



On Line With...

Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

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HAVILANDTELEPHONECOMPANY

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
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

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 - 7:00am to 10:00pm

Saturday & Sunday - 7:00am to 9:00pm

1-866-704-4268

1-800-DIG-SAFE

Summer. The time of year when most outdoor activity happens, including digging. Kansas Statutes 66-1801 through 66-1814 require that anyone engaging in any type of excavation must provide advance notice of at least two full working days to facility owners. To simplify this process, Kansas law created the Kansas One-Call system, administered by the Kansas Corporation Commission (KCC). Underground utility companies and other operators are required to be paying members of the Kansas One-Call system. KCC penalties and civil damages may apply to excavators who do not follow the regulations.

In most situations when you're digging or doing other earth work, the procedure is simple. First, call 800-344-7233 (800-DIG-SAFE) or 811. Second, wait the prescribed time, allowing all operators in the area time to locate their property. Third, respect the markings, and forth, DIG SAFELY! There is no cost to the excavator to call Kansas One-Call; all fees are paid by the facility owner. If we mislocate, or fail to locate, the excavator is absolved from damages.

Years ago, telephone companies used copper cable exclusively. It was pretty inexpensive to repair, seldom costing more than \$200 including all materials and labor. While we still use some copper cable, technological advances over the years has allowed us to deliver better voice, internet and special data circuits at a higher quality through fiber optic cable. For the delivery of these services the integrity of these tiny glass strands are crucial. Because light travels down this cable, and is sensitive to any changes in the quality of the glass, the tiny splices to fix a cut fiber optic cable must be perfect. The measuring equipment, maintenance personnel and spliced cable repair kits are expensive. As a general rule, a fiber optic cable cannot be spliced (fixed) for less than \$5,000. Fiber outages usually affect a much larger number of customers compared to a copper cut.

In addition to our retail customers, we have several wholesale customers who transmit cellular calls, cable television channels, data and alarm information through the fiber optic cables. These cables are scattered over 8 counties: in town, in the country, along roads and across fields, in public right-of-ways and along acquired private easements. The cable is generally well-marked along its routes with highly visible warning signs.

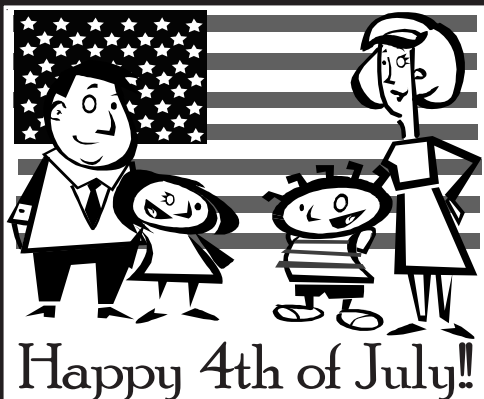
City water and sewer departments, as well as some oil and gas production facilities, are not required to be members of the Kansas One-Call. These operators may need to be contacted individually.

We will generally seek compensation from excavators who damage our facilities when we have not been notified via the One-Call system, or when the excavator ignores our markings. Also, please keep in mind that location markings are estimates and may vary by up to 24 inches.

PLEASE DON'T
FORGET TO



CALL BEFORE
YOU DIG!!!

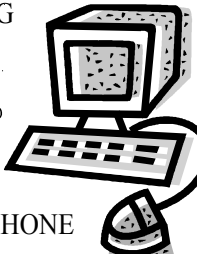
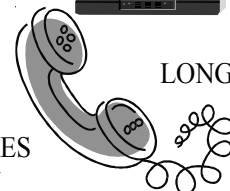


Just for Fun

Find the words on the right in the puzzle below. Use the leftover letters to find a hidden sentence!

T R G N I L L A C E C N E R E F N O C W
O C E N U M B E R G N I T I A W L L A C
N C A T P H O N E B I L L L G S H R U L
E O F E U H O K R O W T E N E A M S T D
L M R N C O L L A T S N I R V L E C O I
O M P R O O R I N G D R U I I R E T M G
N U H E N K H T C R E T L N N N C B A S
G N O T L U A L O V A A E A N O H A T A
D I N N I P L C I E N W M O M F E N I F
I C E I N I E T F D S E C V D F L K C E
S A J N E S C G T G P B F O I I P D C E
T T A A A N N E S D E P T I G C D R A U
A I C B I I L E S R E A R C I E E A L D
N O K T L E N R E E D G S E T E S F L I
C N S L P I I S L H C E T M M N K T B R
E I A H L L A C E R C I T A M O T U A E
D C O F F I B E R F C C I I K E T O C L
R N R E P A I R I M A L T L C I D S K L
E D I A L D R O W S S A P O C S N O U A
D I G I T A L S E R V I C E L I N E M C

AUTOMATIC CALLBACK
AUTOMATIC RECALL
BANK DRAFT
BASE CORD
CALL WAITING
CALLER ID
CALLING FEATURES
COMMUNICATION
CONFERENCE CALLING
CONNECT
CSR
CUSTOMER
DIAL
DIG SAFE
DIGIT
DIGITAL SERVICE LINE
DISTINCTIVE RING
DOTCOM
DSL
EMAIL
FCC
FIBER
HAVILAND TELEPHONE
HELP DESK
HOOKUP
HTC



INSTALL
INTERNET
KCC
LINES
LONG DISTANCE
MODEM
NETWORK
NUMBER
OFFICE
ONLINE
PASSWORD
PEDS
PHONE BILL
PHONE JACKS
REPAIR
RING
ROUTER
SPEED
TECH
TONE
USERNAME
VOICEMAIL
WARMLINE
WEBPAGE
WIRELESS

Information Station

Caller ID - \$7/month - Displays most names and numbers of incoming callers on a screen so you know who is calling before you answer!

Call Waiting - \$1/month - If you have an incoming call while you're already on the line, the Call Waiting feature will alert you.

Distinctive Ring - \$1/month - Gives you an additional telephone number with its own distinctive ring on your existing telephone line.

Call Forward Busy - \$1/month - Forwards your call to a programmed number if someone calls and the

line is busy.

Call Forward Don't Answer - \$1/month - Forwards your call to a programmed number if someone calls and no one answers. With this feature you can have your calls forwarded to your cell phone so you never miss a call!

CID Suppression - \$1/month - Blocks your name and number from showing up on caller ID boxes of the person you are calling.

Warm Line - \$1/month - Automatically dials a pre-selected number if you don't dial within 30 seconds of picking up your phone. Brings peace of mind in an emergency.



Some 'Sites to See'

www.ebay.com - Online Auction
www.kake.com - Kake News Online
www.disneychannel.com - Official Disney Site
www.theholidayspot.com - Holidays Year-Round

"ON LINE WITH..." IS OWNED AND PUBLISHED FOR THE BENEFIT OF THE CUSTOMERS OF HTC.

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