



# Craw-Kan

Your Community Technology Partner

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# The Craw-Kan Connection



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AUGUST  
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The  
**Craw-Kan**  
Connection



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Craw-Kan AUGUST 2020

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Mary Smith,  
*Director*

Craig Wilbert,  
*General Manager*

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

## A New Normal

Long before any of us had ever heard of Covid-19 your Coop was aggressively building out the membership territory with fiber to the home. During this new era of “sheltering at home” it turns out that was a very wise plan. The coronavirus pandemic has led to unprecedented demand for broadband internet. As the region shut down for a few months we continued to expand our plans for increased broadband access. We have added a 4th backbone provider to ensure we have the capacity and diversity of routes to support our rapidly growing network. Many people had to figure out how to work at home and our schools had to begin online classwork. To provide connectivity to area residents who may not have access to in home broadband, we added more than 40 locations to provide free Wi-Fi. Those sites will remain in service for the foreseeable future. Go to [ckt.net/hotspots](http://ckt.net/hotspots) for a complete listing.

The 2020 member fiber project will build out the communities of Uniontown and Savonburg and will provide an additional 600+ members access to gigabit internet via fiber to the home. In addition, we completed the build of Pittsburg and will finish Ft. Scott by this time next year. Margins from these non-member communities will enable us to continue to our build out of the remaining Coop towns with the goal of being 100% fiber to the home over the next several years.

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## 2020 Customer Appreciation Day Canceled

It is with regret that we inform our members of the cancellation of our annual customer appreciation day. Due to the uncertainty of the next several months, because of Covid-19, and the amount of planning we put into this event we felt this was the right decision. Not only for the safety of our loyal members, but also for the safety of our employees and their families. We hope with any luck we can make it up to everyone next year!

**EVENT CANCELED**

Find us on these social media sites for the latest news on your cooperative



This institution is an equal opportunity provider and employer.

## 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.

## 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.



## 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 8, 2020:**

### 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.

## Is Now the Time to Upgrade My Internet?

Yes, if an upgrade is available at your location there is no better time to upgrade. More than 50% of our cooperative members now have a fiber to the home connection which means a connection speed all the way up to one GIGABIT is available. If we haven't upgraded your area to fiber yet there is still a very good chance that speeds up to 50Mbps are available. For a household with moderate internet usage 50Mbps is usually enough to get the job done.

With the acceleration of learning and working from home brought on by Covid-19, internet speed has been a hot item. As you can imagine, we have been extremely busy bringing faster speed to many of our members. Many of which didn't know an upgrade was available.

If you're thinking of upgrading to a faster speed, don't wait until the last minute. In many cases an upgrade can be done within a day or two remotely. In other cases we may need a technician onsite to facilitate the upgrade. If the latter is the case, the time to upgrade can vary depending how busy our technicians are. As mentioned above, we have been extremely busy and we typically see a rush as school is starting.

If you have any questions about upgrading please give us a call at 620-724-8235 and one of our Customer Service team members will be happy to help!

## A New Normal

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In addition to thanking all of you for your continuing support during this new normal, I especially want to recognize our amazing employee group. Craw-Kan is considered a provider of critical infrastructure and is required to maintain services during the pandemic. Our construction crew never stopped placing fiber during the regional shut down. Our installation technicians returned to full duties on June 1st and are utilizing personal protective equipment during all installations. Our office staff transitioned to a work from home environment and back again without any interruption in service.

On a final note, we have canceled our annual customer appreciation day for this year. As for the annual meeting in October, we will be taking additional precautions to allow for proper social distancing. Details will be provided in the upcoming annual meeting newsletter. Thank you again and stay safe.

## 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.

## Call Before You Dig

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

