

# THE RAINBOW connection

www.rainbowtel.net  
800-892-0163

October/November/December 2020

## Contact Us

### Everest Office

608 Main Street  
Everest, KS 66424  
Monday – Friday: 8 a.m. to 12 p.m.  
and 1 p.m. to 5 p.m.

### Hiawatha Office

628 Oregon Street  
Hiawatha, KS 66434  
Monday – Friday: 8 a.m. to 12 p.m.  
and 1 p.m. to 5 p.m.

### Seneca Office

513 Main Street  
Seneca, KS 66538  
Monday – Friday: 8 a.m. to 12 p.m.  
and 1 p.m. to 5 p.m.

### Technical Support Center

800-892-0163  
24 hours a day, 7 days a week

## Community Events

### October 17

Octoberfest, Horton

### November 27

Santa Comes to Town, Seneca

### December 1

Holiday Vendor Gala, Wathena

### December 3

Jingle & Mingle, Hiawatha



Rainbow is excited to announce that we received Pivot Group's 2019 Outstanding Customer Experience Award, which recognizes excellence in customer service! Pivot Group is an independent research firm that follows up with our customers each month to ask about their experience with us. Their team analyzes the data collected and compares it to data from similar companies around the country. To be selected for this award, Rainbow had to achieve a high overall satisfaction rating.

It's humbling to be honored this way. Serving our customers is a joy and a privilege, because you're also our friends and neighbors. We're happy to do everything possible to make your experience with Rainbow a great one.

Pivot Group first presented the Outstanding Customer Experience Award in 2017. Rainbow intends to keep providing you with the best customer service possible so we can share this same great news with you next year.

Thank you for being such wonderful customers. It's a pleasure to serve you!



## 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:

- 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."



# Rainbow's Promise: We're Here for You

Everyone who works for Rainbow is committed to demonstrating our brand values each day through their actions and attitudes. As a customer, you can expect to experience the benefits of these values firsthand:

- **People first.** We're deeply connected to the people of our communities. We value the support we can provide to the people of our communities, from delivering state-of-the-art technology in rural areas to lending a hand to a local resident who needs help.
- **Customer experience matters.** We're driven to provide an unbeatable experience in every aspect of a customer's interaction with us, whether they're talking to us on the phone, encountering us in the communities we serve, or simply using our products and services.
- **Lead intelligently.** We're proud to be at the forefront as leaders in innovation and new technology, providing customers with the best communications solutions available anywhere.
- **Be the right size.** We're big enough to provide technology that rivals — or even exceeds — that of our largest competitors, while remaining small enough to connect in person and on time.
- **We can always improve.** Although we know our services are some of the best in the industry, we can't stay satisfied with the status quo. We continue to aim higher.

Regardless of what changes may be in the future for Rainbow, we'll continue to be guided by our brand values.



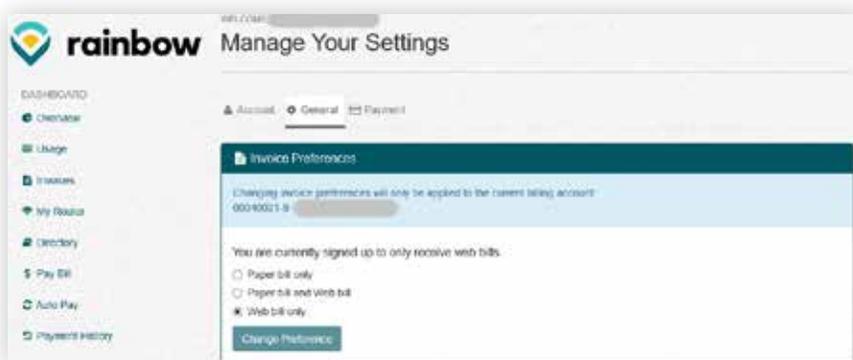
# Save Money by Enrolling in Paperless Billing and Auto Pay

Tired of so much mail cluttering your kitchen counter? Enrolling in paperless billing from Rainbow is a quick and easy process. Once enrolled, you'll receive an emailed invoice on or around the 1st of each month.

After enrolling in paperless billing, you may also want to set up auto pay. Payments can be made through a credit card or a bank account. The payment is processed on the 10th of each month.

**Enroll in both paperless billing and auto pay by October 31 and receive \$10 off\* for 6 months!** For a step-by-step video tutorial on setting up your online account and enrolling in these features, go to:

[www.rainbowtel.net/resources-support/tutorial-videos](http://www.rainbowtel.net/resources-support/tutorial-videos)



**If you'd like additional assistance in setting up paperless billing and auto pay, please contact a customer service representative at 800-892-0163.**

*\*Customer must remain enrolled in paperless billing, "Web bill only," and auto pay for 12 months. If these features are changed within the 12-month promotional window, customer will be charged back a proration of the promotional amount. Offer available to the first 200 customers that enroll in both features. Offer ends October 31, 2020.*

## Older Routers May Not Be Up to Speed

Nothing lasts forever, including that router you have under your desk. Routers have a lifespan — typically 3-6 years — and become outdated as technology advances. For example, some older routers have a speed cap limiting the maximum Internet speed possible.

If your Internet connection from Rainbow doesn't seem as fast as you expected, the router you got several years ago could be to blame. You can find out if this is the case by following these steps:

1. Go to <http://rainbowtel.net/internet-speed-test> and do a speed test. In seconds, your download and upload speeds will be displayed.
2. Next, unplug the Broadband Internet cable from the back of your router and plug it directly into a laptop or desktop PC.
3. Run the speed test again to see what your speeds are without the router. (Be sure to plug the Broadband Internet cable back into the router after testing to continue using your wireless devices.)

**Did your second speed test without the router result in higher speeds? Then it's time for a new router! Call 800-892-0163 and upgrade to our Premium Wi-Fi!**



## Rainbow Athletes of the Month



**Alleigh Kramer**

Senior  
Nemaha Central High School, Basketball  
April 2020



**Kate Madsen**

Junior  
Hiawatha High School, Cross Country  
May 2020



**Drew Schmelzle**

Senior  
Sabetha High School, Football  
June 2020



# Committed to Connections, Both Personal and Technological

In our last issue of this newsletter, we told you to get ready for a Rainbow rebrand and shared our new logo and company colors. Now it's time to talk in more detail about what sets Rainbow apart from the competition — in a word, connections.

### Personal Connections

Rainbow is an active member of our communities, and we care deeply about their success. After all, we live here, too! You can count on us for consistently reliable communications services that deliver essential connections to improve your life. You can also count on us to roll up our sleeves and volunteer for local events and make financial and in-kind donations to support nonprofit organizations. Rainbow believes community is built by connecting people and putting their needs ahead of our own.

In our 67-year history, Rainbow has weathered many storms and helped our customers face many difficulties. Perhaps none have been as challenging as the COVID-19 pandemic. As always, we're there for you in times of need, whether that means providing free community Wi-Fi hotspots or helping you upgrade your internet service to meet increased at-home usage for school and work.

### Technological Connections

Because of our investment in our networks, Rainbow provides a level of broadband services that's higher than what's available in most of the country. These services make it possible for you to enjoy the benefits of small town living while accessing fast and scalable connections that rival — or even exceed — those offered by big city providers.

Rainbow is proud to be at the forefront of communications technology, regularly investing in upgrades to ensure we'll be providing innovative connections well into the future. You can count on us for the latest in high-speed internet and phone services.

Thanks for being a Rainbow customer. We look forward to strengthening our connections with you in the coming years.

 [www.facebook.com/RainbowCommunications](https://www.facebook.com/RainbowCommunications)

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