

# On Line With...

# Haviland Telephone Company, Inc.

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## DSL and NECA's Tariff

A couple of months ago, we talked about NECA's DSL tariff. That is the source for the terms and conditions for the high-speed Internet service we provide. This tariff provides a pooling environment for our costs, providing consistency and shared costs across hundreds of small telephone companies. Readers may also recall that this tariff charges more for data-only DSL service than for DSL with telephone service.

DSL service as provided to the customer is a bundle of two services: regulated DSL service provided under this tariff, and non-regulated Internet access service. DSL provided over regulated facilities provides access from the connection at the side of your house or business to the place where all our DSL is combined, in Conway Springs. But this doesn't connect you to the Internet.

We buy 45 megabit-per-second access from a third party. This arrangement provides a connection to the Internet backbone. (Generally speaking, the "Internet backbone" is the network among major metropolitan areas' Internet.) We then connect our DSL connection point in Conway Springs to this 45 meg connection in Haviland. This completes the connection. We call it DSL, but it's really DSL transport to our

Internet connection point in Conway Springs, bundled with a non-regulated Internet access service.

Oddly enough, during the last five years, our access to the Internet backbone has not grown cheaper. But vendors have grown willing to provide more bandwidth for the same price. For example, 2 years ago when DSL speed to the customer was 256 kilobits per second, we could buy 12 megabit-per-second access to the Internet backbone for about \$8,000 per month. Today, when DSL speed to the customer is 3,000 kilobits per second, we can purchase nearly 4 times the bandwidth for about the same price. The cost per megabit of bandwidth is down, but not the total cost. This is the fundamental business reason why DSL retail prices in our service area are not down, but bandwidth delivered to the customer is up.

Why isn't access to the Internet backbone as cheap in our service area as it is in Kansas City? For the same reason that telephone costs per customer are higher: long distances and sparse population density: A 5000-foot piece of telephone cable may serve 12 blocks and 50 customers in town, but no customers at all 5 miles south of Argonia.

### 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

Kristina Steinle, Administrative Assistant

Dwight Smitherman, C. O. Supervisor

Alvin DeGarmo, Construction Supervisor

Bobby Long, Technician

Tommy Bunce, Technician

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](http://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

As our Internet customer, you have access to a tool that helps protect your computer from unwanted e-mail and viruses.

This service, called Postini, traps unwanted e-mails and viruses before either is delivered to your computer. You can view messages at Postini and either accept for delivery to your computer or delete them safely.

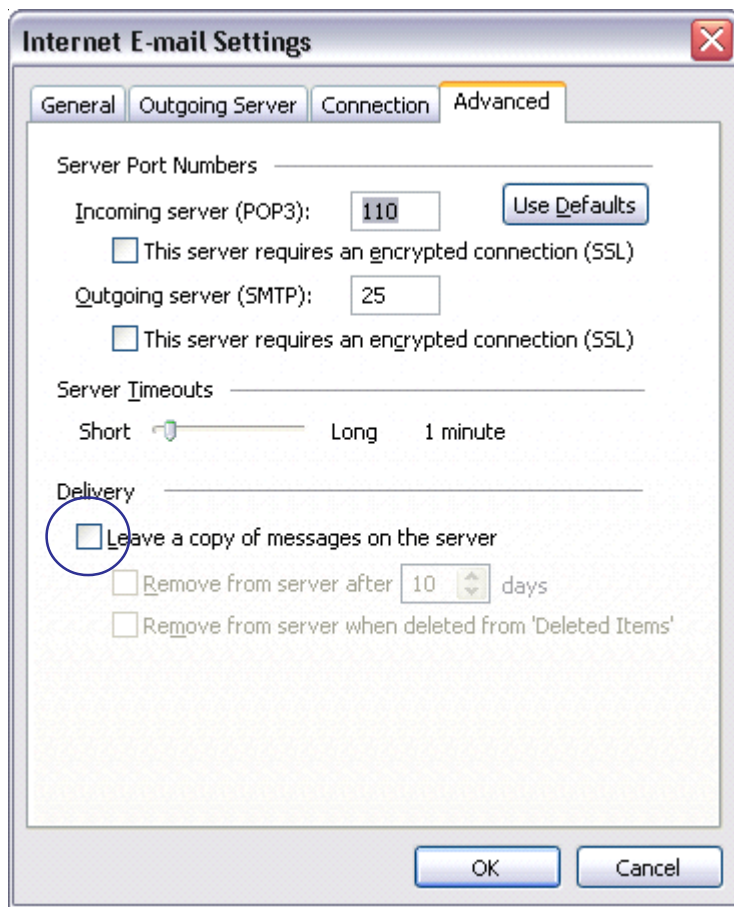
This system uses McAfee's virus protection system, so it continually updates its list of suspicious addresses. You can customize your settings to include

a safe list of e-mail addresses you will always accept. You can set up permanently blocked mail addresses you will always block.

Your account is setup with Postini activated. The service costs you nothing extra. Anything we can do to protect our users, protects the computers we use at work and at home, too. We recommend you periodically look at your settings. For more information on Postini, go to our website at [www.havilandtelco.com](http://www.havilandtelco.com) and click on Postini. Enter the user name and password on our HTC Internet account.

# E-mail Cleanup

About once a month we ask high-volume e-mail users to dump the e-mail remaining on our server. These customers usually have over 100 megabytes on the server. It isn't unusual for the top 10 users by volume to have 2 gigabytes left on the server. We clean up so the server is faster for everyone.



Please, if you do not need to keep e-mail you have already viewed on your computer on our server, don't. Make sure you have de-selected any checkbox that leaves a copy of the e-mail on the server. Instructions are below.

If you really need enormous e-mail storage, let us know. Perhaps we can accommodate you in some way. If you have questions, call Leanna with Giant in the Haviland's office.

In accordance with Federal law and the U.S. Department of Agriculture's policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, or disability (Not all prohibited bases apply to all programs). To file a complain of discrimination, write USAID, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington DC 20250-9410, or call (202)720-5964 (voice or TDD). USDA is an equal opportunity provider and employer.

## Job Opportunity:

We're accepting applications for an Administrative Assistant to work out of our main office in Haviland. Basic requirements include: General computer comfort and Microsoft Office expertise, works well with variety of people, personal initiative, quick learner. Responsibilities include call screening, report development, equipment purchase. Telephony or communications experience helpful. Compensation package includes health insurance, retirement, vacation, and other features. This person reports directly to the General Manager. Call Kris at 800-339-8052, see the web site, or the Monstor.com listing for more details.

## Instructions for Outlook Express:

In Outlook go to "tools" then click "accounts"; click on the mail tab and find your account and double click on it to open up the properties. Click on the advanced tab and take the check mark OUT of "leave copy of message on the server"

## Instructions for Office Outlook:

In office outlook go to "tools" then to email "accounts"; view or change existing email accounts then click next. Find your email account in the list and click change then click more settings. When more settings opens up click the advanced tab and take the check mark OUT of "leave a copy of message on the server".

## Christmas Open House

Vic Philpott and John Gibson won the poinsettia door prizes given away at the Haviland Office.