

On Line With...

Haviland Telephone Company, Inc.

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New Equipment:

We've replaced most of our Internet-related equipment during the past year. Customers will notice most on e-mail retrieval: it's faster. The equipment that hosts web pages has also been replaced. In addition, the equipment that retrieves web pages has been replaced and has its own redundant equipment at a remote site. This should help provide more reliability should some equipment fail.



Local Rate Increase

The Kansas Corporation commission has concluded Docket 07-GIMT-276-GIT setting a "New Affordable Rate" for small phone companies. Rates begin moving upward \$3.25 in Mar-07, in \$2.00 or less annual increments. Rates will move \$2 March 1.

The process that pushed in-state long distance rates down and set up the Kansas Universal Service Fund also pushed up local rates. Your Local rates were \$4.70 when this process began in Mar-97. The Kansas Lifeline program was started to help offset rate increases. The last rate increase was Mar-04. Pertinent Kansas statutes include K.S.A. 66-2005. The Citizens Utility Rate Payer Board is established to hear customer concerns on rates. Kansas laws, KCC dockets, and C.U.R.B. can be found on the Internet.

SPAM Blocking Software: Postini

Many customers use Postini regularly to prevent unwanted e-mail. Some, however, don't see its value regularly. Perhaps you've seen statistics claiming that most e-mail on the Internet is Spam. It's also true on our portion of the network.

For example, on January 6, Postini captured over 114,000

e-mails in **one hour**. Only 4 tenths of 1 percent were e-mails that passed on to customer e-mail boxes. The pattern is pretty typical.

As a service provider, we believe anything that we or our users can do to reduce unwanted e-mail helps all of us. Please, use Postini or other software or devices to reduce Spam.

HAVILAND TELEPHONE COMPANY

104 N. Main, Haviland

620-862-5211 or 800-339-8052

Gene Morris, President

Haviland Office

Mark Wade, General Manager

Millie Hannan, Customer Service

Stacey Hosheit, Customer Service

Sandy Erwin, Billing Coordinator

Kay Lewis, Data Processor

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Dwight Smitherman, C. O. Supervisor

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Bobby Long, Technician

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Steve Davis, Controller

Sue Leppert, Accountant Asst.

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

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

Office Closed Saturday and Sunday

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 a.m. to 7 p.m.

Sat. 1 p.m. - 5:00 p.m. & Sun. Office Closed

1.866.704.4268

What did you get for Christmas? I got a 99 cent song for Christmas. One of our college daughters was home just before Christmas. Somebody brought in an album by the Trans-Siberian Orchestra. It had this beautiful multiple-part round in children's voices. But we were disappointed it didn't have this particular song we had all heard before. You know the one. It's an instrumental that starts quietly and slowly, as many other carols do. But ends in metallic guitars screaming, bass thumping, and – if you'll excuse me – general rockin' for Jesus' birth.

None of us could recall the name of the song. We "Googled" the band name. We found a sample of the song. We went to Apple's music store, iTunes, set up an account, paid by credit card, and downloaded the song. Within 15

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