

THE RAINBOW connection

www.rainbowtel.net
800-892-0163

April/May/June 2022

Contact Us

Office Hours

All locations open Monday – Friday:
8 a.m. to 12 p.m. and 1 p.m. – 5 p.m.

Atchison Office

721 Commercial Street
Atchison, KS 66002

Everest Office

608 Main Street
Everest, KS 66424

Hiawatha Office

628 Oregon Street
Hiawatha, KS 66434

Seneca Office

513 Main Street
Seneca, KS 66538

Technical Support Center

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

We're One of the World's Greatest

Rainbow was recently featured as one of the "World's Greatest" telecommunications companies.

From hidden gems to household names, *World's Greatest TV Show* has aired for the last 16 years. It takes viewers on a fast-paced tour around the world and has featured behind-the-scenes footage and interviews with some of the most amazing and unique companies, products, people, and travel destinations the world has to offer!

Scan the QR
code to watch the
episode featuring
Rainbow.



Update on Our First Youth Advisory Council

We began the Rainbow Youth Advisory Council at the start of the 2021/2022 school year. It's comprised of juniors from local high schools within Rainbow's serving area, and its purpose is to educate and involve students in the scope of our services and obtain ideas and suggestions from student leaders regarding technology. In exchange for their time and participation, each council member will receive a \$500 scholarship upon completion of the program.

So far, the Youth Advisory Council members have met in person to network with one another and to discuss and execute halftime entertainment for various local basketball games.

The next meeting will take place at the end of March and will be a career fair, during which Rainbow employees will talk about their jobs, explain what tasks they do daily, and describe what education they had prior to starting employment at Rainbow. Members of the Rainbow Youth Advisory Council will also get to learn how to splice fiber and actually try their hand at doing it. Highland Community College will also be coming to the March meeting to talk about classes they have available that can fit each pathway for employment at Rainbow.



Students on the Rainbow Youth Advisory Council have had great things to say about their experiences so far, including:

- "I am looking forward to exploring all the career pathways Rainbow offers."
- "I get to meet with other students from different schools."
- "It's given me an opportunity to get to know new people, and it's pushed me outside my usual comfort zone."
- "It allows me to work with other youth in my area to make fun events for my fellow peers."
- "I'm excited to learn more about leadership from this program."

We thank Alaina Pantle, Emili Postma, Ethan Ramirez, Zach Dove, Emmillie Losey, Camden Bachman, Julia Lehew, Madison Stirton, Montana Hutchison, Sophie Schumacher, and Kate Beyer for serving on the council.

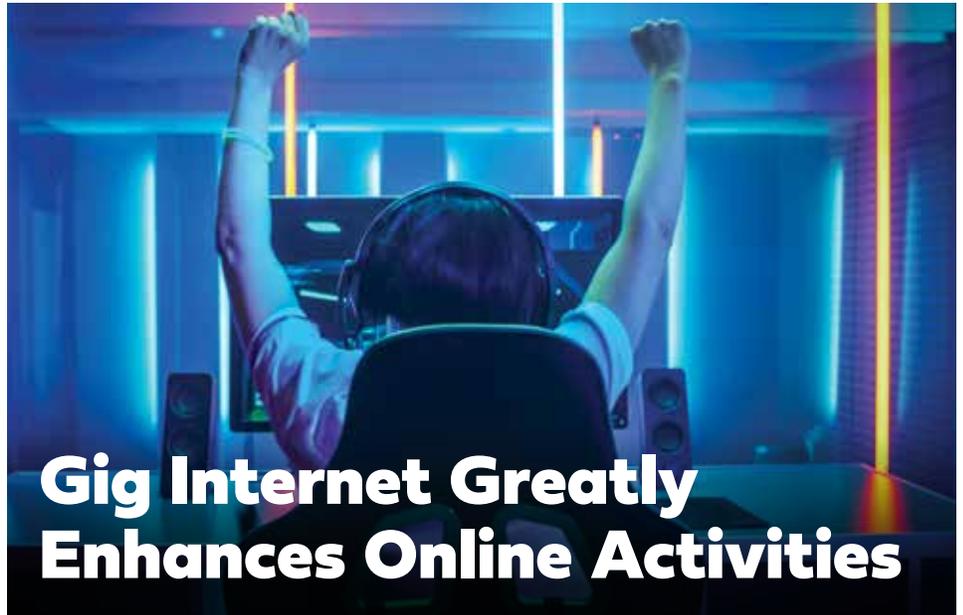


Try Our Interactive Streaming TV Tool

Our interactive streaming TV tool helps you find the best streaming service for you based on the networks and shows you watch.

If you're new to streaming — no worries! Here's a quick explanation to help get you up to speed: Streaming is watching TV over your Rainbow Internet connection. With today's applications and streaming devices, you can stream programming on your television sets as well your computer, tablet, and smartphone. While Rainbow will not be the provider for your streaming service — you'll subscribe to that separately — its content can be delivered over the Rainbow Internet connection at your home.

Scan the QR code to learn more or call Rainbow at 800-892-0163.



Gig Internet Greatly Enhances Online Activities

Gig Internet is equivalent to 1,000 Mbps, making it 100 times faster than the 100 Mbps Internet found in many U.S. households. Why so fast? Because Gig Internet runs on a fiber-optic line, making it capable of much higher bandwidth than the traditional copper lines of most DSL and cable connections.

Lucky households with Gig Internet experience dramatic benefits while enjoying online activities like these:

- **Streaming Video** – All that bandwidth means lag-free streaming on Netflix (and other streaming services) even when family members are watching different shows on different devices simultaneously. But the real advantage with Gig Internet is that 4K streaming, which uses four to five times as much data as a 1080p stream, will be free from the frustrating loading and buffer times often experienced with standard Internet.
- **Online Gaming** – Anybody who's ever lost a match due to a laggy Internet connection will love the upgrade to Gig speeds. Since Gig Internet is symmetrical, meaning its upload and download speeds are the same, gamers don't ever need to worry about slow ping rates and spotty connections. Faster upload speeds are also a boon for activities such as streaming gameplay with services like Twitch.
- **Immersive Media** – The super-fast upload and download speeds of Gig Internet make more immersive media, such as 360-degree video and virtual reality applications, more accessible. As higher data capacity goes mainstream in the years ahead, you can expect new media formats to take advantage of this opportunity, just as streaming video exploded when broadband became mainstream.

Another major reason for busy households to choose Gig Internet is to provide an excellent online experience for many users and devices. For example, a family of six can each be doing their own thing — from watching 4K movies to streaming music to attending virtual classes or meetings — without an Internet hiccup.

See if Gig speeds are available in your area by visiting rainbowtel.net/residential or calling 800-892-0163.



Affordable Connectivity Program Replaces Emergency Broadband Benefit

The Affordable Connectivity Program (ACP) is a long-term FCC program that provides federally funded discounts on Internet service and connected devices to low-income households. The ACP replaces the temporary Emergency Broadband Benefit (EBB) program developed in 2020 to address pandemic-related challenges to Internet access.

The ACP provides a discount of up to \$30 per month toward Internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers.

Households enrolled in the EBB Program as of December 31, 2021, will continue to receive their current EBB monthly benefit during the 60-day transition period ending March 1, 2022, and if their eligibility is based on criteria that still qualify for the ACP, they will not be required to submit a new application to enroll in ACP. These households may also subscribe to a different Internet service offering if they wish.

Households can qualify for the ACP by showing that at least one member of their household meets one of the following criteria:

- Participates in the FCC's Lifeline Program
- Has household income at or below 200% of federal poverty limit (level adjusted from EBB)
- Participates in a Lifeline-qualifying government program
- Received a Federal Pell Grant in the current award year



- Participates in free & reduced-price school lunch program or school breakfast program
- Participates in the Special Supplemental Nutritional Program for Women, Infants and Children (WIC) process
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans and Survivors Pension Benefit
- Tribal Programs for Residents for Qualifying Tribal Lands

For complete details, visit www.rainbowtel.net/acp. You can also call Rainbow at 800-892-0163 with questions.

Take Your Wi-Fi to the Next Level

Are you experiencing slower than expected performance from your home's Wi-Fi network? It could be the result of wireless interference coming from one or more of these sources:

- Walls and floors are blocking wireless signals.
- Appliances and electronics are emitting radio frequency.
- Other Wi-Fi networks are using the same channel as your own Wi-Fi network.

Rainbow Premium Wi-Fi can help you solve your Wi-Fi issues. For a small monthly fee, Rainbow technicians will handle Wi-Fi network installation with a new router, as well as troubleshooting and ongoing maintenance. You'll enjoy expanded coverage in your home and experience the benefits of having more control over your home's Wi-Fi network.

To learn more or upgrade to Premium Wi-Fi, scan the QR code or visit rainbowtel.net/wifi.



Know What's Below... Call 811 Before You Dig

There may be more than roots underground on your property. All sorts of utility lines, pipes, and cables could be buried there. In some cases, they're close to the surface and easily damaged by even shallow digging, which can result in service interruptions to your entire neighborhood.

That's why every digging job — from planting a bush to installing a fence — requires a call to 811 to have utility lines marked. Simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.

As one of your local service providers, Rainbow thanks you in advance for your cooperation!



Brandon Pierce started Pierce Heating and Cooling as a solo business on January 1, 2002. Today he has eight employees on his team, and they serve homeowners and businesses throughout Northeast Kansas from the Bendena office.

Pierce Heating and Cooling provides practical solutions for all types of indoor comfort challenges. The business is an independent Trane dealer and also sells equipment from Mitsubishi Electric, Bosch, and Nexia.

Pierce said, "We strive each day to provide our customers with the same thing we would want — friendly, reliable service at a fair price. Comfort isn't only about achieving the right temperature. Our easy-to-talk-to technicians help create a whole new level of comfort."

To stay connected with customers and work most efficiently, Pierce Heating and Cooling uses Rainbow's phone service, hosted PBX system, Internet service, and business Wi-Fi solution.

"I have nothing but good things to say about the performance of our hosted PBX phone system from Rainbow. I'm also pleased with our Rainbow Internet and Wi-Fi. The speed is unbelievably fast, especially for our location out here in the country. Much of our work requires the Internet, including the employee training we do in the breakroom every couple of months, so we need a fast and reliable connection," Pierce said.

Internet connections are used by many of today's heating and cooling systems to help reduce energy costs and add customer convenience. It's all part of the increasing popularity of smart home technology in general.

Pierce said, "We see more interest in smart home technology all the time. When I first got into this business, smart homes were unheard of. Now, one out of five installs we do has a Wi-Fi thermostat controlled by the customer's smartphone. That way, they can remotely monitor and manage their interior temperatures."

Since 2022 marks the 20th anniversary of Pierce Heating and Cooling, we asked Pierce what he's most proud of when it comes to his business.

He responded, "I'm most proud of my employees. They're good, honest, down-to-earth, and trustworthy people."

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