

THE RAINBOW CONNECTION

www.rainbowtel.net

800-892-0163

CONTACT US

Everest Office

608 Main Street • Everest, KS 66424
Monday – Friday: 8 a.m. to 5 p.m.

Hiawatha Office

628 Oregon Street • Hiawatha, KS 66434
Monday – Friday: 8 a.m. to 5 p.m.

Horton Office

126 West 8th Street • Horton, KS 66439
Monday – Friday: 8 a.m. to 5 p.m.

Seneca Office

513 Main Street • Seneca, KS 66538
Monday – Friday: 8 a.m. to 5 p.m.

Sabetha Office

121 South Washington • Sabetha, KS 66534
Monday – Friday: 8 a.m. to 5 p.m.

Technical Support Center: 800-892-0163

24 hours a day, 7 days a week

COMMUNITY EVENTS

October 14

Octoberfest, Horton

November 4

Ladies Night Out/Dueling Pianos, Seneca

November 17

Ladies Night Out/Comedy Night, Sabetha

November 25

Night of Lights, Horton
Shop Local Begins, Hiawatha

December 9

Christmas Homes Tour, Hiawatha

December 31

New Year's Eve Fun Run, Sabetha

The logo for Rainbow Communications features a stylized rainbow arch above the word "Rainbow" in a large, bold, serif font. Below "Rainbow" is the word "COMMUNICATIONS" in a smaller, all-caps, sans-serif font.



Retransmission Negotiations to Begin With TV Broadcasters

Every three years retransmission consent requires cable operators and other multichannel video programming distributors to obtain permission from broadcasters before carrying their programming. A broadcaster — such as ABC, CBS, FOX, and NBC — may propose that the cable provider, such as Rainbow Communications, pay cash to carry the broadcaster's station or ask for any form of consideration to "retransmit" their signal to its customers. The cable provider may also refuse the broadcaster's proposal and not carry the broadcaster's programming.

This fall, Rainbow Communications will begin working with the above-mentioned broadcasters to come to a mutual agreement to carry their stations through the years of 2018-2020.

How could this affect Rainbow Communications customers? It is our intention to negotiate the best possible rate for our customers, but agreements reached between Rainbow Communications and broadcasters may affect your channel lineup and may possibly cause rate increases on your cable bill.

How may broadcasters respond? Negotiations may become quite competitive over the next couple of months. Be aware that broadcasters may use various 'scare tactics' against Rainbow Communications and other cable companies. For example, scrolling messages on local channels, etc.

How can customers stay updated on the negotiations? We will update you as these negotiations progress and will work toward a reasonable payment to these broadcasters, which will help us keep our video programming rates affordable. Negotiations may last until December 31, 2017. Get the latest news on our website, www.rainbowtel.net.

For more information about retransmission, visit www.tvonmyside.com.



TVonmyside.com

**Working for You,
to Keep Costs in Check**

TVonMySide.com is your source for up-to-date information and solutions about TV network disputes. This website is a collaborative effort of hundreds of local, independent cable TV providers located throughout the country in communities like yours. By uniting our companies, we can work together to achieve more flexibility and better offerings for you at the lowest price possible.

Frequently Asked Questions:

If Rainbow Communications is trying to control costs, why does my bill seem to go up every year?

While we pledge to hold prices as low as possible, annual adjustments are necessary because of the rising cost of Network fees and other factors. In fact, Network fees have increased at 3½ times the rate of inflation over the past 15 years. As your Local TV provider, we absorb a portion of those increases and pass along a portion to our customers.

If channels are temporarily suspended, what are my viewing options?

In each situation, Rainbow Communications will let you know of viewing alternatives, when and where they're available.

Visit www.tvonmyside.com to learn more.



Earlier this year we began a transition to move more than 1,400 TV subscribers in eight communities from our analog system to the all-digital system. We're making this change because we're no longer able to add new standard definition or high-definition channels to our analog system, yet network contracts demand we carry specific channels.

How do you know if you're a part of this digital upgrade? The digital upgrade affects you if:

- You do not have a set-top box at each television within your home.
- You've had the same Rainbow set-top box for more than five years and reside in Elwood, Hiawatha, Highland, Horton, Sabetha, Seneca, Troy, or Wathena.

We have contacted all the analog customers in segments via mail pieces and phone calls over the past seven months. To date we have transitioned more than 75 percent of the analog customers. Throughout the remainder of 2017, we will continue reaching out to the affected analog customers to switch them to the all-digital system. The biggest difference customers will notice between the analog system and the all-digital system is in picture quality. Programming on Rainbow's all-digital TV service will look better because the video is compressed to allow for high-definition channels.

If you're a current analog TV customer, we encourage you to call us as soon as possible at 800-892-0163 to upgrade your services. Analog TV customers will notice their channels begin to phase out October 30.

Visit www.rainbowtel.net/digitalupgrade for more information.

**Introducing
ViewLocal**

**Just local channels.
Just \$17.95 per month.
Just perfect.**



www.rainbowtel.net/viewlocal



Four Ways to Make Your Home's Wi-Fi Faster

Rainbow Communications offers lightning-fast Internet speeds, but if your Wi-Fi router is out of date or not set up correctly, it could be slowing you down. Here are some tips to help you maximize router performance and enjoy the Internet speed you ordered:

- 1. Choose the right channel and frequency.** Routers have many channels; sometimes, just changing the channel can make a huge difference. Channel 6 is the default setting for most routers, so it has a higher risk of being congested. We suggest you use a channel closer to 1 or to 11. Routers also have different frequencies. Generally speaking, 2.4 GHz is better for bigger homes with multiple floors because the signal travels farther and through walls. For smaller homes, 5 GHz is great because it offers faster speed, just at a shorter range.
- 2. Move your router to its ideal position.** Keep your router centrally located and away from thick walls made of brick or concrete, water, and windows.
- 3. Make sure your router is secure.** Putting a password on your router or limiting which devices can access your network will keep other people from using your network and slowing it down.
- 4. Upgrade your router.** If your household has several people—each with a computer, phone, and tablet—plus there's a gaming console, your entry-level router's capacity might be exceeded. A home network with this much online activity warrants the purchase of an upgraded router.



Questions? Call Rainbow Communications Customer Service at 800-892-0163 or stop by one of our offices.

Rainbow Athletes of the Month



Elizabeth Kettler
Sophomore
Hiawatha High School, Track
May 2017



Doniphan County Legion
Doniphan West & Troy, Baseball
June 2017



Cuttar Huss
Graduate
Troy High School, Football
July 2017

Rainbow congratulates our athletes of the month!

Check out the full stories on these athletes at the Sports in Kansas Network (@sportsinkansas, kansas-sports.com)

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rainbow-communications_2](http://www.linkedin.com/company/rainbow-communications_2)

LOCAL BUSINESS SPOTLIGHT

Armstrong Farms

Jay Armstrong is a fourth generation farmer and owner of Armstrong Farms, with close to 3,000 acres near Muscotah. He describes the business this way: “We mostly grow corn and soybeans with some wheat. The farm includes a retail location where we’ve sold Pioneer seed since 1939 as well as a grain elevator for personal use.”

Technology Keeps Evolving

In addition to a long history of farming with his father, uncle, and grandfather, Armstrong has a long history with Rainbow Communications. He says, “I can remember using old crank phones and having to go through the operator whenever you wanted to make a call. Those were the days of the party line, which was just about as entertaining as today’s Internet. It was a big deal in the early 1960s when our family got rotary phones and had a private phone line for the first time.”

Communications technology has changed dramatically in recent years, making a huge impact on farming as it has

on every type of business. Armstrong explains, “It’s a whole new world now. We need Wi-Fi all across Armstrong Farm to provide Internet access to our outlying buildings. For example, we use bar codes for pricing and have tablets to sign invoices.”

Support From Rainbow Communications

Armstrong Farms currently gets Hosted PBX phone service, fiber Internet, and TV services from Rainbow Communications. Armstrong notes, “Through the decades, Rainbow Communications has kept up well with changing technology. For them to provide fiber optics here in our rural area is amazing. I belong to several national organizations, and when I tell people we have fiber here in Muscotah, their mouths drop. Rainbow Communications is a local co-op that’s invested well in technology. As customers, we don’t know how lucky we are.”

Armstrong Farms used to have a traditional, on-site phone system but recently switched to Hosted PBX. Armstrong explains, “I switched to Hosted PBX because our old phone system was struck by lightning multiple times. I got tired of having to replace this equipment plus it was getting too old to have repairs done. With Hosted PBX, I now rent the equipment, which allows me to keep up with changing technology and phone improvement without the cost of ownership.”

