



ON LINE WITH...

A Publication of Haviland Telephone Company, INC.

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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 (STS), Spanish-to-Spanish 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 these 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 TDDs include tele-typewriters and compatible personal computers with modems.

To access KRC, customers can simply dial 7-1-1 or the appropriate toll-free number provided below. 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 hear-

ing 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 an emergency, you should still 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 Speech-to-Speech: 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



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 ~ Admin. 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

Lori Larsh ~ Accounting Manager

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

Office Hours:

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

Office Closed Saturday, Sunday and Holidays

www.havilandtelco.com

For Service After Hours Call:

Haviland Office ~ 800.339.8052

Conway Springs ~ 800.287.7905



National Do-Not-Call Registry

The National Do Not Call Registry is managed by the Federal Trade Commission (FTC), the nation's consumer protection agency. It is enforced by the FTC, the Federal Communications Commission (FCC), and state law enforcement officials. Registration is free and easy. You can either call from the phone you would like added to the registry, or visit their website at: www.donotcall.gov. Once you register your phone number, telemarketers covered by the NDNCR have up to 31 days from the date you register to stop calling you. Registration is effective for five years.

When registering for the NDNCR, there are a few things to keep in mind. First, placing your number on the Do Not Call Registry will stop MOST, but not ALL telemarketing calls. This is due to limitations in the jurisdiction of the FTC and FCC. Calls from, or on behalf of, political organizations, charities, and tele-

phone surveyors would still be permitted, as would calls from companies with which you have an existing business relationship, or those to whom you've provided express agreement in writing to receive their calls. Second, if you purchase something from a company, you establish a business relationship with said company. As a result, even if your number is on the Do Not Call Registry, the company can still call you without violating the rules of the NDNCR. However, you can make a specific request to the company not to call you, and they must honor your request not to call. Third, if your phone is disconnected for any period of time, and then reconnected with the same number, you may need to re-register.

For more information, or to put your number on the National Do Not Call Registry, please visit www.donotcall.gov or call 1-888-382-1222.

Call about our
DSL services.

768k ~ \$29.95*

6MEG ~ \$49.95*

12MEG ~ \$59.95*

Call our Haviland or Conway Springs offices at: 800.339.8052 or 800.287.7905

*These prices are in addition to your local phone bill. Modem and Installation fees apply. One year contract must be signed.

Christmas Open House

The Haviland Telephone Company held a Christmas Open House Wednesday, December 9th at its Haviland office. Coffee and Punch were served along with many delicious baked goods made by Beverly Whitney. Haviland Telephone Company would like to thank all of those who braved the weather to stop by. We would also like to extend congratulations to our door prize winners: Janet Johnston (poinsettia), Annette Tucker (poinsettia) and Irene Ballard (HTC mug).

3								
			5			4	1	2
6	4		2				3	5
		5	1		7	8		3
		3				2		
4		8	9		2	1		
1	9				6		2	8
8	2	7			5			
								4

Sudoku Challenge

Using numbers 1-9 fill in the blank spaces 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.

FUN TIMES

My 2010 New Years

Resolutions:

I will think of a password other than "password" or "hello".

I will do less laundry and use more deodorant.

I will stop sending e-mail, Instant Messages and be on the phone at the same time with the same person.

I will answer my snail mail with the same enthusiasm with which I answer my e-mail.

When I hear a funny joke I will not reply, "LOL... LOL!"

I will start buying lottery tickets at a luckier store.

I promise to clean my room once a week even though I haven't cleaned it more than once in the last year.

I will always replace the gas nozzle before driving away from the pump.

I will try to drive closer to the speed limit.

Play more computer games. Scientists say they're good for you and improve your visual skills.

I will spend less money on useless stuff (like this new DVD rewinder I just ordered).

I will drive more careful, people are starting to notice all of the dents in my car.

I resolve to stop poisoning my family with my cooking.