

## Staying Connected: No Matter What Winter Brings

South Dakota winters can be unpredictable, but your connection doesn't have to be. At TrioTel, we work year-round to keep your internet, phone, and TrioVision services running smoothly—no matter how cold, snowy, or windy it gets.

One big reason our customers enjoy reliable service even during harsh weather? TrioTel's fiber-optic lines are buried safely underground, protected from ice, storms, and extreme temperatures. That means fewer outages, stronger performance, and peace of mind knowing your connection is built to handle the heart of winter.

And if Mother Nature does throw us a curveball, our LOCAL technicians are always ready—braving the elements so you don't have to—ensuring your home stays connected for work, entertainment, and staying in touch with loved ones.

Thank you for trusting TrioTel to keep your home online, warm, and connected all winter long.



## Enhanced WiFi *THE WHITE GLOVE SERVICE*

With TrioTel's Enhanced WiFi, reliable, fast WiFi isn't just a convenience—it's a guarantee. For just \$9.95 per month, you get a professionally managed router with free upgrades, automatic firmware updates, and remote troubleshooting from our office—no home visit needed. If your router ever stops working, we replace it at no additional charge.

Our White Glove Service takes care of every detail, from personalized setup to on-the-spot troubleshooting. Our technicians optimize your equipment, answer all your questions, and ensure your whole home is covered with strong, consistent WiFi. With TrioTel handling the hard work, you can relax, connect, and enjoy the season—because staying online has never been this effortless, reliable, or worry-free. Call our office or visit [www.triotel.net/enhancedwifi/](http://www.triotel.net/enhancedwifi/) for more information!



## Spencer Fire Department Receives New Medical Device

Triotel is proud to support the Spencer Volunteer Fire Department with a \$3,300 donation to help purchase a new blood pressure and oxygen monitoring machine. This vital piece of equipment will assist the department in providing faster, more accurate care during emergencies—something that benefits the entire community.



At Triotel, we deeply value the dedication of our volunteer fire departments. These teams show up day and night, often leaving home and family at a moment's notice to help others. Giving back to them is one way we can show our appreciation and ensure they have the tools they need to stay safe and serve effectively. We're grateful for the opportunity to support such an essential group of local heroes and remain committed to investing in the communities we call home.

## - TRIOTEL STAFF HOLIDAY FAVORITES -

						
<b>Favorite Holiday Movie &amp; Treat:</b>	<b>Favorite Holiday Movie &amp; Treat:</b>	<b>Favorite Holiday Movie &amp; Treat:</b>	<b>Favorite Holiday Tradition:</b>	<b>Favorite Holiday Tradition:</b>	<b>Favorite Holiday Treat &amp; Tradition:</b>	<b>Favorite Holiday Tradition:</b>
<i>National Lampoons Christmas Vacation and Homemade Chex Mix</i>	<i>It's a Wonderful Life and Peanut Butter Balls</i>	<i>Die Hard and Deviled Eggs</i>	<i>My family has an "Annual Bake Day," which is easily my favorite holiday tradition!</i>	<i>Candlelight Christmas Eve Service</i>	<i>Pumpkin Pie and Eating Food!</i>	<i>I love traveling with my family to Sioux Falls to watch the Parade of Lights. It's the perfect way to start the holiday season!</i>



# THE TRIO

QUARTERLY NEWSLETTER FOR THE CUSTOMERS OF  
TRIOTEL COMMUNICATIONS, INC.

**MESSAGE FROM  
THE MANAGER**  
PG. 2

**BE SMART ABOUT  
STREAMING** PG.3

**SPENCER FIRE  
DEPARTMENT  
DONATION** PG.4



- YEARS OF CONNECTIONS -  
TRIOTEL COMMUNICATIONS, INC.

## STOP IN FOR A CHRISTMAS GIFT

December 1st - 31st we will be handing out a Christmas gift to anyone who comes to the office. Stop in and say hi!

**While supplies last. One per person. Must be in the office to claim the gift.**

## OFFICE INFORMATION

### OFFICE:

330 S Nebraska St.  
PO Box 630  
Salem, SD 57058

### HOURS:

Mon.-Fri. 8am-4:30pm

### PHONE:

(605) 425-2238

### EMAIL:

customerservice@triotel.com

### VISIT US ONLINE:

www.triotel.net

## 988 SUICIDE AND CRISIS LIFELINE

By calling or texting 988, a person can connect directly with a mental health professional via the 988 Suicide and Crisis Lifeline. The 988 Suicide and Crisis Lifeline is a national network of more than 200 crisis centers, staffed 24/7 to provide confidential assistance. These centers are supported by local and state sources as well as the Department of Health and Human Services' Substance Abuse and Mental Health Services Administration.



## CALENDAR NOTES:

**1st of the Month-** TrioTel Invoices Mailed Out

**15th of the Month-** Prompt Payments Due (1st year customers)

**20th of the Month-** Remaining Payments Due

### OFFICE CLOSED

December 24th (at Noon)

December 25th

December 31st (at 3PM)

January 1st, 2026

happy holidays

## MESSAGE FROM THE MANAGER

As we near the end of another remarkable and productive year, I want to take a moment to reflect with gratitude on all that we've accomplished together and to share the excitement building for what lies ahead. At TrioTel, our continued success in 2025 has been made possible by the dedication of our incredible team and the loyalty of our members. Despite challenges across our industry, we stayed focused on our mission: delivering reliable, high-quality broadband service while maintaining the personal connections that set TrioTel apart. Our 100% fiber network continues to reach more homes, farms, and businesses, ensuring our rural communities have access to the dependable service they deserve. These achievements are a direct reflection of the trust, hard work, and shared commitment that define our cooperative family: our members, employees, and board of directors.

Looking ahead, 2026 will be a milestone year as we celebrate TrioTel's 75th anniversary. This is more than an anniversary; it's a celebration of our shared legacy—three-quarters of a century built on trust, innovation, and the belief that when we work together, we all succeed. Throughout the year, we will honor our history and look boldly toward the next 75 years of connection and community. As we prepare for this special moment, I invite each of you to reflect on what our cooperative means to you, and how, together, we can continue to grow and evolve while staying true to the values that have guided us since day one.

As we approach the holiday season, may you enjoy time with loved ones and reflect on the many blessings of the past year. Thank you for your continued support, engagement, and belief in our mission. We look forward to serving you and celebrating this milestone year with all of you in 2026!

Merry Christmas & Happy New Year!

Heather Kranz  
CEO/General Manager



## Your Router's Holiday Glow: What Those Lights Really Mean

Ever notice your router flashing like a miniature Christmas tree? Those twinkling lights aren't just for decoration — they tell you what's happening behind the scenes with your internet connection!

**No lights** means the router is off or not getting power. Make sure it's plugged in and secure.

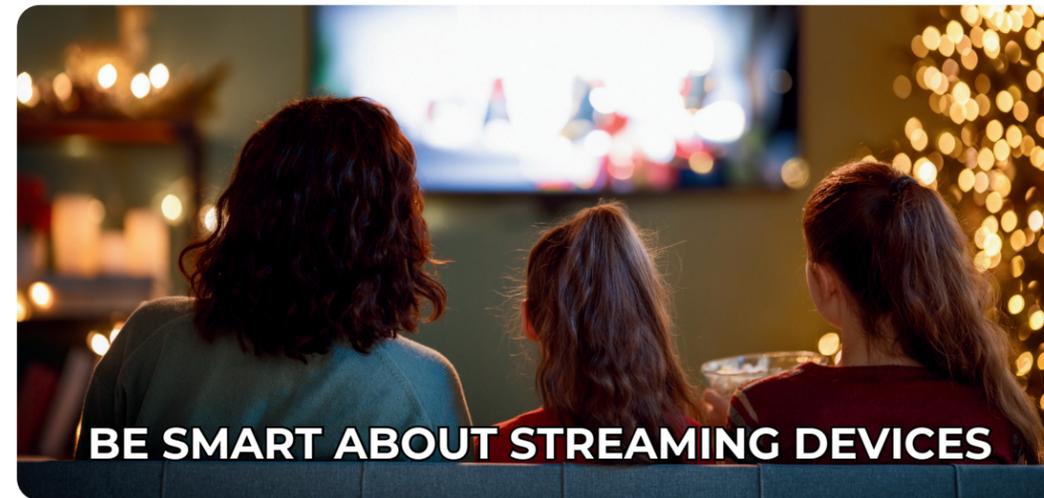
A steady **green light** or, depending on the router brand, a **white light** usually means everything is merry and bright — your internet connection is working as it should.

**Blinking lights** often show that data is moving, much like Santa's sleigh zipping through the night delivering gifts.

If you spot a **red or amber light**, though, that's your cue to check your connection— it may mean something's on the fritz. Try rebooting your router. Unplug the AC Power Cord for 2 minutes and plug back in.

### Important Reminder:

Many "Superboxes" and similar devices are illegal. These boxes are intended to stream copyrighted material without a valid subscription making it a direct violation of copyright law. If you or anyone in your household uses one to stream copyrighted material, you may be subject to criminal fines and penalties, and you could also be held civilly liable for substantial damages.



Streaming is one of the easiest ways to enjoy your favorite shows, movies, and sports — all from the comfort of home. With so many devices and apps available, it's important to make sure you're choosing ones that are safe, secure, and reliable.

We have seen an increase in devices often called "Superboxes" or "free TV boxes." These are typically marketed as a one-time purchase that gives you access to endless entertainment without any monthly subscriptions. While that might sound tempting, these boxes often come with some serious downsides.

Many of them stream unlicensed or copyrighted material, which can lead to legal issues — and TrioTel cannot support or service these types of devices. Even beyond the legal risks, some of these boxes can cause problems for your home network by using your upload bandwidth or connecting to hidden services without your knowledge. This can lead to slower internet speeds, lag in gaming, buffering videos, and even smart home issues.

At TrioTel, we care about keeping your internet connection fast, secure, and worry-free. Using approved and trusted streaming devices — like Roku, Fire TV, Apple TV, or smart TVs from reputable brands — helps ensure the best experience. Popular services such as Netflix, Hulu, Disney+, and Amazon Prime Video are all licensed and safe to use.

If you're ever unsure about a streaming device or app, don't hesitate to reach out. We're happy to help! Call us at 605-425-2238 or visit [www.triotel.net](http://www.triotel.net).

### POTATO SOUP



6 c. Peeled and diced red potatoes	3 c. milk
2 c. water	¼ c. flour
1 c. diced celery	3 c. grated cheese
1 c. grated carrots	
½ c. finely chopped onions	
2 tsp. dried parsley flakes	
2 chicken bouillon cubes	
1 tsp. salt	
½ tsp. black pepper	

From the Kitchen of  
*Jolene Pulse*

Cook first nine ingredients with the water until tender. Mix 1 c. of the milk with flour, until the flour mixture is smooth. Add this along with the remaining 2 c. milk to the potatoes; then add the grated cheese. Heat until the Cheese melts. Enjoy!

In the TrioTel Fall Newsletter we asked customers to send in their favorite soup recipes! Thank you to everyone that submitted. Enjoy this one that was sent in from Jolene Pulse.