



Craw-Kan
Your Community Technology Partner

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AUGUST
2021

The
Craw-Kan
Connection

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Board of Directors

- Randy Vogts,
President
- Terry Kunstel,
Vice-President
- Barry Bedene,
Secretary-Treasurer
- Wilda Pentola,
Director
- John Kovacic,
Director
- John Lehman,
Director
- Sharon Starr,
Director
- Roger Doue,
Director
- Mary Smith,
Director
- Craig Wilbert,
General Manager

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

Average Broadband Isn't Good Enough

What is the definition of "best broadband?" For our Coop, it means a connection that meets the needs of families and businesses for years to come. It means a network where upload and download speeds are equally important. It certainly also means more than just watching your favorite Netflix show. In today's world, best broadband must simultaneously promote remote learning, working from home and enabling telemedicine along with all the entertainment possibilities we have come to expect.

The 2021 member fiber project will build out the communities of Edna and Hume. We expect to complete the non-member expansion in Ft. Scott over the next several months. Future non-member expansion will include Erie and Carl Junction. We are continuing to add customers at an ever-increasing pace and expect 2021 additions to set another record. Technological improvements and streamlining of processes have allowed us to reduce the overall installation time from order to service turn up.

However, our focus is on much more than simple customer growth. In general, every customer we add must be won over from a competitor. To do this, we strive to provide a superior customer experience. We want to win customers

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Customer Appreciation Returns in 2021!

Our annual customer appreciation day is scheduled to return Friday, September 24th 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. Don't miss out! We love our members and we want to say THANK YOU!



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 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 7, 2021:**

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.

Emergency Broadband Benefit Program

The Emergency Broadband Benefit is a temporary FCC program to help families and households struggling to afford broadband internet service during the COVID-19 pandemic. The Emergency Broadband Benefit provides up to \$50/month discount for broadband service. The Emergency Broadband Benefit is limited to one monthly service discount per household.

A household is eligible if a member of the household meets one of the criteria below:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain assistance programs, such as SNAP, Medicaid, or Lifeline;
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income or COVID-19 program.

If you are currently enrolled in the Lifeline Program you are eligible for the Emergency Broadband Benefit! Visit ckt.net/ebb for more info.

Average Broadband Isn't Good Enough

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and manage the experience during the entire relationship life cycle. As a rural telecommunications cooperative, we have always believed everything begins and ends with the customer. Broadband is something that used to be in some people's mind a luxury, like entertainment. Now, it has proved to be an essential service.

We want to show that we are very different from the other guys. We do not charge an installation or activation fee. We do not require contracts for our residential customers, and we never impose data caps. Best of all, we have never raised our \$70 residential gigabit price since we started offering fiber to the home internet. Best broadband – delivered.

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

