-a-lifetime experience. Highlights included tours of the Smithsonian Museums, Mount Vernon, Federal Communications Commission, and U.S. Capitol.

Grete Olsen is the daughter of Keith and Denise Olsen and will be a senior at Horton High School. Grete is involved in Student Council, Dance Team, Luther League, 4-H, and much more. She regularly volunteers at her local church as a Bible School Leader and the Community Enrichment Organization — commonly known as Horton CEO — all while maintaining a 4.0 GPA. Grete enjoyed learning about rural telecommunications during the breakout session "Rural Discussion" where all of the students proactively solved problems their community is facing. "Students from all over the United States are still facing the same challenges with broadband as we are in some parts of Kansas. It was a great time getting together with students and brainstorming about what we can bring back to our communities," said Grete.

Codi Mueller is the daughter of Jeremy and Amy Mueller and will be a senior at Hiawatha High School. Codi is involved in National Honor Society, FFA, KAYS, Pep Club, Biology Club, Art Club, After-Prom, and much more. Codi also donates her time to the local humane society, 4-H, her church (running music, activity planning, and nursery duties) while maintaining a 3.8 GPA. Codi has worked at A&J Mueller and Sarah Katheryn's, and completed her CNA certification in 2019. Codi enjoyed touring the Smithsonian Museums as well as Mount Vernon. "Seeing the history of the building was one of my favorite parts," said Codi. "I also enjoyed visiting the FCC and asking Commissioner Starks about rural issues. It really felt as if I had a voice!"

Grete and Codi were fortunate enough to meet with Chairman Pai, Commissioner Starks, and Commissioner Carr.

"I want to thank Rainbow Communications, the Foundation for Rural Service, and the Rainbow Communications Board for making this a possibility," said Codi. "This was a trip I'll never forget, and I learned so much," said Grete.

Discussing Rural Kansas Broadband With Our Representatives

Jason Smith, Rainbow Communications General Manager and CEO, along with Stacy Simmer, Community Relations Manager, traveled to Washington DC to meet with the offices of Representatives Davids, Marshall, Watkins, and Estes, as well as Senators Moran and Roberts, to discuss several topics of importance pertaining to the advancement of broadband service throughout rural Kansas communities. Among the topics of discussion were Broadband Network Performance Testing and Broadband Mapping, both of which are crucial to Rainbow's ability to deliver robust, reliable, and affordable broadband service.

Broadband Network Performance Testing, while fully supported and encouraged by rural telecoms, is not always consistent in information that it provides. For instance, a small provider with 500 customers is required to test the same number of customers as those with a customer base of 50,000. Due to factors such as these, the data collected often produces an inaccurate representation of service performance with disproportionate results. Smaller telecoms are asking that the Federal Communications Commission reevaluate these testing programs so as not to lose sight of their integral value.

Likewise, a better validation process is needed to ensure more accurate broadband mapping. Broadband maps provide data and information that aid in advancing efforts to close the digital divide in rural America. However, the most current map maintained by the FCC reflects entire census blocks as being serviced by broadband even if the service is offered to only one location within that census block. The result? Underserved homes, businesses, and farms unable to qualify for federally funded resources such as the USDA's ReConnect Grant. "Broadband Network Performance Testing and mapping are two issues that go hand-in-hand. Accurate performance testing drives



LEFT: L to R: Rep. Watkins; Brian Boisvert, GM/CEP – Wilson Communications; and Jason Smith, GM/CEO – Rainbow Communications

BELOW: Kansas Telecommunications Representatives visiting Senator Robert Marshall



the accuracy of the maps and is critical to ensure those who are underserved can have access to appropriate resources and grants," said Smith. "We think Congress has a role to play in encouraging the FCC to act."

Smith and Simmer were in Washington to participate in NTCA – The Rural Broadband Association's Legislative & Policy Conference, April 15-16. Nearly 500 rural telecom representatives from all over the country gathered for educational briefings about emerging rules and regulations and other industry issues.

Spend Less Time and Gain More Security with eBilling

You've probably heard many times that switching to eBilling is good for the environment by reducing paper use and saving trees. What you might not realize is just how beneficial eBilling is in other ways.

First of all, eBilling is much faster than paying bills the old-fashioned way by writing checks and mailing them. Most importantly, replacing paper bills and statements with electronic versions allows you to reduce the flow of personal information from unsecured mailboxes, where it can be a target for identity theft.

Rainbow Communications offers free eBilling, which lets you receive your monthly bills from us by email and pay them online with your credit card or debit card. To get started with eBilling, simply visit ebill.rainbowtel.net/ebill/login today and follow the step-by-step instructions to set up your account.



Rainbow Athletes of the Month



Alleigh Kramer
Junior
Nemaha Central, Basketball
March 2019



Jacy Dalinghaus
Senior
Nemaha Central, Track and Field
April 2019



Jasmine Morey
Senior
Hiawatha High School, Track and Field
May 2019

LOCAL BUSINESS SPOTLIGHT KANZA Mental Health and Guidance Center, Inc.



KANZA's CEO David Jasper and Clinical Director Kailey Patton

KANZA Mental Health and Guidance Center, Inc. is a private not-for-profit agency licensed by the Kansas Department of Aging and Disability Services as a participating community mental health center. KANZA was formed in 1963 and now serves the citizens of Brown, Doniphan, Jackson, and Nemaha counties. As noted in its Vision Statement, "KANZA supports individuals and families, empowering them to develop a path for a healthier tomorrow."

Overall, the primary focus of the care KANZA provides is to assist persons impacted by mental illness achieve recovery, which can occur at various levels based upon the individual. Crisis and screening services are available 24 hours a day, seven days a week. The Center fulfills the critical role of a mental safety net provider and works closely with numerous community partners to provide emergency assessment, referral, and crisis intervention services.

KANZA operates five offices: two in Hiawatha, and one each in Seneca, Troy, and Holton. Rainbow Communications helps KANZA manage these multiple locations by providing phone, Fiber Internet, and cable TV services in Hiawatha, Seneca, and Troy. While the Holton office is outside the Rainbow Communications footprint, it will be able to connect to the same Hosted PBX system used by the other locations beginning in late June 2019.

CEO David Jasper said, "Hosted PBX decreases our long distance bill between offices to almost nothing. In addition, customer satisfaction increases since clients are able to dial any of our facility numbers and be directly transferred to Medical Records, Finance, or Administration without calling another number. Our staff can dial an extension instead of dialing a full phone number at another KANZA location, and Hosted PBX's better call routing means calls are picked up more quickly."

He added, "Rainbow Communications partners with us to meet our technology needs so we can better accomplish our mission to 'Offer Hope for a Healthier Tomorrow.'"

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