

InTouch

FALL 2013

"Like" Us on Facebook

Haviland Telephone Company is on Facebook, and we encourage you to visit our page and "Like" us. You'll be the first to know what's happening at Haviland Telephone including:

- Addition of new products/services
- Service enhancements
- Company developments
- Community activities
- Upcoming promotions
- Customer alerts

To join our Facebook community, search for Haviland Telephone Company at www.facebook.com or click on the Facebook link on our homepage at www.havilandelco.com. Once you're there, simply click on the "Like" button at the top of the screen.

Haviland Telephone Company

Haviland Office:

104 N. Main Street/PO Box 308
Haviland, KS 67059
Customer Service: 620.862.5211
Toll Free: 800.339.8052

Conway Springs Office:

211 W. Spring/PO Box 277
Conway Springs, KS 67031
Customer Service: 620.456.2211
Toll Free: 800.287.7905

Office Hours: M-F 8:00 am to 5:00 pm

Email: custserv@havilandelco.com

Online: www.havilandelco.com

Office Closures

Labor Day – Monday, September 2

Thanksgiving – Thursday & Friday,
November 28-29



MORE INTERNET SPEED

MEANS MORE ENJOYMENT FOR MORE USERS ON MORE DEVICES

How many family members are typically online at your house and what are they doing? Many households now need more Internet speed to handle more streaming, more gaming, more downloading, and more socializing. Fortunately, you can get a lot more Mbps for just a little more money:

UP TO 20 MBPS DOWNLOAD SPEED FOR ONLY \$69.95* PER MO.
Prices start as low as \$29.95 per mo.

(CALL 800-339-8052 TO START ENJOYING MORE!)

*Service availability and Internet speed will depend on location. Price subject to change. Other Internet speeds available. Pricing listed is for customers who also carry telephone service. Data-only plans available. Contact us for details.

Eliminate All Telemarketing Calls Before the Phone Rings

The National Do Not Call Registry has successfully reduced, but not completely eliminated, annoying and disruptive calls from telemarketers. That's because the National Do Not Call Registry does not stop calls from the following groups:

- Political organizations
- Charities
- Telephone surveyors
- Companies with which you have an existing business relationship

To avoid having your dinner hour or family time interrupted by these types of calls, get **Smart Telemarketer Shield from Haviland Telephone**.

It automatically screens each call before the phone rings and instructs telemarketers to add



your name to their "Do Not Call" list and hang up. The service tells other callers to "press 1" and automatically remembers them so they won't hear this message again.

Smart Telemarketer Shield is available for just \$1.99 per month* and is effective as soon as you subscribe. To order, call us at 800-339-8052.

**All prices and services are subject to change.*



Lifeline Offers Phone Discounts to Low-Income Households

Many individuals or low-income families qualify for assistance with phone charges, but don't realize that this help is available to them. If you're experiencing financial difficulties, or have a friend or family member in this situation, Haviland Telephone encourages you to look into the Lifeline Program. Lifeline provides qualified customers with a monthly discount on charges for their primary home phone line. Here in Kansas, you can save up to \$17.02 per month.

Eligibility guidelines vary throughout the country. You may qualify for Lifeline if you participate in at least one of the following programs or have a total household income at or below 150% of the Federal Poverty Guidelines:

- Medicaid (Medical Assistance)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance/Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Free Lunch Program
- Supplemental Nutrition Assistance Program
- General Assistance
- Temporary Assistance to Needy Families (TAR)
- Food Distribution Program
- Individuals that do not qualify under the above criteria but live on a federally recognized reservation may qualify if the applicant receives benefits from one of the following programs: Bureau of Indian Affairs General Assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only for those meeting its income qualifying standard); Food Distribution Program on Tribal Lands; or the Tribally administered School Lunch Program's free lunch program.



To learn more about Lifeline, visit the Universal Service Administrative Company's website at www.lifelinesupport.org. Or simply contact our office for more details. We'll provide you with an application form and help you determine whether or not you qualify for Lifeline discounts. Applications are also available online at <http://www.havilandtelco.com/lifeline>.





Understanding Broadband Usage and Metered Broadband Services

When you use the Internet, you are uploading and downloading data. This is known as your broadband usage. The three main factors affecting your broadband usage are the number of devices accessing the Internet, amount of time spent using the Internet, and what type of online activities you do.

Some online activities require more broadband usage than others. For example, video streaming takes up much more data than browsing a simple webpage. Broadband usage is measured in gigabytes (GB) and one gigabyte is equal to 1,024 megabytes (MB).

To get an idea of the varying amounts of broadband usage for different online activities, take a look at the list below. Each example requires about one GB:

- 68 YouTube videos
- 293 digital songs (mp3 files)
- 512 digital photos
- 1 hour of standard definition TV
- 7 minutes of high definition TV
- 1 hour of a movie

Cellular companies, and an increasing number of traditional Internet providers meter broadband services and are imposing data caps on their Internet plans. Considering the increasing popularity of video streaming services such as Netflix® or Hulu®, 10 GB or 20 GB data plans common with cellular carriers do not last long in many households with multiple users and devices. **THIS IS NOT THE CASE WITH HAVILAND TELEPHONE. WE PROVIDE UNLIMITED INTERNET PLANS.** Our plans enable your household to download to your heart's content without ever worrying about your broadband usage.

If your family streams many movies and TV programs each month, often uses several devices simultaneously, or enjoys online gaming, you'll especially appreciate the value of our unlimited Internet plans. Not only are they unlimited, they're also extremely fast; we offer plans with download speeds of up to 20 Mbps. For more details or to arrange installation, call 800-339-8052.

7 Homework Tips for the New School Year

Here's a refresher course in homework basics to share with the young students in your family:

1. Use a quiet room with an uncluttered desk and a supportive desk chair.
2. Sit up straight in the chair to get your blood flowing evenly and help prevent drowsiness.
3. Start by writing a to-do list of your homework, ordering your tasks from hardest to easiest.
4. Do the hardest tasks first.
5. Stay off Facebook, Twitter, or anything else that will distract you.
6. Speak aloud as you do your homework. This works to maintain focus and reinforce concepts. It can be especially helpful when doing math problems.
7. When you can't seem to finish an assignment no matter what you try, stop and switch to another task for awhile. This can help clear your head. After you're feeling more positive, take a fresh look at that challenging assignment.

Good luck to all students, parents, and teachers during this upcoming school year!



Haviland Telephone Office and Events Calendars

SEPTEMBER 2013

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Bronc Kraft Rodeo, Argoia: Aug. 31–Sept. 1
 Haviland Offices Closed: Labor Day, Sept. 2
 Kansas Pro Rodeo Finals, Greensburg: Sept. 13–15
 Bill Payments Due: Sept. 15
 Norwich Days: Sept. 20–21
 Fall Fest, Conway Springs: Sept. 28

OCTOBER 2013

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Bill Payments Due: Oct. 15

NOVEMBER 2013

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Bill Payments Due: Nov. 15
 Haviland Offices Closed: Thanksgiving,
 Nov. 28–29



MORE INTERNET SPEED

MEANS MORE ENJOYMENT FOR
 MORE USERS ON MORE DEVICES

GET MORE DETAILS INSIDE →

QUARTERLY NEWSLETTER
 HAVILAND TELEPHONE COMPANY

www.havilandtelco.com

800.339.8052

Haviland, KS 67059

PO Box 308

