



WELCOME

WK&T





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WK&T





WELCOME *to the WK&T family!*

Welcome to the WK&T family! Thank you for choosing us and becoming part of our member-owned cooperative. You now have a vested interest in the unmatched products and services from WK&T. Likewise, we have a vested interest to provide you with state-of-the-art technology and friendly, local customer service only available from your community cooperative.

WK&T is here to serve your advanced internet, security, voice and video service needs. We currently have more than 24,000 residential and business members in Kentucky, Tennessee and Southern Illinois.

Our mission is to offer leading-edge technology, excellent customer service and support to our members with a goal to achieve complete customer satisfaction. We pledge to continue building on our strong historical foundation and offering you the best technology and customer service available anywhere.

This e-book will explain everything you need to know about WK&T, our services and ways we are striving to improve the lives of our members.

Thanks again for choosing WK&T!





OVERVIEW OF SERVICES



FIBER INTERNET

Fiber optic internet is the fastest, most reliable technology available. We have fiber-fast upload and download speeds for smooth streaming and seamless online gaming. We have plans to fit any budget and any need—300 Mbps, 1 Gig or 2 Gigs.

RESIDENTIAL

www.mywkt.net/internet

Connected Broadband

300/300 Mbps

Accelerated Broadband

1 Gig/1 Gig

Max Broadband

2 Gigs/2 Gigs

BUSINESS

www.mywkt.net/business

Business Basic Broadband

300/300 Mbps

Pro Choice Broadband

1 Gig/1 Gig

HOW HEALTHY IS YOUR INTERNET?

Learn more at www.mywkt.net/broadband-labels.



SECURITY

We have security plans for your home or business, with door and window sensors, cameras, motion detectors, remote viewing and more. For your home, www.mywkt.net/secure-connect. For your business, www.mywkt.net/business-security.

SOS LIFE ALERT

\$34.90/mo.

Plus applicable taxes and fees

Includes 24/7 U.S.-based monitoring

- Nationwide LTE connectivity
- Access to GPS location services
- Device health monitoring and alerts

\$99 nonrecurring charge. Applies to either device:

SOS Alert Pendant with belt clip

Medical Alert Smart Watch (SW4G-RE/SW4G-RO)

WK&T CONTROL

Between connecting devices, streaming in any room, your work Zoom calls, the kids streaming cartoons and those late-night gaming sessions, your Wi-Fi's working overtime. The WK&T Control app is here to make it all easier. Think of it as your friendly helper, keeping your home's Wi-Fi running smoothly so everyone gamers, parents, professionals and even Grandma stays happy. Set it up fast, keep it secure and make it yours, all from your phone.

ProtectedIQ Wi-Fi: \$5.90/mo.

Advanced ExperienceIQ Wi-Fi: \$9.90/mo.

WK&T





OVERVIEW OF SERVICES



VOICE

WK&T phone service is affordable and includes all the extra features—voicemail, call forwarding, caller ID, call return, three-way calling and much more.

www.mywkt.net



WK&T TV STREAMING

WK&T offers the perfect plan to fit your viewing pleasure. The economical Basic Service includes 30 channels with local programming, while Expanded Service includes more than 145 channels. With an internet connection and a smart TV or other smart device, Over The Top (OTT) streaming options allow you to view video content and bypass traditional distribution using your fiber internet connection. No clunky set-top boxes! No installation fees! No contracts.

www.mywkt.net/streaming-tv

WK&T



WAYS TO PAY

SmartHub

With SmartHub, you can manage your account securely from a mobile phone or computer.

- » **View and pay your bill.**
- » **Monitor usage.**
- » **Report service issues.**

wk.smarthub.coop



Scheduled/Recurring Payments



By scheduling bill payments or setting up recurring payments, you can have your bill payments automatically drafted from your account using either your banking account information or a debit card.



Secure Pay

This option allows you to securely pay your bill over the phone using your banking information or a debit card. To pay by phone call, **844-967-2405**.

Pay Now

You can pay your bill through Pay Now, a secure online portal you can access at www.mywkt.net.

wk.smarthub.coop/paynow.html



1 ACCOUNT NUMBER: Your account number is conveniently located at the top right of your bill. If you choose to enroll in online payments, you will need to have your account number in hand.

2 TOTAL DUE: Located under your account number, the total due amount is how much is currently due. The total due should be paid as soon as the bill is received.

3 BILL AT A GLANCE: This is a brief summary of your bill, with services, account information and primary contact on the account listed. This portion is located on the right side of the bill adjacent to the message center.

4 MESSAGE CENTER: This section of your bill displays important information from WK&T, such as billing updates, FCC news and how to reach WK&T.

5 MONTHLY PROMOTION: This bill image keeps you informed about the latest promotions at WK&T.

6 PAYMENT DUE: Located at the bottom right of your bill, you will find the date your monthly payment is due.

7 MONTHLY USAGE DESCRIPTIONS: This section includes descriptions of services and charges for services you are enrolled in.

8 DETAIL OF ITEMIZED CALLS: Here, you will find a breakdown of each of your calls during this billing cycle.





VOICE: CALLING FEATURES

VOICEMAIL

With voicemail, messages are taken even while you're on another call, not just when you're unavailable or can't answer the phone. It's simple, convenient and reliable. And with quick dialing access, you can check your voicemail from your phone while at home or from another location.

- » Dial *98 from your home line, or area code + prefix + 9586 (wkvm).
- » Enter your password followed by the # key.
- » Press 1 to retrieve your messages. Your password is "0000" by default. You are encouraged to change this default password. You may also have submailboxes.

AUTOMATIC CALLBACK

If the number you call is busy, have your phone notify you when the line is free. Lift the handset to initiate a call to the number.

- » Activate: Press *64 (1166 on a rotary dial).
- » Deactivate: Press *86 (1186 on a rotary dial).

AUTOMATIC RECALL

If you miss a call, have your phone automatically recall the last number that called you.

- » Activate: Press *69.
- » If the line is busy, hang up the handset. Your phone will continue trying the line for 30 minutes and notify you when it is free. Lift the handset to initiate a call to the number.
- » Deactivate: Press *89 (1189 on a rotary dial).

CALLER ID

This feature allows you to view the name and number of the caller before answering the call. (Additional equipment or a phone equipped with an ID display may be required.)

CALL FORWARDING

Transfer any incoming calls to another telephone number.

- » Activate: Press *72.
- » Listen for the dial tone.
- » Dial the number where you want your calls sent.
- » Listen for two short tones, then press the # key. Call forwarding is in effect once the line is answered.
- » If there is no answer or if the line is busy, hang up and repeat these steps. Note: An answer is not necessary on the second attempt.
- » Deactivate: Press *73.

CALL FORWARD DON'T ANSWER

If you do not answer within four rings, the call will be forwarded to another number.

- » Activate: Press *92.
- » Listen for the dial tone.
- » Dial the number where you want your calls sent.
- » Listen for two short tones, then press the # key.
- » Deactivate: Press *93.



CALLING FEATURES

THREE-WAY CALLING

Add a third person to your conversation.

- » Once you establish a call with the first party, firmly press the switchhook for half a second and release. This puts the call on hold.
- » Listen for three short tones, then a dial tone.
- » Dial the number you want to add.
- » Once you establish a call with the third party, complete the three-way conversation by depressing the switchhook for half a second and release.

If you get a busy signal or the third party doesn't answer, depress the switchhook again to return to the original call.

SPEED CALLING

Program the numbers you call most into your phone to call them with a one-digit code.

To set up a speed dial number

- » Activate: Press *74.
- » Listen for a second dial tone.
- » Dial the speed dial code (2-9) you wish to use for the number.
- » Dial the number you wish to add.
- » Two short tones indicate the number was added.

To place a speed dial call:

- » Dial the speed dial code, then press #.

CALL WAITING

Answer a second call while you are on another call.

- » A tone will alert you that you have an incoming call.
- » Press and release the switchhook.
- » The first caller will be placed on hold, and you will be connected to the incoming caller.
- » To switch between calls, press and release the switchhook.
- » To end one call, simply hang up. Your phone will ring. When you answer you will be connected to the remaining caller.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection (ACR) allows subscribers to reject calls from parties who have activated a privacy feature on their telephone

- » Activate: Press *77. (On a rotary phone, dial 1177.)
- » Deactivate: Press *87. (On a rotary phone, dial 1187.)

SELECTIVE CALL REJECTION

Block delivery of calls, up to six numbers.

- » Press *60 and follow prompts.

VOIP FEATURES

CALLING FEATURE CODES

- » *72.....Activate Call Forwarding
- » *73.....Deactivate Call Forwarding
- » *90Activate Call Forwarding Busy
- » *91Deactivate Call Forwarding Busy
- » *92Activate Call Forwarding No Answer
- » *93Deactivate Call Forwarding No Answer
- » *67Calling ID Delivery Blocking Per Call
- » *65Calling ID Delivery Per Call
- » *68Call Park
- » *88Call Park Retrieve
- » *98Call Pickup
- » *11Call Retrieve
- » *69Call Return
- » *70.....Cancel Call Waiting
- » *99Clear Voice Message Waiting Indicator
- » *55Direct Voicemail Transfer
- » *78.....Activate Do Not Disturb
- » *62.....Deactivate Do Not Disturb
- » *66Last Caller Redial



LOCAL CALLING EXTENSIONS

SEDALIA (270) 328

Farmington (270) 345
Wingo (270) 376
Lynnville (270) 382
Mayfield*

FARMINGTON (270) 345

Sedalia (270) 328
Farmington (270) 345
Wingo (270) 382
Mayfield*

FAIRDEALING (270) 354

Fairdealing (270) 357
Hardin (270) 437
Hardin (270) 530
Benton*

WINGO (270) 376

Sedalia (270) 328
Farmington (270) 345
Wingo (270) 376
Lynnville (270) 382
Mayfield*

LYNNVILLE (270) 382

Sedalia (270) 328
Farmington (270) 345
Wingo (270) 376
Lynnville (270) 382
Mayfield*

LYNN GROVE (270) 435

Kirksey (270) 489
Hazel (270) 492

South Hazel (731) 498
Kirksey (270) 578
Lynn Grove (270) 636
Hazel (270) 961
Murray*

NEW CONCORD (270) 436

Hazel (270) 492
South Hazel (731) 498
New Concord (270) 848
Hazel (270) 961
Murray*

HARDIN (270) 437

Fairdealing (270) 354
Fairdealing (270) 357
Hardin (270) 437
Hardin (270) 530
Benton*
Murray*

KIRKSEY (270) 489

Lynn Grove (270) 435
Kirksey (270) 489
Kirksey (270) 578
Lynn Grove (270) 636
Murray*

HAZEL/S. HAZEL

(270) 492
(731) 498
Cypress (731) 232
Puryear (731) 247
Lynn Grove (270) 435

New Concord (270) 436
Hazel (270) 492
South Hazel (731) 498
Lynn Grove (270) 636
Cottage Grove (731) 782
New Concord (270) 848
Hazel (270) 961
Murray*

FANCY FARM (270) 623

Cunningham (270) 642
West Plains (270) 658
Lowes (270) 674
Folsomdale (270) 856
Mayfield*

CUNNINGHAM (270) 642

Fancy Farm (270) 623
Cunningham (270) 642
Lowes (270) 674
Bardwell*

WEST PLAINS (270) 658

Fancy Farm (270) 623
West Plains (270) 658
Lowes (270) 674
Folsomdale (270) 856
Mayfield*

LOWES (270) 674

Fancy Farm (270) 623
Cunningham (270) 642
West Plains (270) 658
Lowes (270) 674

Folsomdale (270) 856
Mayfield*

FOLSOMDALE (270) 856

Fancy Farm (270) 623
West Plains (270) 658
Lowes (270) 674
Folsomdale (270) 856
Mayfield*

CYPRESS (731) 232

Puryear (731) 247
Hazel (270) 492
South Hazel (731) 498
Cottage Grove (731) 782
Hazel (270) 961
Paris*

PURYEAR (731) 247

Cypress (731) 232
Puryear (731) 247
Hazel (270) 492
South Hazel (731) 498
Cottage Grove (731) 782
Hazel (270) 961
Paris*

COTTAGE GROVE (731) 782

Cypress (731) 232
Puryear (731) 247
Hazel (270) 492
South Hazel (731) 498
Cottage Grove (731) 782
Hazel (270) 961
Paris*

MAYFIELD*

(270) 247
(270) 248
(270) 251
(270) 356
(270) 416
(270) 650
(270) 705
(270) 727
(270) 804
(270) 916
(270) 964
(270) 970

MURRAY*

(270) 226
(270) 227
(270) 293
(270) 638
(270) 661
(270) 708
(270) 752
(270) 753
(270) 759
(270) 761
(270) 762
(270) 767
(270) 768
(270) 809

(270) 873
(270) 917
(270) 978

BENTON*

(270) 205
(270) 252
(270) 410
(270) 460
(270) 493
(270) 527
(270) 573
(270) 583
(270) 703
(270) 906
(270) 912

PARIS*

(731) 231
(731) 641
(731) 644
(731) 407
(731) 642

BARDWELL*

(270) 267
(270) 562
(270) 445
(270) 628

**Subject to change periodically. Please call the office for further information.*



ROBOCALL MITIGATION

WK&T is helping to reduce the amount of illegal robocalls that could possibly come from our network.

WK&T is monitoring our network's volume to identify any suspicious activity we would consider to be illegal robocalls. WK&T is utilizing data to detect and investigate suspected robocall activity. Data we gather will be used to identify suspected illegal robocalls based on key factors as reported to the Federal Communications Commission, Federal Trade Commission and other carriers.

WK&T will investigate any suspicious telephone numbers deemed fraudulent and suspend or terminate the telephone number per WK&T's terms of service. The terms of service apply to all new and existing WK&T members. Visit www.mywkt.net for more info.

If you have any questions, about robocall mitigation services or need to report any illegal/unwanted calls or incorrectly blocked calls, please contact WK&T at 877-954-8748. Learn more about [robocall mitigation](#).





Sit back and relax with your favorite shows. WK&T offers the perfect plan to fit your viewing pleasure. **Click [here](#) for more.**

BASIC SERVICE

- » 30 channels
- » Local affiliate channels
- » Retransmission fee

EXPANDED SERVICE

- » 145 channels
- » Local affiliate channels
- » Music channels
- » Retransmission fee

Watch your favorite shows with WK&T TV using your fiber-fast* internet connection!

Check out our WK&T TV streaming plans that are heavy on entertainment. Enjoy up to 50 hours of DVR** and watch recordings from any device in the home with Network DVR, Catch-Up and Live Restart TV, three HD simultaneous streams, closed captions and subtitles, parental controls and a program guide. In order to have the best viewing experience, this service requires a smart device capable of downloading an app from Google Play or Apple Store.

*WK&T TV subscribers must have WK&T fiber-fast internet with a minimum 50 Mbps required. There is an additional fee for DVR service.

**DVR service is \$9.90/mo. up to 50 hours. It's \$3/mo. per 50-hour block after that.

CHANNEL LINEUPS

Benton County

[CLICK HERE](#)

Calloway County

[CLICK HERE](#)

Dyer County

[CLICK HERE](#)

Henry County

[CLICK HERE](#)

Weakley County

[CLICK HERE](#)

Carlisle County

[CLICK HERE](#)

Gibson County

[CLICK HERE](#)

Marshall County

[CLICK HERE](#)

Illinois (all counties)

[CLICK HERE](#)

Carroll County

[CLICK HERE](#)

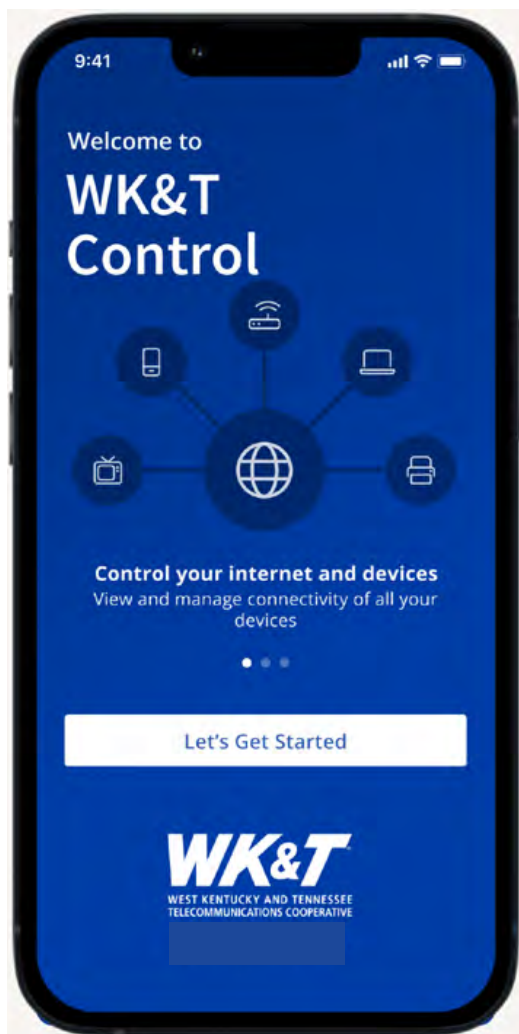
Graves County

[CLICK HERE](#)

Obion County

[CLICK HERE](#)

WK&T CONTROL APP



TAKE CONTROL OF YOUR WI-FI NETWORK WITH THE WK&T CONTROL APP!

Get started now:

- Download the app from the Apple App Store or Google Play Store
- Select Let's Get Started at the bottom of the screen
- Enter your information
- Tap the QR code that appears in the app
- Select OK
- Name your network and create a password
- Click Submit

Use the app to control your network from your phone:

- Access Wi-Fi network settings
- Run a bandwidth test
- View connected devices
- Disable services
- View device usage
- Create device control profiles
- Set time limit schedules
- Enable isolation to prevent access to your primary network
- Change passwords
- Get alerts when new devices are added to your network
- Create a guest network
- Pause the internet on any device

To use the WK&T Control app, you must subscribe to WK&T Wi-Fi services and have the correct equipment.





**DO YOU QUALIFY FOR STATE OR
FEDERAL FINANCIAL ASSISTANCE?
IF SO, YOU MAY QUALIFY FOR A
DISCOUNT ON YOUR BROADBAND
SERVICE.**

Do you need help paying for your telephone or broadband service? Through cooperation with the Public Service Commission, WK&T offers the Lifeline program to help eligible customers with the cost of their bill. You are eligible to enroll in the Lifeline program if you participate in one of the following:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivor Pension

OR have a household income at or below 135% of the federal poverty guidelines (annual income before tax) AND you have paid or made payment arrangements for any outstanding balance for telephone services provided to you or any member of your household at your current address. Please visit the Universal Service Administration website for more information.

Call WK&T's Customer Service Department to enroll or to ask more questions concerning Lifeline: 877-954-8748. To register for Lifeline support, go to the National Verifier database and check your eligibility status.

Click [here](#) to apply.

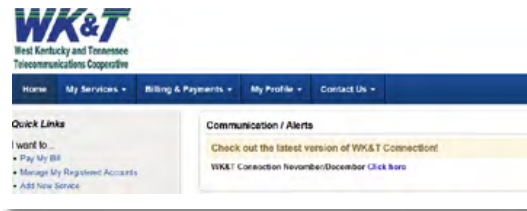
NOTE: According to FCC regulations, only one Lifeline program benefit is allowed per household. Falsifying information in order to receive Lifeline benefits will result in loss of benefit and possible criminal penalties.



CONNECTION MAGAZINE

As a WK&T member, you automatically receive our electronic Connection magazine. Click on the WK&T Connection banner in your email for a link to access the magazine or follow on social media. Click [here](#) to access the latest edition of Connection magazine.

Watch our e-newsletters for links.





SOCIAL MEDIA

Keep up with all the latest updates on our social media channels!



REVIEWS



We are so thankful you've chosen WK&T as your fiber-fast internet provider! Our goal is to offer you the most reliable internet connection, the best customer service and local trusted support.

Scan the QR code below and leave us a review and tell us how we're doing!



We may call for quality assurance and/or send electronic surveys shortly after installation.



WK&T VIDEO SERVICE NOTICES

WK&T provides this information as a service to our customers and in accordance with applicable federal law and FCC regulations. We encourage you to review the following information and to contact WK&T with any questions. The cooperative will send customers an annual TV notice each year with the most up-to-date information.

WK&T STREAMING TV SERVICE

Basic Service - \$51.90/mo.

Expanded Service - \$126.90/mo.

ADD-ONS

50-hour DVR - \$9.90/mo.

Upcharge of \$3/mo. for each additional 50 hours.

Stream - Three simultaneous streams included with service. Each additional stream is \$3/mo.

VARIETY CHANNELS

\$7.95/mo.

PREMIUM CHANNELS

HBO - \$16.95/mo.

Starz/Encore - \$16.95/mo.

Showtime/TMC - \$16.95/mo.

Hispanic Channels - \$12.95/mo.

SERVICE, MAINTENANCE & EQUIPMENT

Service Call Fee - \$99

INSTALLATION

- » Installation time frame is 10 working days to establish new service and five working days for service reconnection at a location.
- » New services requiring significant engineering builds could take up to 30 days.
- » New service construction schedules will be released on our website, via newsletters, etc.

NONDISCRIMINATION STATEMENT

WK&T is the recipient of federal financial assistance from the U.S. Department of Agriculture (USDA). The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability and, where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.)

Persons with disabilities who require alternative means for communication of program information (Braille, large print,

audiotape, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD).

To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Ave. SW, Washington, D.C. 20250-9410, or call toll free 866-632-9992 (voice) or 800-877- 8339 (TDD) or 866-377-8642 (relay voice users). USDA is an equal opportunity provider and employer. The person responsible for coordinating this organization's nondiscrimination compliance efforts is Karen Jackson-Furman, CEO.



REPORTING ISSUES



Report issues or contact Customer Tech Support at www.mywkt.net/contact-and-support.

Email Tech Support at support@wk.net or call Customer or Tech Support at **877-954-8748**.

OFFICE LOCATIONS & HOURS



CUSTOMER SERVICE
877-954-8748



SALES
866-777-1090

PAY BILL BY PHONE:

844-967-2405

BUSINESS HOURS:

Mayfield

8 a.m.-5:30 p.m., Monday-Friday

8 a.m.-4 p.m., Saturday

Martin and Murray

8 a.m.-4:30 p.m., Monday-Friday

Southern Illinois

9:30 a.m.-3 p.m., Monday-Friday

OFFICE LOCATIONS

CORPORATE OFFICE

100 WK&T Technology Drive
Bldg. 100
Mayfield, KY 42066
877-954-8748

MARTIN OFFICE

207 S. Lindell St.
Martin, TN 38237
877-954-8748

MURRAY OFFICE

1560 Lowes Drive
Murray, KY 42071
877-954-8748

SOUTHERN ILLINOIS OFFICE

Southern Illinois Electric Co-op
7420 IL Highway 51 S., Dongola
IL 62926
618-864-9002