



On Line With...

Haviland Telephone Company

A Publication of Haviland Telephone Company, INC.

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Haviland Telephone Company

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Haviland Office

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Mark Wade ~ General Manager
Jayne Thompson ~ Administrative Assistant
Millie Hannan ~ Customer Service
Jacyi 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



St. Patty's Day is March 17th!

2009 Lifeline/Link-Up Poverty Level Guidelines

Lifeline is a service for low income households that helps pay some of the costs of a local phone bill. Those who qualify receive substantial discounts on their basic local telephone service. The total lifeline discounts for the past several years have been \$15.70/month, however beginning March 1st, 2009, the discounts will go up to \$17.77/month.

In order to qualify for lifeline, a customer must participate in one of the following: food stamps, general assistance, supplemental security income (SSI), Temporary Assistance to Needy Families (TANF), Medicaid, United Tribes Food Distribution Program, BIA General Assistance, Tribally Administered Temporary Assistance for Needy Families (TANF), Head Start (only those meeting its income qualifying standard), Free School Lunch Program

OR have an Annual Household Income at or below 150% of the federal poverty level guidelines.

Link-Up helps pay the hookup charge for telephone service. This federally funded program pays some of the cost of installing local service in your home if you are currently without telephone services. Haviland Telephone Company's hookup fees are currently \$24. If you qualify, Link-Up will pay \$12 of this cost. Link-Up does NOT cover any costs of wiring inside your home.

To verify your eligibility for Lifeline/Link-Up services, you will need to complete the Lifeline application, have a copy of your assistance program ID card or appropriate documents issued by the administering agency OR a copy of your most recent Federal or State Individual Income Tax Return.

Persons in Household	Annual Household Income no higher than:	Persons in Household	Annual Household Income no higher than:
1	\$16,245	5	\$38,685
2	\$21,855	6	\$44,295
3	\$27,465	7	\$49,905
4	\$33,075	For each add'l add:	\$5,610

2009 Rate Changes

In 2002 the Kansas Legislature passed a law establishing a method to set an affordable level for basic local service rates for rural telephone companies. The Kansas Corporation Commission has determined these rates to be a statewide average of \$15.75 for residential and \$18.75 for single line business services. This is a \$.75 increase in residence and business rates. The new rates will take effect March 1st, 2009. Also, taking effect March 1st, 2009 the Kansas Universal Service Fund rates will increase from \$1.01 to \$1.15

As part of legislative and regulatory actions, HTC will receive a reduced amount of high cost support from the Kansas Universal Service Fund to offset the local rate increase. HTC will receive no additional revenue as a result of these changes.

Effective 3/1/2009 HTC local service rates will be:
Residence - \$15.75
Business - \$18.75
KUSF rates will be: \$1.15

If you have any questions about rate changes or Lifeline services, please contact us at 800-339-8052 or 800-287-7905. You may also contact the KCC at 1-800-662-0027.

Email Cleanup

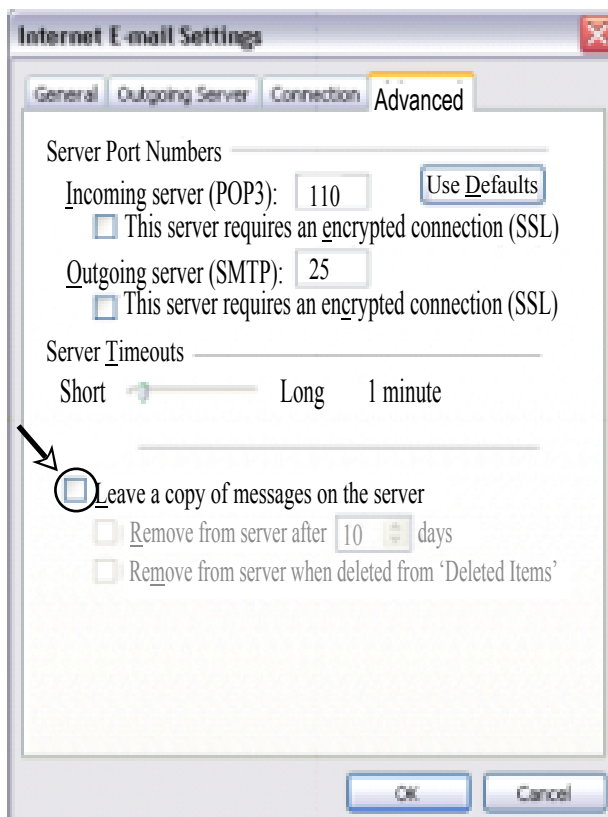


To help keep our server clean, we ask our customers with Havilandtelco email accounts to periodically clean out their inboxes in the web mail. To do this, you will need to go to www.havilandtelco.com and sign into your web mail account with your username and password. Once you are in the inbox, we would ask that you delete the messages there. You will then need to click on 'Inbox Trash' on the left side of the screen and repeat the process of deleting the messages there as well.

We also ask that our customers set up their Outlook Express or Office Outlook accounts so that it will automatically remove emails off the server once you have downloaded them to your computer. Instructions on how to set that up are as follows:

OUTLOOK EXPRESS: In Outlook go to 'TOOLS' then click 'ACCOUNTS'; click on the 'MAIL' tab, find your account and double click on it to open up the properties. Click on the 'ADVANCED' tab and take the checkmark OUT of 'leave copy of message on the server'.

OFFICE OUTLOOK: In Office Outlook go to 'TOOLS' then to 'EMAIL ACCOUNTS' then to 'VIEW OR CHANGE EXISTING EMAIL ACCOUNTS', then click next. Find your email account in the list and click 'CHANGE'. You will then want to click on 'MORE SETTINGS'. When 'MORE SETTINGS' opens up to the 'ADVANCED' tab and take the check mark OUT of 'leave copy of message on the server'.



Thou Shalt...

- ...not leave dead mice on thy humans pillow, hoping to impress them.
- ...not jump on the keyboard while thy human is typing.
- ...not pull on phone cord at the back of the modem.
- ...not unroll all of the toilet paper off of the roll.
- ...not sit in front of the TV, as thou art not transparent.
- ...not projectile vomit off the top of the refrigerator.
- ...not walk in on a party and begin licking thy self.
- ...not lie down with thy butt in thy human's face.
- ...not leap from great heights onto thy human's lap.
- ...not reset thy human's alarm clock by walking on it.
- ...not climb on the garbage can with the hinged lid, as thou will fall in and trap thyself.
- ...not jump onto the toilet seat, just as thy human is sitting down.
- ...not jump onto thy sleeping human's bladder at 4 am.
- ...realize that the house is not a prison from which to escape at any opportunity.
- ...not trip thy human even if they walk too slow.
- ...not push open the bathroom door when there are guests in the house.
- ...remember that thou are a carnivore and that houseplants are not meat.
- ...show remorse when being scolded.
- ...remember, fast as thou are, thou cannot run through closed doors.

A couple were going out for the evening. They got all dolled up, put the cat out, etc. Their taxi arrives and as the couple go out, the cat shoots back in. They don't want the cat shut in the house, so the wife goes on out to the taxi while the husband goes upstairs to chase the cat out.

The wife, not wanting it known that the house will be empty, explains to the taxi driver, "He's just going upstairs to say goodbye to my mother."

A few minutes later, the husband gets into the cab and says: "Sorry I took so long, stupid old thing was hiding under the bed and I had to poke her with a coat hanger to get her to come out!"

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 March is for services for the month of March, with the exception of toll calls. Toll charges usually show up on your bill about 1 month behind.

Some 'Sites to See'

www.cooks.com - Recipes Online
www.ask.com - Online Search Engine
www.intellicast.com - Weather Alerts & Info
www.fisher-price.com - Toys & Games for Kids

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.