



# Craw-Kan

Your Community Technology Partner

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www.ckt.net

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The  
**Craw-Kan**  
Connection

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## Fiber-Optic Project Update

Construction has been hectic and ongoing since August of 2017, with the groundbreaking in Girard that kicked off the \$59.8 million US Department of Agriculture/Rural Utilities Service loan project that will completely cover 17 cooperative exchanges and nearly 85% of all cooperative members in 5 years with fiber-optic service. Since that time, Girard is more than 95% completed and Arma is ready to begin in-home cutovers.

As we roll into year two of the project, contractors have already begun construction in the city limits of Pleasanton, Kansas - Rural Pleasanton fiber upgrades were completed a couple years ago. North Central Service, Inc., out of Minnesota, is the contracting group handling construction. So be aware, in areas of construction, that you will see some out-of-state tags on construction vehicles.



Crews will also begin work in Cherokee, Kansas by August, followed by Purcell, Missouri (including the adjacent towns of Alba and Neck city) to round out year two of the project. This will complete 5 of the 17 exchanges that are part of the project.

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### Board of Directors

Sharon Starr,  
*President*

Randy Vogts,  
*Vice-President*

Barry Bedene,  
*Secretary-Treasurer*

Wilda Pentola,  
*Director*

John Kovacic,  
*Director*

Jim O'Toole,  
*Director*

Terry Kunstel,  
*Director*

Roger Doue,  
*Director*

Mary Smith,  
*Director*

Craig Wilbert,  
*General Manager*

The Craw-Kan Connection is  
a member newsletter published by Craw-Kan.

Find us on these  
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on your cooperative



This institution is an equal opportunity  
provider and employer.



Your Community Technology Partner

Craw-Kan AUGUST 2018

## Voted #1 For the 2<sup>nd</sup> Year in a Row!

Craw-Kan was voted Best in Internet, Best in Cable TV, and Best in Customer Service by The Morning Sun readers again this year. We appreciate the recognition by those we serve - this is a streak we hope to continue.

*Thank you to all those who voted!*

- ✓ **BEST IN INTERNET**
- ✓ **BEST IN CABLE TV**
- ✓ **BEST IN CUSTOMER SERVICE**



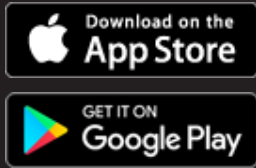
National Do Not Call Registry

Managed by the Federal Trade Commission, the DNC registry gives you an opportunity to limit the telemarketing calls you receive. After you place your telephone number on the Registry, most telemarketers will be required to remove your number from their call lists and may not call you. However, you may still receive calls from political organizations, charities, telephone surveyors, or companies with which you have an existing business relationship.

You can register by calling toll free 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. You may also go to www.donotcall.gov if you have a working email address. Registration is free.

Pay with SmartHub

Paying bills shouldn't be a hassle. We offer more ways to pay your bill now than ever. Pay online or pay with the easy to use SmartHub app available on the Apple App Store and Google Play Store.



Call Before You Dig  
Kansas 800-344-7233  
Missouri 800-344-7483  
Oklahoma 800-362-0318



Craw-Kan Director Positions

Craw-Kan Telephone Cooperative has a board of nine directors each serving a three year term. Elections are staggered, according to our By-Laws whereby three director positions are up for election each year at the Craw-Kan Annual Meeting held in October. A nominating committee, appointed by the current directors in August, will meet in early September to make nominations for the three positions to be voted on at the Annual Meeting of Members in October. Voting at the Annual Meeting is by secret ballot. The By-Laws allow nominations from the floor of the Annual Meeting and any member desiring to vote for a candidate nominated from the floor at the meeting shall write in the name of such candidate beneath the candidates nominated by the committee. Each voting member of the Cooperative present in person at the meeting shall be entitled to vote for three candidates. The three candidates receiving the highest number of votes at such meeting shall be declared elected as Directors. For more detailed information on the election of Directors see Article IV of the By-Laws in the front of the Directory.

The Craw-Kan By-Laws state in Section 4.3 "Any member shall be eligible to be nominated, elected and remain a Director of cooperative who:

- Resides in the geographic area served by the Cooperative.
- Is not an employee of cooperative or in any way financially interested in a competing enterprise or a business engaged in selling communication services or communication supplies or maintaining communication facilities. However, the Board may grant exceptions for 'de minimus' competing enterprises.
- Is not closely related to an incumbent Director or an employee of Cooperative.
- Whose election would not establish a majority of directors to represent any one exchange area.
- Whose election would not establish a majority of more than one director to represent either the rural or urban areas.

If you would be interested in having the nominating committee consider you for nomination, your application will be presented to the nomination committee. Please send the following information to the General Manager, P.O. Box 100, Girard, KS 66743 **no later than September 5, 2018:**

Information Required:

Name, address and telephone number.  
Work experience.  
Short paragraph stating why you would be interested in being a director.

Local Service Rates For Telephone Service

Craw-Kan Telephone Cooperative, Inc. is a telecommunications provider who provides basic and enhanced services within its service territory. Basic services are offered at various rates depending on the state and location where you receive service. Customers have access to long distance, directory assistance, and operator service providers of their choice, at rates established by those carriers. Emergency 911 Services are provided and a surcharge is assessed at governmental rates. If you have any questions regarding the Company's services you can visit the business office located at: 200 N. Ozark St., Girard, KS 66743 or by calling 800-362-0316.

Scam Awareness

As safe as our cooperative area may be, there is still a need to be aware of scams. It's popular for scammers to falsely purport working for a utility company while canvassing door-to-door, tricking people to give them money, saying it's for a late-payment from a certain utility or that they are installing cable lines and need access in your home for such an installation.

At Craw-Kan, an employee making an installation will be dressed in the proper attire, usually with a logo of the company on their apparel or vehicle. If there isn't a Craw-Kan logo on their outfit or vehicle, that doesn't necessarily mean they don't work for us. We also have contractors working with us as we develop fiber internet into new areas. Below are some trusted company logos that are associated with Craw-Kan. We may have other contractors and sub-contractors working with Craw-Kan, so when in doubt, call us at 620-724-8235.



Contractor logos of some of the companies working for Craw-Kan.



Fiber-Optic Project Update

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Despite some delays, as is common in underground construction, the project is moving forward and Craw-Kan is working hard with our contractors to keep the project on schedule and within budget constraints. We feel confident that we will manage to continue on course of our original plan for upgrading the existing copper lines to fiber-optic – bringing the most advanced telecommunications technology to rural America.

If you have any questions regarding the fiber to the home project, feel free to call 724-8235 during regular business hours.

Lifeline

You may be eligible to receive a discount on your monthly local telephone bill through the Lifeline Program. You are eligible if you receive any of the following: Food Stamps, Supplemental Security Income (SSI), Medicaid, Veterans Pension of Survivors Benefit Programs, Food Distribution Program on Indian Reservations, Federal Public Housing Assistance, Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance for Needy Families, & Tribal Head Start (only those meeting its income qualifying standard). For more information about the Lifeline Program, call your local telephone service provider. Craw-Kan Telephone Cooperative, Inc. customers may call 800-362-0316.



Customer Appreciation Day

Our annual customer appreciation day is scheduled for Friday, September 14th from 11am - 2pm. As a way to show our gratitude to our patrons, we would like to invite all our members to join us for lunch at our business office in Girard, KS.

County Fair Time

Craw-Kan supports local 4-H families in Cherokee, Bourbon, Jasper, Linn, Neosho, Labette, and Crawford counties by purchasing livestock, and sponsoring numerous events.