



# Craw-Kan

"Your Community Technology Partner"

200 N. Ozark  
Girard, KS 66743  
620.724.8235  
www.ckt.net

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AUGUST  
2016

# The Craw-Kan Connection



Enter e-mail address & password to login

E-Mail Address

Password

Login

Can't access your account?  
New User? Sign up to access our Self Service site.

New Craw-Kan SmartHub Login

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Craw-Kan AUGUST 2016

### County Fair Time

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

### 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*

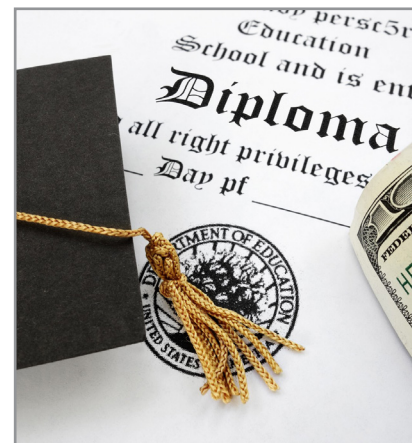
Mary Smith,  
*Director*

Craig Wilbert,  
*General Manager*

"The Craw-Kan Connection"  
A member newsletter published  
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Zach Adams & Jerime Carpenter

## Craw-Kan Implements NISC iView Customer Care and Billing Software

Last year Craw-Kan began the process of implementing a new convergent telecommunications billing software system called "iView" from National Information Solutions Cooperative (NISC). In late June our employees went live using iView to conduct daily operations. Once the conversion is complete, this new system will help us more effectively assist our members. As a member, you will notice two major changes. The first, as you have already seen in your August Craw-Kan billing, is a new look and layout on your printed monthly statement. Hopefully this will make the statements easier to read and understand. The second is a new online account management tool called SmartHub. With SmartHub you can easily access account information, report problems, see previous troubles, and see all of your past billing and payment information. Managing your passwords and security questions is simple, as is paying your bill or setting up automatic payment. In addition to paying by card, you may also pay by E-Check with your bank account – simply have your bank routing number and account number available. Additionally, there is a SmartHub app for IOS in the Apple App Store and for Android on Google Play. You can now easily and securely access your account anywhere, anytime from your smartphone! Last but not least, you can call our payment line to make a payment on our automated voice payment line 24 hours a day, 7 days a week. To pay by phone simply call 1-844-206-7872. If you have any questions regarding your new statement, pay-by-phone, SmartHub online, or the SmartHub Apps please call our Customer Service Representatives at 620-724-8235 for assistance.



## Craw-Kan Scholarships

We are proud to announce the winners of the 2016 Craw-Kan Scholarships. A college bound senior student from each high school, serviced by Craw-Kan Telephone, was selected and awarded a \$500 scholarship to be used in pursuit of their educational goals. Winners were selected by Craw-Kan's board of directors based on academic achievements, extracurricular participation, and civic involvement. Congratulations and good luck to all awardees!

### 2016 Craw-Kan Scholarship Recipients

Kaylee Ewbank - *Miami R1*

Bryson Spahn - *Southeast*

Jordyn Tuck - *Erie*

Sydney Dent - *Pleasanton*

Draven George - *Uniontown*

Megan Sutcliffe - *Hume*

Drew Davied - *Girard*

Michaela Bedene - *Northeast*

Erica Gartner - *Altamont*

Allison Wakefield - *Mound City*

Colton Strickler - *Colony*

**Congratulations to 2016 Craw-Kan Scholarship winners!**

## 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](http://www.donotcall.gov) if you have a working email address. Registration is free.

## Online Bill Pay

Call our office today at 620-724-8235 or go online to [billpay.ckt.net](http://billpay.ckt.net) to setup online bill pay for your account to have the convenience of paying after hours.

## Digital Billboard

Want to submit your community event to be shown on our Summit street digital billboard? Just log on to [www.ckt.net](http://www.ckt.net) and click the "Billboard" link at the top right of our webpage. Simply fill out and submit the form - FREE for community events!



## 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 August 30, 2016:**

### 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.



Be sure to "Like" us on Facebook to learn about our web exclusive deals and to be eligible for special giveaways not available anywhere else. [facebook.com/crawkan](https://facebook.com/crawkan)

## Customer Appreciation Day

Our annual customer appreciation day is scheduled for Friday, September 9th from 11 am - 2 pm. 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, Kansas. Our dedicated employees will be grilling up Schroeder's sausages and hamburgers for everyone to enjoy! KKOW 96.9 "The KOW" will be doing a live remote, playing some of your favorite songs, and helping us give away some cool prizes! In the past we have given away Branson trips, Branson show tickets, KC Royals tickets, shirts, hats, and lots more. Attendees will also receive an additional small gift as a token of our appreciation. Don't miss out! We love our members and we want to say THANK YOU!



## watchTVeverywhere

Watch TV Everywhere is a FREE addition to CKtv. CKtv subscribers can use Watch TV Everywhere to take select CKtv channels with them anywhere they have an internet connection and watch on almost any device. Go to [ckt.net/service/watch-tv-everywhere](http://ckt.net/service/watch-tv-everywhere) to learn more!

## SmartHub Account Management

SmartHub puts account management at your fingertips. It lets you view all aspects of your Craw-Kan account online from a computer or a mobile device. View and pay your bill with us, receive account notifications, make account changes, report any service troubles, ask questions of our customer service team, and connect with us on social media.

### Just a few of the advantages:

- Safe and secure environment for bill payments and transactions between Craw-Kan and your financial institution.
- Super easy way to communicate with Craw-Kan to notify us of account changes and service issues.
- Convenient way to stay updated on our special offers, programs, and events.

Visit [ckt.smarthub.coop](http://ckt.smarthub.coop) or download the mobile application for Android or Apple iOS. Please call Craw-Kan customer service at (620) 724-8235 if you need assistance with your new SmartHub login.



## 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, General Assistance, Supplemental Security Income (SSI), Temporary Assistance to Needy Families, Medicaid, United Tribes Food Distribution Program, BIA General Assistance, Administered Temporary Assistance for Needy Families, Head Start (only those meeting its income qualifying standard), Low Income Home Energy Assistance Program (LIHEAP), Free School Lunch Program, 135% of the Federal Poverty Level. For more information about the Lifeline Program, call your local telephone service provider. Craw-Kan Telephone Cooperative, Inc. customers may call 800-362-0316.

## Med Alert

A Craw-Kan Medical Alert Phone is a must for elderly or disabled persons. In an emergency situation, the wearer simply pushes the easy to access button on the neck pendant, and the medical alert telephone instantly dials a list of up to four telephone numbers. Emergency 911 services, a loved one, a trusted friend, or all three can be dialed. Call today for details!

## Call Before You Dig

Kansas 800-344-7233  
Missouri 800-344-7483  
Oklahoma 800-362-0318