



On Line With...

Haviland Telephone Company, Inc.

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HAVILAND TELEPHONE COMPANY

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

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

CPNI Update

Over the last few months we've been reporting on possible changes that the FCC would be implementing regarding Customer Proprietary Network Information (CPNI). Those changes became effective Dec. 8th, 2007. CPNI is information created by the relationship between you and Haviland Telephone Company including your average call time, where you call, how often you call or even who your long distance carrier is. It does not include information such as your name, address, or telephone number. The FCC's purpose in CPNI is to protect your private information from unauthorized access. We would like all of our customers to feel comfortable knowing that Haviland Telephone Company has not and will not sell any CPNI to a third party.

Due to the FCC Changes, HTC will be required to verify your identification when you call or visit us regarding your telephone bill or unbilled toll. These forms of identification include:

1. Password – Secret word or phrase of your choice.
2. Hint Questions – Verification if you can't remember your password.
3. A copy of your bill – Will mail copy of bill only to your address on record.
4. Photo ID – When visiting our offices in person.
5. Callback – Will hang up and call you back only at the number you are inquiring about.

Please feel free to call us with any questions or to set up your password and hint questions at Haviland 800-339-8052 or Conway Spring 800-287-7905.

Local Service Rate Changes

In 2002 the Kansas Legislature passed a law establishing a method to set an affordable level for basic local service rates for rural telephone companies. The Kansas Corporation Commission has determined these rates to be a statewide average of \$15.00 for residential and \$18.00 for single line business service. Under this law, rural telephone companies adjust their local service rates over a transition period to achieve the KCC's target levels.

As a part of legislative and regulatory actions, Haviland Telephone will receive a reduced amount of high cost support from the Kansas Universal Service Fund to offset the local rate increase. Haviland Telephone will receive no additional revenue as a result of these rate changes.

We remind our customers of the Lifeline Service program, offering assistance for residential telephone service to qualifying limited income households.

If you have any questions about the Lifeline program and whether you may qualify, or about this rate increase, please contact Sandy at 800-339-8052. You may also contact the KCC at its toll-free number, 1-(800)-662-0027.

Effective 3/1/2008, Haviland
Telephone

local service rates will be:

Residence - 15.00

Business - 18.00

Happy
Valentine's
Day!

HTC Services

Because of the May 4th tornado, Haviland Telephone Company did not publish its phone directory in 2007. However, a directory of our 12 exchanges is available online. Simply go to www.havilandtelco.com and click on 'Phone Directory'.

Pay your bill with your Visa or Mastercard. You can pay online, call in, or stop by to pay by credit card. We can also set you up for recurring credit card payments so your payment is never late.

Want to know who's calling BEFORE you answer the phone? Add Caller ID, just \$7 a month.

Expecting a phone call, but little Jane is talking to her friends? Add call waiting (\$1 per month) and let Jane talk to her friends as much as she wants, the phone will beep at her when your important call comes in!

For Questions on any of these services or to have them added to your line, call one of our customer service representatives at 800-339-8052 (Haviland Office) or 800-287-7905 (Conway Springs Office).



Answers are below.

1. Is there a 4th of July in England? (USA Day of Independence)
2. How many birth days does the average person have?
3. Some months have 31 days, how many have 28?
4. Can a man marry his widow's sister?
5. Divide thirty by a half, and add ten. What is the answer?
6. If there are three apples and you took two away, how many do you have?
7. A doctor gives you three pills telling you to take one every half-hour. How many minutes do the pills last?
8. A farmer has seventeen sheep and all but nine died. How many are left?
9. How many animals of each sex did Moses take on the Ark?
10. How many 2p. stamps are there in a dozen?

On This Day In History: February...

1st, 1838: Underground Railroad was established.
4th, 1861: The Confed. States of America formed.
5th, 1970: The Beatles' *Hey Jude* was released.
7th, 1904: The Baltimore Fire destroyed 80 blocks/ 2600 buildings.
9th, 1945: Iwo Jima invaded by US troops during WWII.
12th, 1809: President Lincoln born.
14th, 1929: The St. Valentine's Day Massacre.

16th, 1923: Tomb of King Tutankhamen unsealed in Egypt. 1968: The nations first 911 system went into effect.
19th, 1878: Thomas Edison received his patent for the phonograph.
20th, 1792: President George Washington signed an act creating the United States Post Office.
23rd, 1942: The Voice of America first went on the airwaves.
25th, 1836: Samuel Colt patented his revolver.
29th, 1968: The first Grammy Awards.

We are taking applications for part-time summer help in the Conway Springs exchanges. This position will include, but not be limited to, ped and cabinet maintenance. Please send applications to:

Haviland Telephone Company
ATTN: Sabrina Freeman
P.O. Box 308
Haviland Ks, 67059



Some 'Sites to See'

www.nickjr.com - Great for Kids
www.everythingvalentinesday.com
www.overstock.com - An Online Discount Outlet
www.allfood.com - Quick & Healthy Meal Recipes

1. Yes, it comes after the 3rd of July! 2. Everyone has just one "Birth Day". 3. Every month has 28 days! 4. No it is not legal. If his wife is a widow then the man must be dead! 5. The answer is 70. (30 divided by a half is 60. 60+10+70) 6. There are two apples. You took them, remember? 7. 60 minutes. You took the first one, then 30 minutes later took the second one, and 30 minutes after that you took the third one! 8. If all but nine sheep dies, then there must still be nine left! 9. None!! Moses did not have an Ark, it was Noah who did! 10. 12. There is always 12 in a dozen, even if they are 2p. stamps!

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Conway Springs...
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