

Celebrating
75 Years of Connections
A Day In The Life

What did staying connected look like 75 years ago?

A lot has changed since TrioTel first began serving our communities—but at the heart of it all, one thing has stayed the same: people just want to stay connected.

Back Then (1950s):

The day might start with a phone call placed through an operator or shared on a party line—where a neighbor might already be chatting. Long-distance calls were special occasions, often planned ahead. News traveled a little slower, and communication took a bit more patience.

Today (2026):

Now, connection happens instantly. From streaming your favorite shows and working from home to video calling family across the country, reliable internet and phone service are part of everyday life. What once took planning now happens in seconds.

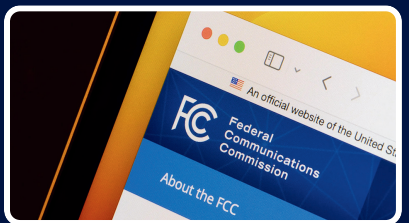
What Hasn't Changed:

For 75 years, TrioTel has been proud to serve our communities—adapting to new technology while staying rooted in the same small-town values. Whether it was helping place a call decades ago or bringing high-speed fiber to your home today, our mission has always been the same: keeping you connected to what matters most. As we celebrate this milestone, we're grateful for the generations of customers who have trusted us along the way, and we're excited for what the future holds.



ROUTER SECURITY & FCC UPDATE

You may have recently seen news stories about a new FCC (Federal Communications Commission) ruling involving certain WIFI routers sold in the United States. The FCC has announced restrictions on the approval of new foreign-manufactured router models due to cybersecurity and national security concerns. The action mainly affects future router models entering the market and does not impact routers currently being used in homes or businesses.



For current customers, there is no immediate need to replace your existing router. Most major manufacturers can still provide software and security updates for approved devices already in use, and experts continue to recommend keeping your router updated with the latest firmware and using strong WIFI passwords to help protect your home network.

Protect Yourself from Email Scams

Email scams are becoming more common and more convincing. Scammers often pretend to be trusted companies in an attempt to steal personal information. Remember: TrioTel will never ask for your password, banking information, or personal account details through email. If you receive a message requesting this information, do not respond.

Watch for these red flags

- Suspicious sender email addresses
- Unexpected links or attachments
- Spelling and grammar mistakes
- Urgent demands or threats

Stay Safe Online

- Use strong, unique passwords
- Enable two-factor authentication when available
- Keep your devices and software up to date
- Never share personal information through email



If you receive a suspicious email claiming to be from TrioTel, contact us before clicking any links or providing information.
Questions? Call TrioTel at (605) 425-2238 We're happy to help!

THE TRIO

QUARTERLY NEWSLETTER FOR THE CUSTOMERS OF
 TRIOTEL COMMUNICATIONS, INC.

- 2026 DIRECTOR VACANCIES**
PG. 2
- INTERNET SPEED INCREASES**
PG.3
- ROUTER SECURITY & FCC UPDATE**
PG.4

Save the Date
2026 ANNUAL MEETING
 Tuesday, October 27th, in Salem



- YEARS OF CONNECTIONS -
 TRIOTEL COMMUNICATIONS, INC.

TRIOTEL IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER

2026 MARKS 13 YEARS OF 100% FIBER

Thirteen years ago, TrioTel made history by becoming the first telecommunications company in South Dakota to provide 100% fiber-to-the-home service to all customers. At the time, many providers were still relying on older copper networks, making this a major investment and a bold step forward for rural communications. Bringing fiber technology to every home and business in our service area took years of planning, construction, and dedication to the communities we serve.

This achievement helped lay the foundation for the way we connect today—supporting streaming, remote work, online learning, smart home technology, and faster, more reliable internet access for rural communities. Looking back, completing our fiber network wasn't just an upgrade in technology—it was an investment in the future of the people and communities we proudly serve.



New Names. Higher Speeds. Same Great Price!

SPEEDS UP TO
6X FASTER
THAN BEFORE!



As TrioTel celebrates 75 years of serving our communities, we are excited to thank our members with one of the largest internet speed increases in our company's history — at NO additional monthly cost.

Beginning July 1st, customer internet packages will automatically upgrade to faster new speed tiers while keeping the same affordable pricing.

While many providers continue to raise rates, TrioTel remains committed to delivering more value to our members. Over the years, TrioTel has continually increased internet speeds to keep pace with growing technology demands — without increasing the monthly price tied to those speed upgrades.

In fact, many customers will now receive speeds up to six times faster than before while paying the same monthly rate.

Customers will also notice our newly named internet packages when browsing our website or talking with our team. Instead of listing internet packages only by numbers like 300M/300M, we've introduced easy-to-understand plan names like Everyday Streamer, Busy Household, Connected Family, and Smart Home Pro.

We know that speeds and numbers don't always tell the full story. These new plan names are designed to better reflect how customers actually use the internet—whether casually browsing, streaming favorite shows, working from home, or running a house full of connected devices.

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

CALENDAR NOTES:

- June 14** - Flag Day
- June 15** - Father's Day
- June 21** - First Day of Summer
- July 3** - TrioTel Office Closed
- July 4** - Independence Day
- September 7** - Labor 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

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 or call the office.

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, October 27th**.

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 **July 20th**. Completed petitions must be signed by at least fifteen TrioTel members residing in the district represented and returned to the TrioTel office by **September 1st**.



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.



\$64.95/mo.

EVERYDAY STREAMER

\$84.95/mo.

BUSY HOUSEHOLD

\$104.95/mo.

CONNECTED FAMILY

SMART HOME PRO
\$145.00/mo.

For new business internet speeds & pricing, visit triotel.net or contact our office at 605-425-2238

As your locally owned cooperative, TrioTel reinvests back into the communities we serve through continued network improvements, community support, and Capital Credit retirements.

We are also excited to offer FREE internet service installations for a limited time. Thank you for supporting your local cooperative and allowing us to continue serving your homes, farms, and businesses for the past 75 years.

EXPERIENCING MAIL DELAYS? WE HAVE EASY PAYMENT OPTIONS

We've recently seen an increase in mail delays through USPS, which has led to some customer payments arriving later than expected. To help avoid any disruptions or late fees, we encourage you to consider alternative payment options that are fast, secure, and reliable.

You can make a payment anytime by calling our office, going to ebill.triotel.net/ebill/login, or simplify things even further by enrolling in AutoPay (ACH). With AutoPay, your payment is automatically deducted each month—no stamps, no delays, no worries. Give us a call to get set up or to make a payment—we're happy to help!

SIGN UP FOR ACH