



On Line With...

Haviland Telephone Company

A Publication of Haviland Telephone Company, INC.

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Haviland Telephone Company

Gene Morris ~ President

Haviland Office

104 N. Main, Haviland
620.862.5211 or 800.339.8052

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
Steve Lewis ~ Technician
Ryan Oren ~ 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

Vesta Charbonneau ~ Customer Service
LaDonna Erker ~ Customer Service
Brent Swingle ~ C.O. Technician
Dan King ~ Plant Supervisor
Don Phillips ~ Technician
Dan Bender ~ Technician

Business Hours

8:00 AM ~ 5:00 PM Monday ~ Friday
Office Closed Saturday & Sunday
www.havilandtelco.com

For Service After Hours Call:

Haviland Office ~ 800.339.8052
Conway Springs ~ 800.287.7905

Haviland Internet Help Desk Hours

7:00 AM ~ 10:00 PM Monday ~ Friday
7:00 AM ~ 9:00 PM Saturday & Sunday
1.866.704.4268

President's Day is February 16th!



HTC Will be closed for President's Day.
We will re-open Tuesday February 17th.

Check Out Our Website: www.havilandtelco.com

Have you ever visited Haviland Telephone Company's website? On our website you can find information about our company, services we offer, links to other websites in our communities, past newsletters and much more. Here is a quick guide to what else you can find at www.havilandtelco.com.

On the left hand side of the page there are links to different pages on our site. The 'Information' link will take you to a page with mailing addresses and phone numbers to both of our offices. Also on this page you will find links to the history of Haviland Telephone Company, employment opportunities and Application for Employment.

'Communities' will direct you to a list of web pages for the communities in our service area. If you have a web page you would like listed here, please call us and let us know.

Under the 'Services' link, you can find information on calling features, long distance plans we offer, DSL services we offer as well as service forms. Service forms include bank deduct forms, PIC freeze and PIC freeze lift forms, Lifeline Certification forms and Letters of Agency. For faster service, if you need one of these forms, simply print it off, fill it out, (complete with your phone number, signature and date) and send it in to us.

The 'E-Bill' link allows you to view your current and past bills, pay

your bill online using Visa or MasterCard and view unbilled toll. By clicking the 'Newsletters' link, you can view newsletters all the way back to September of 2005. Also, with the 'Speed Tests' link, you can test the speed of your DSL service.

'Phone Directory' will take you to a page where you can look for listings alphabetically or by putting a name in the search bar and letting the internet find the person you're looking for. Only Haviland Telephone Company customers are listed in the directory. If you are a non-pub customer, your number will NOT be in the online directory. If you would like to be non-pub, please let one of our offices know. There is a \$1/month charge to have a non-published number.

Also on the left hand side of the page, about halfway down, you will find the 'WebMail' section. Here you can enter your havilandtelco.com email username and password to check your email from any location. Below that is a link to our Postini Spam Filter, where you can check out any suspicious looking emails that have been quarantined before sending them on to your email account, or deleting them.

If you need further assistance navigating our website, or have a website of your own you would like added to the 'Communities' page, please feel free to contact us at 1-800-339-8052 (Haviland Office) or 1-800-287-7905 (Conway Springs Office).

DTV - Digital Television

On February 17th, 2009, full-power analog broadcasting will end. Analog only televisions will require a converter box to receive over-the-air broadcasts with an antenna because of the transition. Are you ready for the switch over to digital TV? If you are a Haviland Telephone Cable subscriber the answer is yes! Televisions should continue to work as before with cable and satellite TV services, gaming consoles, VCRs, DVD players and similar products. The 'switch' is primarily a concern for consumers who rely on antennas (including outside antennas and 'rabbit ears') to receive broadcast signals on your TV set. These consumers will need to obtain a separate digital-to-analog set-top converter box. Set-top converter boxes receive digital signals and convert them to analog format for display on analog TVs. Analog sets connected to such converter boxes will display digital broadcasts, but not necessarily in the full, original digital quality.

Now thru March 31st, 2009, households are eligible to request up to two coupons, worth \$40 each, to be used toward the purchase of up to two, digital-to-analog converter boxes. More information on these coupons can be found at www.dtv2009.gov. More information about the DTV transition is available at www.dtv.gov, or by calling 1-888-DTV-2009.

~HTC Services~

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/month.

Expecting a phone call, but little Jane is talking to her friends? Add call waiting (\$1/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).

Just a Reminder:

Bills are due on the 15th of each month. We pre-bill each month. This means the bill you receive around the first of February is for services for the month of February, with the exception of toll calls. Toll charges usually show up on your bill about 1 month behind.

Some 'Sites to See'

www.people.com - People magazine online
www.tvguide.com - TV Guide magazine online
www.onlinegames.net - Play free games online
www.myklengnextissuex.com - Personalized Klengex

Pick-up Lines NOT to use this Valentine's Day!

Do you believe in love at first sight, or should I walk by again?

I must be in a museum, because you are a work of art.

Is it hot in here, or is it just you?

Have you always been this cute, or did you have to work at it?

Are you accepting applications for your fan club?

Is your father a boxer? Cause you're a knockout.

If your parents hadn't met I'd be a very unhappy man right now.

Is your father a thief? 'Cause he stole the sparkle from the stars and put it in your eyes.

You must be a heck of a thief 'cause you stole my heart from across the room.

You're so sweet, you could put Hershey's out of business.

Is your name Gillette? Cause you look like the best a man can get.

Do you like raisins? How about a date?

I'm in the process of writing a telephone book.

May I have your number?

If I could rearrange the alphabet, I'd put U and I together, 'cause that's where we belong.

Are you tired? 'Cause you've been running through my mind all day long.

Did the sun come out or did you just smile at me?

What you need is some vitamin ME.

Is there an airport nearby or was that my heart taking off?

Do you have a map? I just got lost in your eyes. Your eyes are blue like the ocean. And I'm lost at sea.

Is there a rainbow? Cause you're the treasure I've been searching for.

Oh, those are shoulder blades, I thought they were wings.

DSL Services at Haviland Telephone

Basic DSL - 384k Speed - \$29.95/mo

Standard DSL - 6Meg Speed - \$49.95/mo

Premium DSL - 12Meg Speed - \$59.95/mo

These services are available with Haviland Telephone landline phone service. There are one-time fees of \$49.50 for modem purchase and \$49.50 installation to get started. Also, each of these services come with a 1 year contract. If DSL is disconnected for any reason within the first 12 months, a \$99 early termination fee applies.

DSL w/o Phone - 6Meg Speed - \$69.95/mo

This service is available in our service area if you do not have or want a landline phone. There are one-time fees of \$49.50 for modem purchase and \$49.50 installation to get started. Also, this service comes with a 1 year contract. If DSL is disconnected for any reason within the first 12 months, a \$292 early termination fee applies.