

THE RAINBOW connection

www.rainbowtel.net
800-892-0163

January/February/March 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 Here for Your Family and Our Community

As your local provider, Rainbow is also your neighbor. We're here to help you select the best communications services for your household and provide responsive tech support when you have questions. We'll also work alongside you for the success of local nonprofit organizations and fundraising events, which make our community even better. Here's to the journey ahead!



New Year's Message from Jason Smith

Rainbow works every day to improve our customers' lives through quality broadband service. One of our goals is to provide broadband technology that rivals or exceeds that of the largest competitors while remaining small enough to connect with our customers. In recent years, we have worked to build fiber-based networks capable of delivering the fast broadband our customers need for work, school, shopping, telemedicine, and entertainment. This work is not done, and we will continue to upgrade our current systems and look for additional expansion opportunities to make sure Northeast Kansas receives the best service possible.



In November, Congress passed the infrastructure bill, which created the Broadband Equity, Access, and Deployment plan. This program will include \$42.5 billion to provide broadband service to the unserved parts of the United States. Along with these dollars for building out services, there will also be an additional \$14.2 billion for the creation of an Affordable Connectivity program, which will provide broadband discounts for eligible households, and \$2.75 billion for a digital equity program to ensure individuals and communities have the information technology capacity needed for full participation in the society and economy of the United States. Rainbow will be monitoring the programs and looking for opportunities to use them to expand our broadband network and provide our customers with affordable broadband adoption opportunities.

I hope all of you have a great 2022. We appreciate your customer loyalty and look forward to serving you in the new year.





Rainbow Announces Youth Advisory Council

Rainbow began a Youth Advisory Council in 2021, consisting of juniors from local high schools within Rainbow's serving area. The Youth Advisory Council's purpose is to educate and involve high school juniors in the scope of services provided by Rainbow and obtain ideas and suggestions from student leaders regarding technology.

The council members will attend five meetings throughout the school year. During these meetings, they will learn about Rainbow's services and the different career paths available within our company. They will also plan an event for one of their school's home basketball games. In exchange for their time, ideas, and participation, each council member will receive a \$500 scholarship upon completion of the program.

The 2021 Youth Advisory Council Members are:

- **Alaina Pantle** – Atchison County Community High School
- **Emili Postma** – Atchison County Community High School
- **Ethan Ramirez** – Atchison County Community High School
- **Zach Dove** – Atchison High School
- **Emmillie Losey** – Doniphan West High School
- **Camden Bachman** – Hiawatha High School
- **Julia Lehev** – Horton High School
- **Madison Stirton** – Horton High School
- **Montana Hutchison** – Horton High School
- **Sophie Schumacher** – Nemaha Central High School
- **Kate Beyer** – Sabetha High School

The first Youth Advisory Council meeting was held on November 14 in our Everest office. It gave us the opportunity to get to know the council members and share what Rainbow is all about.



Sign Up for Paperless Billing and Automatic Payments Today

With Rainbow's paperless billing, you'll cut down on paperwork, save yourself time, and do your part to be a little more environmentally friendly. Plus, signing up is a quick process that's easy to do, free, and secure.

Once enrolled in paperless billing, you'll receive an emailed invoice on or around the 1st of each month. You may also want to set up automatic payments to add to the convenience. Payments can be made through a credit card or a bank account and will be processed on the 10th of each month.

Scan the QR code below for a step-by-step video tutorial on setting up your online account and enrolling in these features.



If you require any additional assistance in setting up paperless billing or automatic payments, please call a customer service representative at 800-892-0163.

What are Common Causes of Wi-Fi Interference?

If you're experiencing slower than expected performance from your home's Wi-Fi network, it could be the result of wireless interference. This typically comes from three types of sources:

1. Walls and floors blocking wireless signals

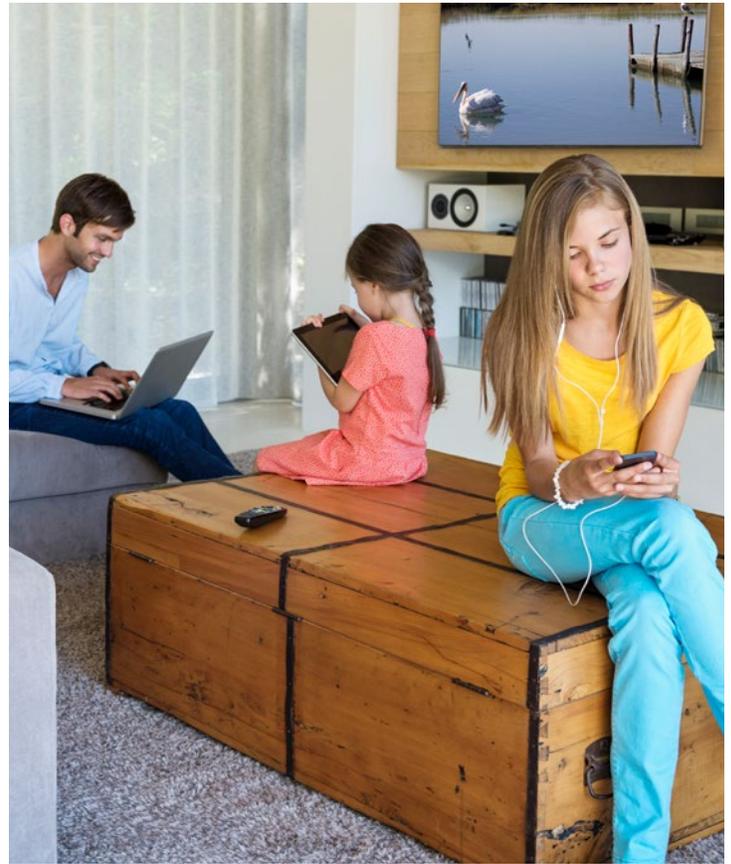
The construction materials in your home can greatly affect wireless communication speed and range. Materials such as wood and glass don't have much of an effect. However, denser materials such as concrete, brick, and metal can make it difficult to connect. These denser materials can also slow your network speed or even completely block wireless signals from reaching certain parts of your home. Large furniture items such as filing cabinets or bookshelves, as well as appliances like stoves or refrigerators, can also interfere with Wi-Fi.

2. Appliances and electronics emitting radio frequency interference

Wi-Fi interference can also come from other electronics and appliances that aren't connected to your wireless network but use the same 2.4GHz or 5GHz frequencies to communicate. Examples include cordless phones, Bluetooth devices, and baby monitors. Microwave ovens generate radio frequency noise as a byproduct, so if yours is located close to your Wi-Fi router, you may notice a network slowdown or get disconnected only when you're using your microwave.

3. Other Wi-Fi networks using the same channel as your own Wi-Fi network

Interference from competing Wi-Fi networks is especially common in apartment buildings and other densely populated areas. Wi-Fi networks broadcast on channels, so when nearby Wi-Fi networks are set to use the same channel, they'll constantly be competing with each other for limited bandwidth. To rectify this situation, see



if your router is able to automatically find the least crowded Wi-Fi channel. If not, you may want to upgrade to a new router with this feature.

Would you rather not have to deal with Wi-Fi network installation and troubleshooting? Sign up for our Premium Wi-Fi service and let Rainbow technicians handle it all for a small monthly fee. To learn more, call 800-892-0163.

Gift of Giving Ends 2021 on a High Note

Rainbow began the Gift of Giving program in 2010 as a way to thank our business customers, while truly embracing the holiday spirit. In 2021, we donated over \$7,000 to local charities through the Gift of Giving program. Thanks to all of you who donated! Together we can make 2022 even better.



Apply Soon for Washington, D.C. Youth Tour

The 2022 FRS (Foundation for Rural Service) Youth Tour to Washington, D.C. will be June 1-5. Students chosen for the trip will get to enjoy an all-expense-paid trip to the Nation's Capital, tour famous historical sites and monuments, meet with the FCC and congressional staff, develop leadership skills, and much, much more! Applications are due to community@rainbowtel.com by Feb. 16, 2022. Winners will be announced on or before March 1st.

The application will soon be available at www.rainbowtel.net. Students must be 16 or 17 at the time of the trip. FRS does require proof of Covid-19 vaccination to attend. For more information, email community@rainbowtel.com or call us at 800-892-0163.



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The history of Amberwell Health is one of impressive growth — in the number and size of its facilities, in its ability to serve rural communities in Northeast Kansas, and in the use of technology to enhance patient care.

Amberwell Health grew from Northeast Kansas roots, when the Atchison Hospital rebranded in 2020. The single hospital has now grown into seven locations in six Kansas communities, with the majority of the expansion occurring even in the midst of a global pandemic. Over the past two years, Amberwell opened a new clinic in Leavenworth, opened a fully remodeled clinic in Horton, and purchased and remodeled a 50-year-old primary care clinic in Atchison.

In March 2021, Hiawatha Community Hospital affiliated with Amberwell Health to form one of the nation's first true rural healthcare systems. The affiliation of the two Critical Access Hospitals helps maximize each organization's ability to invest in providing more care and services as well as invest in people, equipment, and facilities, through economies of scale and sharing of resources.

Amberwell Health now includes two complete care locations, Amberwell Atchison and Amberwell Hiawatha, and five clinic locations in Atchison, Highland, Horton, Leavenworth, and Troy — all committed to providing quality, local access to healthcare for the communities they serve.

The redundant fiber to Amberwell Atchison had been needed for some time, and the better connectivity to other Amberwell Health locations helps support its system for sharing patient electronic medical records, phone systems, and other applications.

Healthcare runs on quality technology. Without it, Amberwell Health could not provide the level of care they want for their communities. Technology partners like Rainbow ensure that Amberwell Health can continue to grow access to local healthcare in northeast Kansas and surrounding areas.

Amberwell IT staff members reported that Amberwell Atchison has experienced a significant performance boost by installing dedicated circuits between the hospital and clinics. They stated that Rainbow responds promptly to service requests, and its team has been very knowledgeable when helping the Amberwell IT team with any questions they have.