

On Line With...



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Kansas Relay Center

Kansas Relay Center (KRC) is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically people who are deaf, deaf-blind, hard of hearing or speech disabled, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech, Spanish-to-Spanish (STS) and Captioned Telephone in order to connect with family, friends or businesses with ease.

The Kansas Relay Center facilitates these forms of communications. Persons with disabilities communicate with a telecommunications device for the deaf (TDD), a combination telephone/typewriter that enables the individual to type out his or her portion of the conversation. Other forms of TDD include teletypewriters and compatible personal computers with modems.

To access KCR, customers can simply dial 7-1-1 or the appropriate toll-free number. When a consumer calls KRC, a qualified Communication Assistant (CA) helps to place the call and begins relaying the conversation. Generally, the relay center CA receives and simultaneously reads the messages aloud to the hearing person. The hearing person's spoken words are then typed back to the hearing/speech-impaired caller. Hearing persons can also initiate calls through the center to communicate with hearing/speech-disabled persons.

The KRC also offers specialized services for individuals with speech disabilities and for Spanish speaking residents. Specially trained CA's are on hand to assist in these types of calls by dialing the associated number. Captioned Telephone is also

available and ideal for people with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

Both 7-1-1 and the 800 numbers are toll-free calls and provide access to the same relay services. If you experience trouble dialing 7-1-1 to reach KRC, please call the Kansas Relay Center Customer Service line: 1-866-735-2957.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Kansas, across the US and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access KRC.

Please note that 7-1-1 is not an emergency center. In the case of an emergency, you should dial 9-1-1 directly. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner.

To place a call using Kansas Relay Center, dial 7-1-1 or dial one of the following toll free numbers:

TTY/Voice: 1-800-766-3777

Spanish: 1-866-305-1343

Speech-to-Speech: 1-866-305-1344

Spanish STS: 1-866-305-1345

Customer Service Information:

1-866-735-2957 V/TTY

9107 Bluebonnet Centre Blvd.

Baton Rouge, LA 70809

Email: ksrelay@hamiltonrelay.com

Web: www.hamiltonrelay.com



Gene Morris - President

Haviland Office

104 N Main, Haviland

620-862-5211 or 800-339-8052

Mark Wade - Vice President/G.M.

Jayne Thompson - Admin. Assistant

Millie Hannan - Customer Service

Jayci Arredondo - Customer Service

Sandy Erwin - Billing Coordinator

Kay Lewis - Data Processor

Lori Larsh - Accounting Manager

Sue Leppert - Accounting Assistant

Diane Thompson - Marketing/P.R.

Dwight Smitherman - C.O. Supervisor

Bobby Long - Technician

Steve Lewis - Technician

Ryan Oren - Technician

Sabrina Freeman - Plant Secretary

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

Office Hours:

Monday - Friday 8:00 AM - 5:00 PM

Office Closed Saturday,

Sunday and Holidays

www.havilandtelco.com

For Service After Hours Call:

Haviland Office - 800-339-8052

Conway Springs - 800-287-7905

Email Information

Did you notice problems sending emails to Yahoo accounts around the first of the year? Haviland's email accounts were blacklisted from Yahoo's site on two separate occasions. Although there has been no official response from Yahoo, we believe this was the result of many large emails originating from our email accounts. We would like to remind customer's that sending out junk, spam or bulk emails can affect everyone with @havilandtelco.com email accounts.

Here are some things to keep in mind regarding your email accounts:

- Do not open any suspicious looking email. Our Postini Spam Filter stops most of, but not all spam mail from reaching your account. Opening spam mail could forward the spam on to everyone in your address book, or infect your computer with unwanted spyware, malware or viruses.
- Some spam emails have a link to 'un-subscribe' to the listing. Do not click this, or any other links in the email. By doing so you are letting the spammers know that it is an active email account.
- If you are sending out emails with lots of pictures, please consider condensing the file sizes or spreading them out over several emails to keep the size down.

Different Ways To Pay Your Bill

Haviland Telephone Company has several ways for you to pay your bill, including bank draft and credit card payments.

You can pay your bill with your Visa, MasterCard or Discover card. We also have a recurring credit card option so your payment is never late. Recurring credit card payments are processed on the 15th* of each month.

Sign up for bank draft. Bank draft payments are taken out on the 10th* of each month. All that is needed to get started is a voided check.

Online bill payment through your bank is another convenient way to pay your bills. We would ask that, if paying your bill this way, please reference your telephone number as your account number. When you pay a bill through your bank with online bill payment, your bank sends us a check. By using your phone number as the account number, you will ensure that it is on the check that is mailed to us, so we know what account to apply it to.

Haviland Telephone Company's E-bill service offers an online way to manage your bill. You can set your account up for bank draft, recurring credit card payments or authorize one-time credit card payments each month.

You can always pay your bill in person or thru the mail. If mailing please allow time for your payment to reach us by the 15th.

*If this date falls on a weekend or Holiday, payments will be processed on the next business day.

~SENIORS~

Visit our website:

www.havilandtelco.com
for scholarship information!!!

Haviland Telephone is currently taking applications for part-time Outside Plant summer help at the Conway Springs office. This position will include, but not be limited to, ped and cabinet maintenance.

Please send applications to:

Haviland Telephone Company
ATTN: Sabrina Freeman
PO Box 308
Haviland KS, 67059



Happy
Valentine's
Day!

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Sudoku Challenge

Using numbers 1-9 fill in the blanks so that each row and column have one of each digit. Each 3x3 square must also contain numbers 1-9. For Answers to this puzzle, visit www.havilandtelco.com.