



KanOkla Internet is dedicated to providing great internet service for our members. Integral to that commitment is our service of assisting customers with internet related technical support. In addition to telephone assistance that is available seven days a week, we also want to educate our users about some of the threats and problems that can arise from using the internet in the following are some steps and recommendations for keeping your computer and internet connection working as it should.

**\* Spyware**

Spyware is software that collects personal information without your knowledge or permission. You might be the target of spyware or other unwanted software if you download music from file-sharing programs, free games from sites you don't trust, or other software from an unknown source. KanOkla recommends two pieces of software that can help prevent and remove spyware - Lavasoft's Ad-Aware (<http://www.lavasoftusa.com/>) and Spybot Search & Destroy (<http://www.safer-networking.org/>).

**\* Software Updates**

Regular maintenance is part of maintaining all kinds of equipment in even your home computer. Windows XP makes this process easy - it has components that, when enabled, automatically download and install software patches and security fixes that are released from Microsoft. For other Windows based operating systems, you can access the Windows Update website in Internet Explorer by looking under the Tools menu, then selecting Windows Update. This will take you to a web-based application that scans your computer for needed software and then initiates the install process.

**\* Virus Software**

The best way to treat a cold or a virus is to avoid catching it in the first place. The same goes for your computer. You can help to prevent viruses from infecting your computer or spreading to other computers. KanOkla recommends installing and regularly updating virus software on all PCs connected to the Internet - there are several great packages out there - some that require a yearly licensing fee like Norton Antivirus (<http://www.symantec.com/>), and some that are free for home users like AVG Antivirus (<http://www.grisoft.com/>). Regardless of the software you choose, make sure to keep the definitions up to date - the definitions are what tell the software what to look for when scanning for viruses.

KanOkla appreciates your patronage and support of our Internet services. We hope these tips will help with your overall computing experience and your access to the Internet. Keep in mind that for any computer maintenance or repairs that might arise, we have a full staff of computer repair technicians available at the KanOkla Store. We're ready to assist with any of your computer upgrades or repairs in all at affordable rates.

Thanks and have a great week!

-The Whiz

The front page is the KanOkla windmill with a colorful Kansas sunset as the backdrop. The picture was taken by Doug Wirtz. Doug, who was visiting from California, is a cousin of KanOkla employee Kim Reilly. Thank you Doug for sharing such a beautiful picture!

**KanOkla**  
 PO Box 111, Caldwell, KS 67022-0111  
 (620-845-5682)

Greg Aldridge.....CEO/General Manager  
**Board of Directors**  
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 (Braman)  
 Mark McEachern.....Director  
 (Jet-Goltry)  
 J.C. Feist.....Director  
 (Director at Large)

**KanOkla Headquarters and KanOkla Store**  
 7:30 a.m. – 5:30 p.m.  
 Office closed Saturday and Sunday  
**Help Desk**  
**Internet Support**  
 Monday-Friday Saturday  
 7:30 a.m.-9:00 p.m. 8:00 a.m.-5:00 p.m.  
 Sunday Noon-5:00 p.m.

**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 Assoc., Inc.

**Editor – Pam Schneider**  
**Assistant Editor – Kim Reilly**


Would you like a chance to win \$50?  
 Every time you pay your bill  
 by the 10<sup>th</sup> of the month  
 you are automatically entered into  
 a drawing to win \$50!  
**It Pays to Pay On Time!**

**Survey Winner**

Lisa Moreland of South Haven, KS.  
 Lisa won a \$25 KanOkla Gift Card  
 for returning the survey.  
 Congratulations!

**We have a \$50 Winner**

Mark Reed with Creative Carpentry  
 of Hardtner, KS won the drawing  
 for paying their bill by the  
 10th of the month.  
 Congratulations!




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PRSR STD  
 U.S. POSTAGE  
**PAID**  
 PERMIT #482  
 Wichita, KS

# Thanksgiving...



...the holiday season is a time for getting in touch with family, KanOkla can help...

Sign Up  
 for any Calling Feature  
 and receive  
**3 Months FREE**  
**& FREE Activation!**

some features that can help you include...

**3-Way Calling • Automatic Recall • Caller ID • Voice Mail**

Certain restrictions apply. Offer good November 2004 only. Call 611 for details.



# Chatter

Volume 32 November 2004 No. 12

*We are thankful for...*



**A Message to Our Members  
(from the 2004 Annual Meeting)**

KanOkla has been very fortunate to have a prosperous past and a commitment to the future. The credit for that prosperity goes to each person with a tie to KanOkla. The loyalty begins with each member of this organization. Your trust in KanOkla and your continued use of our products and services is second to none. Our latest independent survey shows your loyalty to KanOkla far exceeds the national averages. For that commitment, we thank you.

In order to achieve this status, many factors must come together. The employee commitment is one of the most important pieces of the puzzle. KanOkla has the privilege of employing the best in the industry. Each of our employees strive to know the importance of customer service and knowledge of the products we sell. It is with pride that they seek to better this position through education and training. This commitment is strongly supported by your board.

We continue to search for new technology and more economical ways to provide our services. Our construction projects seem to be a never-ending program. In one sense, that is good, as we are able to offer the latest technology. On the other hand, the commitment required to offset the constant turmoil of construction is a strong one. Without that commitment, none of the projects would be completed.

The commitment to rural America shows in every direction you look in KanOkla country. The scholarship program, the FRS youth tour, the matching funds program, the town meetings and coffees, the community service award, the Easter egg hunt, the 4H-FFA premium iadd-on program, the fair booths and parade participation, the sponsors of social events and being open for consideration of many other projects, are just a few of the hands-on rural support. The employees and board members are also active in many local organizations and churches.

On October 12, 2004, we paid out capital credits totaling \$401,158. This represents a refund of 82% of the 1996 balance. This amount, coupled with \$140,561 paid to the estates, made our total patronage refund \$541,719.

We are proud of these commitments and thank each of you for the support you give us in return.  
~Dave Lowe, President Board of Directors and Greg Aldridge, CEO/General Manager



Thankful for...

Faith

Family

Friends

Health

Sunsets

Bountiful Harvests

Sunrises

**Construction News**

This has been a very busy summer here in KanOkla country. David Sharp has been busy inspecting the 2004 project. This project includes the exchanges of Geuda Springs, South Haven, Braman, Corbin and Caldwell. Michels Mid-America Line and Cable has completed the construction in these areas except for in the south Caldwell/Renfrow area.

The project was started in June and is scheduled to be completed in late November. The contractor has started to blow the fiber optic cable and the copper cable in the conduit throughout these areas. KanOkla crews have started to install the 20 remotes.

The next phase of the engineering has been completed. There will be approximately 172 miles of fiber optic and copper cables installed on the next phase of this project and 26 remotes installed. The next phase of this project is scheduled to start in the first quarter of 2005. The areas of construction will include the exchanges of Manchester, Waldron, Jet, Goltry, Capron and Hardtner.

We are looking forward to having these projects completed so all of KanOkla's subscriber base will be capable of having high speed Internet and all the features that you are able to have in the cities.

Stay tuned for more construction updates in future KanOkla Chatters.

~Leon Dreiling-Drafter/CAD Operator



**Do you go over your phone bill EVERY month to separate the calls for everyone? Save yourself time by using Account Code Billing! With account code billing, the calls are sorted for you. For each account needed, all you do is set up an account code to be entered before the call is made. All calls will still be on one bill, just divided into each account. Call today for details!**

**IMPORTANT CAPITAL CREDIT INFORMATION**

**YES, CAPITAL CREDIT REFUNDS HAVE BEEN PAID.** Many have been asking that important question. Your Board of Directors voted to retire **82%** of the remaining balance of 1996. Last year you were paid 30% of 1996's allocated capital credits. This left 70% in your capital credit account, which is the balance this year's refund was based on. The checks were issued and sent on October 12, 2004. If you were using KanOkla service during the fiscal year 1996 you should have received your capital credit refund check within the week following the 12<sup>th</sup> of October.

Please help me be more efficient in the process of handling your capital credit check:

1. Please make sure that I have your correct address.
2. If the check is issued in a deceased person's name do not cash it or call me.
3. If the capital credit account is in a joint name (husband & wife), which are now divorced call me.
4. If you did not receive a capital credit check and think you should have call me.
5. Do you have family or friends that have moved out of KanOkla service area, but did live here during the 1996 fiscal year (July 1, 1995-June 30, 1996)? Let them know 1996 capital credits have been paid and ask them if the Association has their current address. Tell them to call me.

REMEMBER CAPITAL CREDITS ARE YOUR TANGIBLE PROOF THAT YOUR COOPERATIVE IS WORKING WELL.

~Rosie Bernard-Capital Credit/Membership Representative



**Attention!**  
KanOkla Country Kids  
Remember to email Santa your wish list  
beginning on December 1, 2004.  
santa@kanokla.com

*Your Invited to*  
**KanOkla's Christmas Open House**  
*December 8, 2004*  
10:00am-2:00pm at KanOkla Headquarters  
5:00pm-8:00p.m. at the KanOkla Store

Come spend an evening with us...  
Enjoy a meal prepared by "Yur Place" of Hardtner  
Enjoy music of the 50's & 60's...  
Hear what KanOkla is doing for you  
and you might win...  
One of the 27 \$50 bills...or  
The \$500 drawing...or  
The Grand Prize of \$1,000!  
November 5, 2004  
Registration begins at 5:00pm  
Business Meeting begins at 7:00pm  
Caldwell High School Gymnasium/Cafeteria  
Mark your calendar...November 5th...hope to see you there!




november 2004						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
14 Jet Thanksgiving Dinner at Morris Community Building 11:30-1:30	15	16	17	18	19	20 St. Martin's Feather Party 7:30pm in school basement Raffle Drawing
21 Danville Alter Society Thanksgiving Dinner & Raffle at Danville Hall 11am-2pm	22	23	24	25 Thanksgiving KanOkla Closed	26 KanOkla Closed Caldwell Arts & Crafts Open House 9:30-4:30	27
28	29	30				
December 2004						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8 Caldwell Chamber Lighted Parade KanOkla Open House 10am-2pm KanOkla Store 5pm-8pm	9	10	11 Caldwell Home Tours 1pm-5pm tickets at Cherokee Strip Museum