



# On Line With...

# Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

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## HAVILANDTELEPHONECOMPANY

104 N. Main, Haviland

620-862-5211 or 800-339-8052

Gene Morris, President

### Haviland Office

Mark Wade, General Manager

Jayne Thompson, Administrative Assistant

Millie Hannan, Customer Service

Jayci Arredondo, Customer Service

Sandy Erwin, Billing Coordinator

Kay Lewis, Data Processor

Dwight Smitherman, C.O. Supervisor

Alvin DeGarmo, Construction Supervisor

Bobby Long, Technician

Tommy Bunce, Technician

Sabrina Freeman, Plant Secretary

Steve Davis, Controller

Sue Leppert, Accounting Assistant

### Conway Springs Office

211 W. Spring

620-456-2211 or 800-287-7905

Dan King, Outside Plant Supervisor

Brent Swingle, Central Office Technician

Vesta Charbonneau, Customer Service

LaDonna Erker, Customer Service

Don Phillips, Technician

Dan Bender, Technician

### Business Hours

8:00am to 5:00pm Monday-Friday

Office Closed Saturday and Sunday

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

### For service after hours call:

Haviland Office - 800-339-8052

Conway Springs - 800-287-7905

### Haviland Internet Help Desk Hours

Monday thru Friday - 8:00am to 7:00pm

Saturday 1:00pm to 5:00pm

Office Closed Sunday

1-866-704-4268

## National 'Do Not Call' Registry

Tired of getting up to answer the phone only to realize it's a telemarketer again? The National Do Not Call Registry (NDNCR) gives you an opportunity to limit the telemarketing calls you receive on your home phone. The NDNCR is managed by the Federal Trade Commission (FTC), the nation's consumer protection agency. It is enforced by the FTC, the Federal Communications Commission (FCC), and state law enforcement officials.

Registration is free and easy. You can either call from the phone you would like added to the registry, or visit [www.donotcall.gov](http://www.donotcall.gov). Once you register your phone number, telemarketers covered by the NDNCR have up to 31 days from the date you register to stop calling you. Your registration is effective for five years.

Here are a few things to keep in mind:

1. Placing your number on the National Do Not Call Registry will stop MOST telemarketing calls, BUT NOT ALL. This is due to limitations in the jurisdiction of the FTC and FCC. Calls from or on behalf of political organizations, charities, and telephone surveyors would still be permitted, as would calls from companies with which you have an existing business relationship, or those to whom you've provided express agreement in writing to receive their calls.
2. If you purchase something from a company, you establish a business relationship with said company. As a result, even if your number is on the Do Not Call Registry, the company can still call you without violating the rules of the National Do Not Call Registry. However, you can make a specific request to the company not to call you, and they must honor your request not to call.
3. If your phone is disconnected, and then reconnected with the same number, you may need to re-register.

For more information or to put your number on the National Do Not Call Registry, go to [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222.

**Join us for an  
Open House  
at the Haviland Office  
Wednesday, Dec. 5th  
9am-12pm  
We will have refresh-  
ments and door prizes!!!**

# Email Cleanup

Periodically we ask our customers with Havilandtelco email addresses to clean out their inboxes on our server. When you use a program, such as Outlook Express, to view your mail on your home computer, that program is downloading your messages off of Havilandtelco's server. They are saved on our server, even if you delete them out of your Outlook Express inbox.

To help keep our server clean, we periodically ask our customers with Havilandtelco email addresses to clean out their inboxes in the web mail. To do this, you will need to go to havilandtelco.com and sign into your web mail account with your username and password. Once you are in the inbox, we would ask that you delete the messages there. You will then need to click on 'Inbox Trash' on the left side of the screen and repeat the process of deleting the messages.

We also ask that our customers set up their Outlook Express so that it will automatically remove emails off the server once you have downloaded them to your computer. Instructions on how to set that up are as follows:

In Outlook go to "TOOLS" then click "ACCOUNTS"; click on the mail tab, find your account and double click on it to open up the properties. Click on the "ADVANCED" tab and take the checkmark OUT of "leave copy of message on the server."



## IMPORTANT INFORMATION: CPNI CHANGES

In October, we reported that CPNI changes were going to be effective Dec. 8. While the FCC has not decided on an exact date for the changes to take place, Haviland Telephone Company will be implementing these changes soon.

What does this mean for you, our customer? When you call or come in to get information on or make changes to your account, we will now be asking for verification of who you are. If the CSR recognizes you by sight or voice, this will qualify as verification. If not, they will ask for your password, which is your member number. You can find this on your bill, to the right of your phone number.

After the initial verification, you will be able to change your password to whatever you would like it to be. If you do not have your bill with you when you call, and do not know your member number, there are a couple of other ways for us to verify who you are, such as: calling you back at the number you are inquiring about or asking for information we have stored in your account (Social security #, email password etc).

While these procedures may seem inconvenient, they are in place to protect you and your personal information. It will also keep people from making changes to your account without your knowledge. Here are a few things to keep in mind when calling about your bill:

1. We cannot give you information on your account without proper verification.
2. Have your bill with you when you call to help verify information.
3. If you need to, change your password to something that will be easy for you to remember.

If you have any questions, please feel free to call one of our offices to talk with one of our friendly customer service representatives.

## Just For Fun!

Joe grew up in a small town, then moved away to attend college and law school. He decided to come back to the small town because he could be a big man in this small town. He really wanted to impress everyone. He opened his new law office, but business was very slow at first.

One day, he saw a man coming up the sidewalk. He decided to make a big impression on this new client when he arrived. As the man came to the door, Joe picked up the phone. He motioned the man in, all the while talking.

"No. Absolutely not. You tell those clowns in New York that I won't settle this case for less than one million. Yes. The Appeals Court has agreed to hear that case next week. I'll be handling the primary argument and the other members of my team will provide support. Okay. Tell the DA that I'll meet with him next week to discuss the details."

This sort of thing went on for almost five minutes. All the while the man sat patiently as Joe rattled instructions. Finally, Joe put down the phone and turned to the man.

"I'm sorry for the delay, but as you can see, I'm very busy. What can I do for you?"

The man replied, "I'm from the phone company. I came to hook up your phone."

## Some 'Sites to See'

[www.shockwave.com](http://www.shockwave.com) - Games

[www.live365.com](http://www.live365.com) - Online Radio

[www.kansas.com](http://www.kansas.com) - The Wichita Eagle

[www.freetypinggame.net](http://www.freetypinggame.net) - Typing Speed Tests



"ON LINE WITH..." IS OWNED AND PUBLISHED FOR THE BENEFIT OF THE CUSTOMERS OF HTC.

Conway Springs...

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