

The Local Loop

Newsletter for the customers of the New Knoxville Telephone Companies



"Delivering Tomorrow's
Technology.....Today"

419-753-5000
419-629-1424
937-420-4653
www.nktelco.net



"Our goal is to meet
your needs and exceed
your expectations"

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New Knoxville Telephone Co.
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New Knoxville Telephone Co.
NKTelco, Inc.
GoldStar Communications, LLC
301 W South St, PO Box 219
New Knoxville, OH 45871

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*Happy Holidays from everyone at
New Knoxville Telephone Company*



Front Row (L-R): Susan Quellhorst, Tracy Luck, Mary Hoelscher, Karen Fledderjohann.
Middle Row (L-R): Doug Axe, Todd Elshoff, Dale Smith, Mark Spring, Gary Miller, Doug Hoelscher,
Jerry Uppenkamp, Clint Conover, Preston Meyer.
Top Row (L-R): Jack Wellman, Joe Bennett, David Meyer, Dan Wierwille, Roger Eversman, David Earl.



Our office will be closed December 25, 2008,
in observance of the Christmas Holiday and
January 1, 2009, in observance of the New
Years Holiday.



It's that time of year.....NKTelco is busy taping and replaying High School Girls and Boys Basketball games. See page 3 for a complete list of games to be replayed. Need a DVD copy of a game, call NKTelco to place an order. DVD copies are \$25 each or 3 for \$60.



Employee Spotlight.....

Mark Spring



Mark is a member of the NKTelco Support Team. He has been with NKTelco since 2005. He is responsible for Internet customer support, server maintenance and proactive plant maintenance.

Mark is a graduate of Memorial High School, Rhoades State College and Franklin University where he received his Associates Degree in IT Networking and Bachelors Degree in Information Technology. In Mark's spare time, he enjoys spending time with his fiance Jenna, friends, and cheering on the Buckeyes and Browns.

Ask the CSR.....

Q: I was charged a service call on my monthly statement. What determines a service call charge?

A: Any repairs done to inside wiring or equipment. All wiring and equipment inside a customer's home is the responsibility of the customer. Outside wiring and equipment up to the customer's point of meet is the responsibility of NKTelco, New Knoxville Telephone or GoldStar Communications (excludes wiring or equipment damaged by customer). Service calls are billed as follows:

NK Telephone Trouble:	\$25.00/hr.
VoIP / Cable TV Trouble:	\$35.00/hr.
Internet Trouble:	\$50.00/hr.
(Minimum of one hour)	

Should any wiring or equipment need to be changed - the technician will notify you before completing any changes. If you agree to the changes - you will be billed appropriately.

February 17, 2009 Digital Transition

TV Stations will cease broadcasting in analog and switch to all digital signals. Analog TV sets not connected to a Cable TV provider (such as NKTelco, Inc.), satellite or other pay-TV service (in other words, TV's that use an antenna or rabbit ears for over-the-air TV) will need a digital converter box after February 17th. Analog TV's connected to NKTelco's cable television service will continue to work after the transition and will not need a converter box. Analog only TV's connected to an antenna or rabbit ears will need a converter box. The federal government is offering discount coupons for viewers who need to purchase converter boxes. More information on the DTV transition is available at www.DTV.gov or by contacting NKTelco at 419-753-5000; 419-629-1424 or 937-420-4653. For discount coupons, visit www.dtv2009.gov or call 1-888-388-2009. If you have any questions regarding these requirements, please contact our business office.

Save Time and Money with ACH Payments!!

Sign up before December 31, 2008 and receive a \$5.00 service credit.

- Ö Have your New Knoxville Telephone, NKTelco or GoldStar Communications bill paid automatically through your checking or savings account each month.
- Ö No more checks to write - No more postage to mail your statement.
- Ö No more embarrassing late notices or reconnect fees - Your bill will be deducted from your account on the 25th of each month.
- Ö Customers using the ACH Payment option, can receive their monthly statement via their nktelco.net email account instead of a paper copy via USPS.

Let us help you simplify your life....sign up today for ACH Payments and E-Billing by contacting our office at 419-753-5000; 419-629-1424 or 937-420-4653. The ACH authorization form is also available at www.nktelco.net under the support link.



2008 - 2009 Boys & Girls Basketball Replay Schedule



<u>Date:</u>	<u>Teams Playing</u>	<u>1st Airing</u>	<u>2nd Airing</u>
BOYS			
12/06/08	Ft. Loramie @ New Bremen	12/06/08 @ 11:00 pm	12/07/08 @ 1:30 pm
12/12/08	Botkins @ Ft. Loramie	12/12/08 @ 11:00 pm	12/14/08 @ NOON
12/13/08	Russia @ Minster	12/13/08 @ 11:00 pm	12/14/08 @ 1:30 pm
12/19/08	Coldwater @ New Bremen	12/19/08 @ 11:00 pm	12/21/08 @ 1:30 pm
01/03/09	Minster @ Botkins	01/03/09 @ 11:00 pm	01/04/09 @ 1:30 pm
01/09/09	New Bremen @ Minster	01/09/09 @ 11:00 pm	01/11/09 @ 1:30 pm
01/10/09	New Knoxville @ Botkins	01/10/09 @ 11:00 pm	01/11/09 @ 3:00 pm
01/16/09	New Knoxville @ New Bremen	01/16/09 @ 11:00 pm	01/18/09 @ 1:30 pm
01/17/09	Ft. Loramie @ Minster	01/17/09 @ 11:00 pm	01/18/09 @ 3:00 pm
01/23/09	Ft. Loramie @ Botkins	01/23/09 @ 11:00 pm	01/25/09 @ NOON
01/24/09	Wapakoneta @ Minster	01/24/09 @ 11:00 pm	01/25/09 @ 1:30 pm
01/27/09	Jackson Center @ Ft. Loramie	01/28/09 @ 6:00 pm	02/01/09 @ NOON
01/30/09	Marion Local @ New Bremen	01/30/09 @ 11:00 pm	02/01/09 @ 1:30 pm
02/06/09	Coldwater @ New Knoxville	02/06/09 @ 11:00 pm	02/08/09 @ NOON
02/07/09	Botkins @ New Bremen	02/07/09 @ 11:00 pm	02/08/09 @ 1:30 pm
02/13/09	New Knoxville @ Minster	02/13/09 @ 11:00 pm	02/15/09 @ 1:30 pm
02/20/09	Versailles @ New Knoxville	02/20/09 @ 11:00 pm	02/22/09 @ NOON
02/27/09	St. Henry @ New Knoxville	02/27/09 @ 11:00 pm	03/01/09 @ NOON

GIRLS

12/06/08	Botkins @ Ft. Loramie	12/07/08 @ NOON	12/08/08 @ 6:00 pm
12/16/08	Botkins @ New Knoxville	12/17/08 @ 6:00 pm	12/21/08 @ NOON
12/20/08	Minster @ Ft. Recovery	12/21/08 @ 3:00 pm	12/22/08 @ 6:00 pm
12/30/08	New Bremen @ Ft. Loramie	01/04/09 @ NOON	01/05/09 @ 6:00 pm
01/08/09	Minster @ New Bremen	01/11/09 @ NOON	01/12/09 @ 6:00 pm
01/15/09	New Bremen @ New Knoxville	01/18/09 @ NOON	01/19/09 @ 6:00 pm
01/17/09	Ft. Loramie @ Botkins	01/19/09 @ 7:30 pm	01/20/09 @ 6:00 pm
01/31/09	Botkins @ New Bremen	02/01/09 @ 3:00 pm	02/02/09 @ 6:00 pm
02/12/09	Minster @ New Knoxville	02/15/09 @ NOON	02/16/09 @ 6:00 pm

LIVE AUDIO STREAMING - BOYS

Listen to the following games live via the Internet at www.nktelco.net

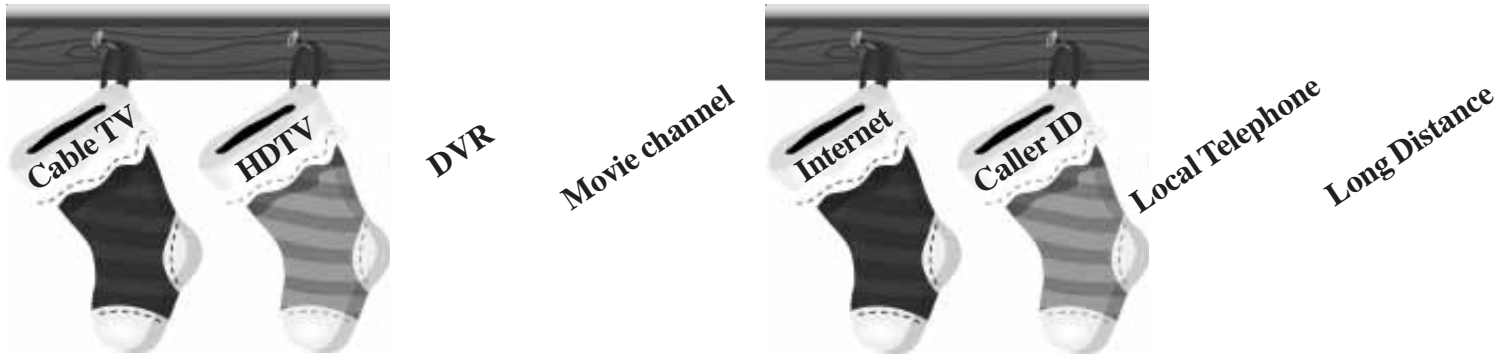
12/05/08 @ 6:30 pm	Ft. Loramie @ Russia	01/16/09 @ 6:30 pm	Russia @ Ft Loramie
12/19/08 @ 6:30 pm	Minster @ Delphos St John's	01/30/09 @ 6:30 pm	Minster @ Coldwater
12/27/08 @ 6:30 pm	New Bremen @ St. Marys	02/06/09 @ 6:30 pm	Botkins @ Russia
12/30/08 @ 6:00 pm	Russia @ Botkins	02/14/09 @ 6:30 pm	Greenville @ New Knoxville
01/09/09 @ 6:30 pm	New Knoxville @ Delphos St John's		

This is a tentative schedule - any changes made will be posted on NKTelco Channel 3.



Don't know what to get that "hard to buy for" person on your Christmas list?

Give a gift that lasts for a few months or all year long.....



Give one, two, three months.....or even a year's worth of service. Call us or stop by our office today to set up. A perfect gift for your loved one to enjoy after all the hustle and bustle is over.

Managers Report.....

To our valued customers:

This year has proven to be a very busy year for NKTelco. We are engaged in several projects that when completed will have a significant impact on the service we provide. Jack Wellman has been very busy building multiple paths to the Internet. So, if one route fails we can reroute the traffic in attempt to keep your service working. Most of the time this works and our customers never find out there was a problem. He continues to research for new improvements to our network connections. As a bonus, Jack has increased the bandwidth to all modems and NKTelco has no plans to increase the price. The speed into and out of our network was increased by three fold since August of this year preparing for additional demand from our customer base.

Dedicated Internet access via a cable modem or DSL is used by most of us every day. Sometimes we are unaware of performance problems that occasionally occur until it becomes a widespread problem. Over the past year we have developed a monitoring system that allows us to see a visual map of any modem that is not meeting our specifications. Over the next several months our staff will be contacting customers whose service is outside the operating limits. Mark Spring has developed this troubleshooting tool and it is already proving to be very valuable.

The demand for two new services this past year has kept Mary, Tracy, and Todd very busy too. HDTV and DVR (digital video recorder sometimes referred to as PVR or personal video recorder) service is proving to be a very popular, a must have service. The DVR provides an easy way to record your favorite show or series while watching another program or while you're gone. No timers to set, just find the show on the channel guide and press record. Once recorded it places the show into the online library. Now you can watch your favorite show whenever you want.

The last tip I want to share is a cost cutting tip from our staff. Many folks have our landline phone service. If you have not already done so, think about switching it to us. We can save you money and allow you to maintain a local number in your home that is at a fixed location in case of an emergency. A landline phone is really one of the most inexpensive security products for your family. Contact our office to discuss our cost saving local telephone and long distance calling plans. Our staff will assist you at no charge to see if a cost savings is available. Just call our office and talk to Mary, Tracy or Karen.

Truly,
Preston Meyer, General Manager