



# "Phone Chatter"

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www.kanokla.com

P.O. Box 111 - Caldwell, Kansas 67022-0111 - (620) 845-5682

VOLUME 30

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NO. 03



## Straight Talk with Greg ...

*Greg Aldridge*  
General Manager

### New Kansas Area Code

All of KanOkla's 316 area codes are now 620. Our technicians did a great job of preparing for this conversion. If you haven't tried the new 620, you haven't noticed a thing. Both 316 and 620 will work until November, but I've been trying to start using 620, so I can get into a new habit. November will be here before you know it!

### Golden Anniversary

No, not mine, but KanOkla's! It all started at a meeting held in the Morrison Hotel in Anthony, Kansas in September 1951. Area farmers discussed the possibility of forming a rural telephone cooperative in that portion of the state, with loans available from REA. Its purpose would be to give better service to farmers and towns in the area than had been possible previously, under the system of separately owned rural lines.

The Harper County Rural Telephone Cooperative was then formally organized and incorporated. The name was changed to KanOkla Telephone Association in 1957 after beginning service to Oklahoma exchanges. We're also celebrating 10 years in our current offices, as KanOkla moved its headquarters from Anthony to Caldwell in March 1991.

We will be talking about anniversary celebrations all year at our Town Meetings, so check the schedule if you've recently missed one near you. We are very proud to be celebrating 50 years of providing solutions to your telecommunication needs. KanOkla has always provided state-of-the-art products and services, and none of that will change in the next 50 years!



## DO YOU HAVE AN EXPECTATION OF EXCELLENCE?

*By Louise DeWitt*  
Business Department Manager

Our expectations greatly influence our evaluation of services and products, don't they? When you plan a trip or a vacation, would you choose a destination that you've heard great things about? Or would you choose a destination that your friends visited last year and they told you the place was terrible? I would choose the great vacation spot, and I'd probably have really high expectations for my vacation. And our customers have the same right to expect excellent phone service, long distance, Internet service, etc. from their telecommunications provider, KanOkla.

At KanOkla, we have high expectations of ourselves, each other, and our products and services. I read an article recently that said we need to "breed an expectation of excellence".

Another phrase that you hear today is "investment in human capital", meaning the training, salary, and benefits of employees. Competitive businesses today need high achievers in all areas of the workforce. And employees know they must continue to learn and grow throughout their career. Both the company and employees have an expectation of excellence, for themselves and for each other.

What I am leading up to is our appreciation to you not only for "expecting the best" from us, but for being willing to tell us how we are doing when we ask, and sometimes when we haven't asked. Your expectations, along with our own, drive us to do our best. So, if you receive a KanOkla survey in the mail, please let us know how we are doing. We do have an expectation of excellence, and we know you do too.

### Inside this Chatter...

Tech Store Update	Calendar of Events
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Vernon Castle coming home	

**KANOKLA TELEPHONE ASSN., INC.**  
PO Box 111, Caldwell, KS 67022-0111  
(620-845-5682)

Greg Aldridge ..... General Manager

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**BUSINESS HOURS**

7:30 a.m. - 5:30 p.m.

Office closed Saturday and Sunday

**COMPANY TELEPHONE NUMBERS**

(No toll charge within KanOkla service area)

Customer Service, Trouble Reporting, and  
Other Business ..... 620-845-5682,  
or dial 611 inside the KanOkla Service Area.  
In Emergency ..... Dial Operator

**PHONE CHATTER**

A member newsletter published by the  
KanOkla Telephone Assn., Inc.

**Editor - Louise DeWitt**  
**Assistant Editor - Pam Schneider**  
**Staff - Kim Reilly**

**You are invited to attend a 2001 KanOkla Town Meeting nearest you!**

**April 4 at 11:30 a.m**

Bluff City Community Building

**April 5 at 5:30 p.m.**

Hardtner United Methodist Church

Come and enjoy an evening of fun, a great meal, and listen in to what "your" company is doing for you!

**Survey Winners...**

**Telephone Service – one month free local service**

City of Braman

**New Telephone – one month free local service**

Priscilla Wendt - Geuda Springs

**Internet – one month free local Internet service**

Denise Skibbe - Geuda Springs

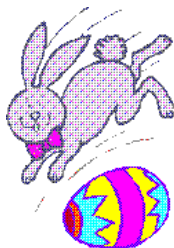
**Tech Store - \$25 Gift Certificate**

Leta Logan - Caldwell

**KanOkla Trivia**

It's time for KanOkla Trivia! The clues will describe a KanOkla employee and you are to guess whom that special someone is. Call 620-845-5682 or 611 with the correct answer and you will be put into a drawing for a \$30.00 KanOkla Buck certificate. Good Luck!

1. This person has a smile that warms the heart.
2. She works in the accounting department.
3. She graduated from Mulvane in 1969.
4. She sings and has sung at town meetings!
5. This person makes you really happy in October.



**KanOkla Easter Egg Hunt**  
**April 14, Saturday at 10:00 a.m.**  
**KanOkla Headquarters**  
**Caldwell, KS**



**Come and join the fun! Visit the Easter Bunny!**

**NUMBERS TO REMEMBER**  
**School/Chamber Information Lines**

<u>Caldwell Chamber</u>	<u>Hardtner Chamber</u>
620-845-6666	620-296-9967
<u>Caldwell High School</u>	<u>South Barber School</u>
620-845-9966	620-296-9966

**KanOkla is providing these numbers**  
**"FREE" to all our area schools and chambers.**

Do you need a little help getting your business off the ground?  
Wish there was a way to advertise all over the world?  
Why not promote your business with a web page?  
Call KanOkla at 611 and receive **20% OFF Web Page Design.**

**Attention: KanOkla Long Distance Calling Card Users in Kansas**

In February the 316 area code in Kansas was changed to 620. However, this will not affect your current KanOkla Long Distance Calling Card Number and Pin Number. Your current calling card number will work as it has in the past. All calling card numbers and pin numbers will stay the same unless you notify us that you would like yours changed to a 620 number.

If you would like your calling card number changed to a 620 number, give us a call at 611. A new card will be issued to you with your new number on it.

Thank you for being a KanOkla Long Distance Customer.

### F. Y. I. - New Area Code Info

The 620 area code change has played havoc with some calling features that you may have. If you call someone in the new 620 area code but dial the old 316 area code, then your name and number will not display on their Caller I.D. Also if you should have Selective Distinctive Ringing or Speed Dial you need to reprogram your numbers with the 620 area code. Sorry about any inconveniences but just like the song says, life's about changes, nothing ever stays the same!

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Storm season is fast approaching so make sure to protect your electronic equipment!

**All Surge Protectors are 20% OFF**  
all month long.

**Call KanOkla at 611 for details.**

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### KanOkla Telephone Association Scholarships Available



Applications available  
January 1st - March 31st, 2001

Available through your school  
counselor or call 620-845-5682.

The KanOkla Scholarship program will provide six scholarships, in the amount of \$1,000 each, to high school seniors of member families. Three will be awarded to Kansas seniors and three to Oklahoma seniors. The scholarships are broken down into three categories: an Academic Scholarship; a Vocational Scholarship; and a scholarship selected by random drawing of all eligible scholarship applicants.

### CALENDAR OF EVENTS

#### **Auction-Soup Supper—Kiowa, KS**

March 10, Saturday. The Barber County Fair Association is holding an auction and soup supper at the Spicer Auction Barn starting at 5:00 p.m. Proceeds will go towards building a new office building at the fairgrounds in Hardtner.

#### **Dinner—South Haven, KS**

March 11, Sunday. 11:30 a.m. to 1:30 p.m. The dinner will be at the South Haven Community Building. They will be serving chili and stew.

#### **KanOkla Town Meeting—Bluff City, KS**

April 4, Wednesday. 11:30 a.m. The meeting will be held at the Bluff City Community Building.

#### **KanOkla Town Meeting—Hardtner, KS**

April 5, Thursday. 5:30 p.m. The meeting will be held at the Hardtner United Methodist Church.

#### **Annual Benefit Auction—Nescatunga, OK**

April 7, Saturday. 10:00 a.m. The auction will be held at the Nescatunga Fire Station.

#### **KanOkla Easter Egg Hunt—Caldwell, KS**

April 14, Saturday. 10:00 a.m. The Easter Egg Hunt will be held at KanOkla Headquarters.

**If there are any special events happening in your community, please let us know. Call Brandi Williamson at KanOkla, 620-845-5682, to put in the Chatter's Calendar of Events. Thanks so much!**

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*Charlene Bathurst, pictured, was a young girl when her Marine brother, Vernon L. Castle, went to war in World War II and was killed. She treasures his memory. J-T photo by Helen Seubert*

### **Oklahoma Family Regains Brothers Remains from W.W. II After 60 Years**

The following article is provided courtesy of the Blackwell Journal Tribune, and was written and photographed by Helen Seubert, J-T city Editor.

For Charlene (Castle) Bathurst of Blackwell, L.E. Castle and Richard Castle, both of Jet, Vivian (Castle) Yoder, California, and Elmo Castle, Garber, this coming Aug. 17-18 will be bittersweet.

They and their families will be in Washington, D.C. for a memorial service in Washington Cathedral in which another brother, Vernon L. Castle, will be eulogized.

Castle's remains and the remains of 11 fellow Marines of the 2<sup>nd</sup> Raider Battalion will then be interred in Arlington National Cemetery. For almost 60 years, the fate of Castle's remains and 19 comrades was one of mystery and search.

The story begins on Aug. 17, 1942, when 222 Marines from the 2<sup>nd</sup> Raider Battalion landed on the island of Butaritari on the Makin Atoll, some 2,000 miles southwest of Pearl Harbor.

Purpose of the raid was to destroy a Japanese communications station. The raiders, through erroneous intelligence, thought the island to be lightly defended and didn't expect Japanese naval vessels to be in the area.

Led by Colonel Evans Carlson and Major James Roosevelt, the Marines destroyed the station, but a getaway from the island turned difficult.

## ***From the Desk of the WHIZ:***

Whether it was the cold weather or perhaps just a coincidence, viral infections have made the past month unpleasant for both people and PCs. Fortunately, there are steps to prevent contagions for both (although we'll mainly be dealing preventative measures for your computer).

Of all the virus questions we hear, the first thing everyone wants to know is "How did I get this?" Most viruses, especially those of late, are spread via email. Generally the virus is some form of executable file (whether a .vbs file (Visual Basic Script) or .exe (Windows Executable Application)) that performs some kind of alteration to the Windows system that creates odd or malicious behavior.

And since they are executable files, they must be executed to continue on their evil ways. Depending on the type of virus, you don't actually have to execute the file to become infected. Most email programs read the first few lines of attachments to verify file types and associations. This isn't because of some oversight, but as a convenience so that files like pictures and music are automatically displayed. To prevent this from happening, turn off the preview feature so that messages are only read when you double click on them. TIP: in Outlook Express, turn off your preview pane by choosing the "View" menu, and then selecting "Layout..." Then, in the "Window Layout Properties" unselect "Show Preview Pane."

The next most frequently asked question, is "Who gave me this virus?" Unlike the world of human viruses, the person sending out a virus usually doesn't even know that they are infected. Most computer viruses spread by one of two ways: the first is the "piggy-back" method, which sends a message containing a copy of itself to everyone that you email, all unbeknownst to the sender; the second method of distribution is the "bulk mail" method, where the virus sends a copy of itself to everyone in your address book (also hidden from the infected person).

The last, and probably the most important question regarding virus infection, is "How do I get rid of this virus?" The answer depends on the particular type of virus. Most can be removed simply and easily with an anti-virus software package. The two best anti-virus software packages available for Windows are Norton Antivirus and McAfee Virus Scan. I personally recommend Norton Antivirus (available at the KanOkla Tech Store for \$49.95) but both are equally capable products. Some viruses though, create major damage and must be manually removed and deleted. Some even replace vital Windows files with corrupt counterfeit copies that must be restored from original system discs. For viruses this severe it is good idea to have a qualified virus specialist remove the virus from your system.

TIP: After installing a commercial virus package like Norton Antivirus, it is CRUTIAL that you continually update the virus definitions. Virus definitions are, like the name suggests, a dictionary of known viruses for your software, so that it can correctly diagnose problems before they infect your system.



- the Whiz



### **Central Office Tech**

#### **Tidbits from...**

Alan Van Horn  
Systems Administrator

### **More Information on 620, a New Face, and Virus Update**

If you have had time to keep up with the news lately, you know that many of your area codes have been changed to 620. We completed our conversion on February the sixth. All areas in the southern half of Kansas, with the exception of the Wichita area should now be dialed using 620. More information can be found at [www.kansascode.com](http://www.kansascode.com). You may still dial using either the 316 or 620 area code until November, at which time using 316 for 620 areas will no longer work. Remember that the Wichita area retains the 316 code, if you try to dial that area using the 620 code you will get a recording. The conversion went reasonably smooth, the only problems we ran into were some 800 numbers that would not work as AT&T had neglected to load the new code into all of their tandem switches. They got that corrected later that day. Those of you who use pin numbers may have noticed that they would not work for a few hours. The area code conversion program for the equipment that contains our local caller name database and pin numbers, called an application peripheral, did not convert the pin numbers properly and we had to reload them. Telephone companies will be converting their switches at different times throughout the permissive dialing period so those of you with Caller ID may notice you are still getting some 316 codes even from areas that are now officially 620.

As to the reasons behind the need for your area code to change, the proliferation of cellular phones, fax machines and second lines has been pointed to as the cause. Adding to the problem is that when telephone switches used mechanical switching and relays it was not feasible to assign numbers in blocks of less than ten thousand, even if an exchange served less than a hundred people. With the advances in technology, the FCC and the state corporation commissions are looking very closely at number pooling and local number portability. These methods will solve the number shortage but will unfortunately lead to ten digit local dialing.

(Oklahoma Family Continued from page 3)

Two oversized submarines, the Nautilus and the Aragonaught, had brought them to the island at dawn and they made their way to the beach in small rubber boats with unreliable outboard motors. In trying to leave, they were met by a sizeable force of Japanese and heavy surf making their rubber boats hard to maneuver. A looming Japanese destroyer made it imperative the submarines leave. They didn't know until their return to Hawaii how many were left behind.

Only about half of the Marines made it back to the submarines. The rest, including Col. Carlson, were stranded on shore but managed next day to arrange a rendezvous with the subs. Before leaving, Carlson paid some natives to bury the Marines killed in the fighting.

The official Marine count was 18 Americans dead and 12 missing, but the real number is in doubt. The identities of five Raiders who left a sub to help the stranded men has not been established. It is believed they survived, were captured and later executed by the Japanese.

A military team search was made for the Marines' bodies in 1948 but found none. In recent years, members of the Marine Raiders Association pressed the Pentagon to renew the search.

After three attempts, starting in 1998, investigators found the men's remains, some with dog tags, in December 1999 on Butaritari. The burial site was found with the help of an elderly islander who said he helped bury the Marines in 1942.

Here, Charlene Bathurst picks up the story.

"My brother, Vernon Castle, enlisted in the Marines while attending Oklahoma A&M College, (later Oklahoma State University) at Stillwater in February 1941. He was born Oct. 20, 1920, and lacked two months of being 23 when he was killed," she added.

Tentative efforts are underway to secure the Medal of Honor for Castle. In a book, "Bless em All," General Peatross reportedly was an eyewitness and states in the book "Castle's heroic act was the bravest act I witnessed in all of World War II. I should have recommended Castle for the Medal of Honor, there being no doubt among any of us present that he had demonstrated conspicuous gallantry and intrepidity at the risk of his life above and beyond the call of duty... (and) gallantly gave his life for his country."

"We first learned about the mass grave from a cousin in Pennsylvania. My parents, Lois and Charles Castle of Jet, now deceased, knew he had been killed and was buried in a mass grave on the atoll," Bathurst said.

When the news came the remains were brought to Hawaii on Dec. 17, 1999, for forensic and DNA testing, we were hopeful. Months later, my brother Elmo Castle flew in September to Hickam Air Force Base where the Central Identification Laboratory Hawaii (CILHI) is located. My brother's dog tags and remains are in the possession of the Marines at this time," she said.

"When the remains are brought to the mainland, my brother, a Korean veteran, will go to Hawaii to be part of the honor guard escort," Bathurst said.

Castle's medals included the Sharpshooter, Carbine, Asiatic-Pacific Campaign, World War II, American Defense, and Purple Heart.

Their brother's final resting place, in Arlington National Cemetery, was a family choice, according to Bathurst.

Families planning to be in Washington, D.C., for the memorial service and burial are those of Charlene (Castle) Bathurst, Vivian (Castle) Yoder, California, Elmo Castle, Garber, and L.E. Castle and Richard Castle, both of Jet.



*Field Musician 1<sup>st</sup> Class Vernon L. Castle, member of the Marine 2<sup>nd</sup> Raider Battalion and his medals are an heirloom collage in the home of Elmore and Charlene Bathurst.  
J-T photo by Helen Seubert*

(Continued from page 4)

We would like to introduce you to a new employee this month. Ed Bernard will assume the position of Network Administrator. Ed has worked for South Central Telephone the last several years, so he well understands the challenges rural telephone companies face. Ed will be working with us in our inside plant department on fiber optic terminals, switching equipment and all the other various pieces of electronics and computers that it takes to operate a modern telephone company. Ed enjoys hunting, fishing and small town life and is currently looking for a house in KanOkla country.

Our business office was recently hit by a computer virus which came in as an email attachment. Little damage was done but it took many hours to get things cleaned up. While our anti-virus software is updated frequently, this one was too new and spread faster than the anti-virus companies could get their updates out. Ours, on average, stops about one virus per day coming into our business office via email but missed this one. Also, most viruses are spread as email attachments, usually from friends and family. Unless you are very sure about the source and the safety of an email attachment, do not open it.



*Ed Bernard*



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