

## NATIONAL SAFE DIGGING MONTH

Calling 811 is a quick and free step that helps protect your property, your family, and your community. Damaging underground utility lines can cause service outages, costly repairs, or even serious injuries. By having utilities marked ahead of time, you can dig safely and avoid preventable accidents. This National Safe Digging Month, remember that one simple call to **811** can make all the difference.

*Do you have an upcoming addition or new build happening this Spring/Summer? Make sure to call ahead to get on our construction list if you are needing fiber moved or installed!*



## PSA FROM THE FBI CYBERSECURITY RISK

The FBI is warning consumers that some internet-connected home devices—like streaming boxes (**'superboxes'**), digital frames, and other smart devices—may come preloaded with harmful software that cybercriminals can use to access home networks and carry out illegal online activity. To stay safe, avoid downloading apps from unofficial sources, be cautious of unfamiliar device brands, and keep your devices updated.



Scan the QR code for the full article.

<https://www.fbi.gov/investigate/cyber/alerts/2025/home-internet-connected-devices-facilitate-criminal-activity>



## ARE YOU CHECKING YOUR EMAIL *Filter?*

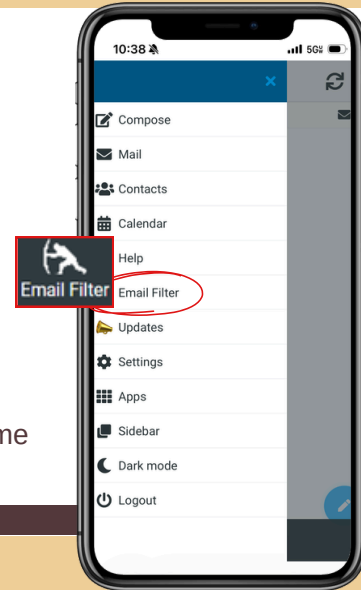
*Can't find an email in your TrioTel Webmail inbox? Check your EMAIL Filter!*

IOS users may need to adjust a setting on their web browser to view their email filter on their mobile device or iPad. If this is you, follow these instructions:

**Step 1:** Go to Settings - Apps - Safari

**Step 2:** Make sure to toggle OFF the "Block Pop-ups"

**Step 3:** Go to your Safari browser and go to [webmail.triotel.net](http://webmail.triotel.net) - log in with your username and password - Email Filter icon should be located in the side menu



## SPAANS RETIRES AFTER 23 YEARS

TrioTel Communications would like to recognize Kevin Spaans, who retired in March 2026 after more than 23 years of dedicated service as a Construction/Outside Plant Technician. Kevin began his career with TrioTel in September 2002 and played an important role in building and maintaining the network that keeps our communities connected.

Throughout his years with TrioTel, Kevin worked on countless construction and maintenance projects, helping ensure reliable service for customers across our service area. His hard work, knowledge, and commitment will be greatly missed. We thank Kevin for his many years of service and wish him a happy and well-deserved retirement.



# THE TRIO

QUARTERLY NEWSLETTER FOR THE CUSTOMERS OF  
TRIOTEL COMMUNICATIONS, INC.

UNCASHED CAPITAL  
CREDIT LIST  
PG. 2

75 YEARS OF  
CONNECTIONS  
PG. 3

HAPPY RETIREMENT  
KEVIN SPAANS  
PG. 4



75 YEARS OF CONNECTIONS -  
TRIOTEL COMMUNICATIONS, INC.



**ATTN: SUMMER YOUTH AND RECREATION**

At TrioTel, we believe that participation in youth recreation programs fosters **strong character and teamwork skills** that can provide lifelong benefits. We are proud to support the growth and development of local youth, and we encourage youth and recreational organizations to apply annually to our summer program for assistance with jersey or equipment needs. Contact our office to apply for the 2026 season!

**OFFICE INFORMATION**

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

(605) 425-2238

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

www.triotel.net

**MONTHLY E-NEWSLETTER**

E-newsletters are sent out to customer emails on the first of EVERY month!

Not receiving yours? Let us know. Contact Kendra at [kendra@triotel.com](mailto:kendra@triotel.com) or call the office.

**THE TRIOTEL MISSION**

TrioTel is committed to delivering high-quality telecommunications services at the best value, building trusted relationships, and empowering employees to serve our customers and communities with excellence while embracing advancing technology for a strong future.

**UNCASHED CAPITAL CREDIT LIST**

For the most up-to-date list of TrioTel customers (past and present) with uncashed capital credit checks, scan the QR code below or visit the TrioTel website at: <https://triotel.net/faq/unclaimed-capital-credits/>



**CALENDAR NOTES:**

- April 3rd-** Good Friday- Office Closing @ 12PM
  - April 5th-** Easter Sunday
  - April 22nd-** Admin Professionals Day
  - May 10th-** Mother's Day
  - May 17th-** World Telecommunications Day
  - May 25th-** Memorial Day- Office Closed
- .....
- 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



**DIRECTOR VACANCIES**

TrioTel Communications, Inc. will soon be seeking nominations for Board of Director positions representing **District 2 (Center), District 5 (Alexandria), and District 6 (Salem)**. Directors will be elected at the TrioTel Annual Meeting of Members, which will be held in Salem on Tuesday, August 4.

Serving on the Board of Directors is an opportunity to represent your district and help guide the future of TrioTel as we continue providing reliable communication services to our communities.

Nominations will be accepted by petition only. Petition forms may be requested from the TrioTel business office starting May 1st. Completed petitions must be signed by at least fifteen TrioTel members residing in the district represented and returned to the TrioTel office by June 12th.

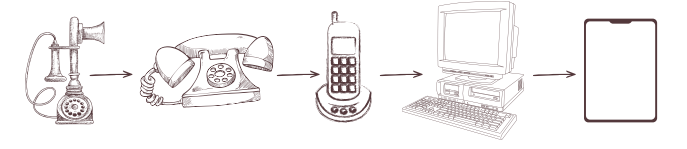


*TrioTel Communications Board of Directors at the 2025 Annual Meeting*

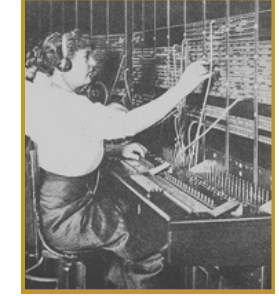
Members with questions or those interested in learning more about serving on the Board are encouraged to contact the TrioTel office at 605-425-2238.



*Celebrating*  
**75 Years of Connections**  
From Party Lines to Fiber Lines



In 1951, a group of determined local leaders came together with a shared goal: to bring reliable telephone service to rural residents in McCook County and the surrounding communities. At the time, many farm families had limited or no access to telephone service. These organizers formed what was then known as the McCook Cooperative Telephone Company, built on the idea that neighbors working together could create a service that benefited the entire community.



The cooperative held its first Board of Directors meeting on December 13, 1951, in Salem. The mission was simple but ambitious – to provide rural subscribers with telephone service equal in quality to what was available in towns and cities. Early members invested in the cooperative by paying membership fees and helping secure loans that made construction possible.

By 1952, interest was growing quickly. Over 300 customers had already signed up for service, demonstrating how important reliable communication was for rural families and businesses. With the help of financing and community support, the cooperative began acquiring small independent telephone companies and building new lines across the countryside.

In the early days, telephone service looked very different than it does today. Many customers shared party lines, meaning several households used the same telephone line. Calls often required the assistance of an operator working from a local switchboard. In some exchanges, operators provided service 24 hours a day, ensuring that neighbors could stay connected at any time.

**Today, TrioTel continues to carry forward the same cooperative spirit that started it all — connecting neighbors, supporting communities, and investing in the future.**

Growth came quickly. By 1954, the cooperative had acquired fourteen small telephone companies and immediately began rebuilding lines and installing modern equipment. Construction projects expanded service to more rural areas, bringing the convenience of telephone communication to farms and homes that had never had it before.



One of the biggest advancements came in the mid-1950s when exchanges began converting to dial service, allowing customers to place calls directly without operator assistance. At the time, telephone numbers included letter combinations such as CHapel or HUBbard to help customers remember their numbers — something many longtime residents still recall today.

By the early 1960s, the cooperative continued to grow, serving hundreds of subscribers across multiple exchanges. New technology such as Direct Distance Dialing made it possible for customers to place long-distance calls themselves — a major improvement over earlier systems.



While technology has changed dramatically over the past 75 years — from party lines and rotary phones to high-speed fiber internet — one thing has remained the same: TrioTel's commitment to local service. What began as a small group of neighbors working together has grown into a modern communications company still owned by the people it serves.

**Connecting All Of Us | Relay South Dakota**

Relay South Dakota provides telephone access for individuals who are deaf, hard-of-hearing, deaf-blind, or who have a speech disability. By simply **dialing 7-1-1**, users can connect with a trained communication assistant who relays the conversation between the caller and the person on the other end. The service is **free, confidential, and available 24 hours a day, 7 days a week**, allowing users to make calls anywhere in the world without restrictions on frequency or length.

Relay South Dakota also allows repeat users to set up personalized calling preferences such as frequently dialed numbers and emergency contacts. Services are available in both English and Spanish, helping ensure that everyone can stay connected to family, friends, and essential services.



[www.relaysd.com](http://www.relaysd.com)