

On Line With...

Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

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We've Moved!!

The Haviland Telephone office has moved from 106 North Main to 104 North Main in Haviland. Yes! that's right...just next door to our old office. Come by and visit, we would love to show you our new offices. Watch for details about our "Open House", just as soon as we can finish all the construction work.

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

Jay Adams, Technician

Steve Davis, Operations Accountant

Sue Leppert, Accountant Asst.

Georgianna Nusz, Director of PR,

Marketing and Economic Development

Conway Springs Office

211 W. Spring

620-456-2211 or 800-287-7905

Danny 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

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

What is Universal Service?

What is Universal Service? Universal service is a old statutory public policy concept established in the early years of the communications industry to ensure widespread access to telecommunications technology and services with affordable rates throughout both rural and urban parts of the country. It is a system of spreading costs of providing technology and services among different types of telecom service providers, and an industry reimbursement system to support carriers providing service in rural high-cost areas. Consequently, carriers that otherwise would be forced to charge enormous fees for service in rural areas able to offer their customers high-quality services at rates comparable to consumers living in urban areas. Universal service support is not funded by federal dollars. Since it's inception, it has been solely supported by companies in the telecommunications industry.

Why should I care? Universal service is important to all Americans because having a high-quality national wide integrated telecommunications system is vital to our economic and national security. In addition, telephone service is the communication lifeline to the community and emergency services. Without universal service support, costs for local service in many rural areas would be prohibitively expensive-even exceeding \$100 per month. It is clearly due to universal service that the United States has a household telephone penetration rate exceeding 95 percent.

Customer notification about Kansas Universal Service Fund:

The Kansas Corporation Commission (KCC) has recently increased the assessment rate needed to maintain the Kansas Universal service fund. Due to this adjustment, you will see an increase in your bill. The assessment rate per-line is \$1.14 and a 6.07% surcharge for Intrastate services. The Kansas Universal Service fund program helps keep local telephone service rates affordable for all customers, and provides discounted communication services to public schools, libraries and certain healthcare facilities.

Check your email.....

when you are away from home! Travelers and business people away from home, may need to check their e-mail. Simply go to our website, www.havilandtelco.com and go to the web based e-mail service. Be sure to use your user name (Login) and your password. Any e-mails that have not been downloaded will still be available on the server and can be read at that time.

Call Features of the Month

Caller ID - Name & Number Delivery \$7.00

Monthly service that allows you to see who is calling you before you answer the phone! Caller ID displays the phone number and name of the person calling you.

Activated by the phone company.

Call Waiting on Caller ID \$1.00

If you have an incoming call while you're already on the line, the Call Waiting feature will alert you. You may then put the first party on hold while you catch your second call. It will greatly reduce missed calls due to a busy phone!

Activated by the phone company.

Warm Line \$1.00

Automatically dials a preselected number if you don't dial within 30 seconds of when you pick up your phone. Brings peace of mind in an emergency.

Activated by the phone company.

Comments From Our Customers

Haviland Telephone Company,
The Skyline T-Bird Club would like to
Thank you for the donation of popcorn
sacks. We have huge popcorn sales each
week. So we truly appreciate your do-
nations and support as we are able to
serve our school, students and commu-
nity.

Thank you so much-
T-Bird Secretary

Use *67 to Block Caller ID

You may protect your privacy and block your number from being transmitted by dialing *67 on a call-by-call basis. This service is free.

Important Information about your e-mail:

In a effort to maintain the highest service level possible for all of our customers, we want to remind our subscribers of features currently in place to improve the on-line emailing experience.

HTC provides free Spam and Antivirus filtering product, called Postini. It is customizable to meet individual needs and the service works in conjunction with filtering software that may already exist and does not require any installation or additional resources. Best of all it's free!

Consistent with any industry standards, HTC maintains a healthy e-mail system. To help us with this process, please clean out your old emails saved to our server. Internet customers with questions, concerns or any other issues should contact Haviland Telephone at 1.800.339.8052 or Help Desk at 1.866.704.4268

Is Your Business Directory Listing Right?

Please take a minute and check your listing in the June 2005, Haviland Telephone Directory for correct spelling and current information. In the event that you find an error or omission. Please fill out and return this form, or call us with your instructions at 1-800-339-8052 (Haviland office) or 1.800.287.7905 (Conway Springs office) at your earliest convenience.

Incorrect Business Listing:

Name _____
Address _____
City _____
Phone _____

Correct Business Listing:

Name _____
Address _____
City _____
Phone _____

Haviland Telephone Company has been serving the people of South Central Kansas with a high level of service for over fifty years. Conway Springs, Argonia, Norwich, Riverdale, Coats, Cullison, Haviland, Wilmore, Mullinville, Nashville, Isabel and Sawyer residents have learned to depend on Haviland Telephone Company. With local service, Caller ID, Long Distance, Internet, and now DSL, our customers have learned to depend on us.

Haviland Telephone Company.... a neighborhood company, helping the communities we serve prosper.