

# On Line With...

# Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

VOL. 8 ISSUE 5 May 2006

## It's a "Great Time" to add that 2nd Line

Do you need a fax line or just another phone line at your home or business? Haviland Telephone will be waiving the connect fee, service order charge and the wiring of 1 jack with the connection of a 2nd line for the month of May 2006. A term of 1 year for service will apply. Call today for more details!

### 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, 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

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

## TECH TIPS:

### Is your Internet equipment protected properly?

Spring can bring some of the most severe weather including severe lightning. Is your Internet equipment protected properly? Let's check to make sure. More than likely you have the computer, monitor, printer and modem plugged into a power strip of multiple outlets. This power strip might even be "surge protected". But unless you also have your telephone line protected *before* it gets to your modem, you have an open path for lightning surges to potentially do damage to your modem & computer.

Protect your equipment, by using a "surge" power protector that includes in-and-out telephone line jacks. If you have DSL (high-speed or broadband Internet service) running through your telephone line, the protector must be able to pass DSL signals.

Protect your investment during this storm season, with a power/telephone-line protector.

### What is Windows Update?

A Microsoft Web site that provides updates for Windows operating system software and Windows-based hardware. Updates address known issues and help protect against known security threats.

#### Tip:

If you turn on Automatic Updates, Windows Update can deliver high priority updates to your computer as they become available. You can decide when and how updates are installed.

#### How does it work?

When you visit the Web site, Windows Update scans your computer and tells you which updates apply to your software and hardware. You choose the updates that you want to install and how to install them. Just open Internet Explorer, click on tools, click on Windows Update.

## Get **Voice Mail** Services and **NEVER** miss another important call!!

No batteries!  
No hassle!  
No special equipment!

Whether you're on the phone,  
on the Internet or not home,  
Voice Mail will get the message.

For the low price of \$4.95, you will receive your Voice Mail service, with your personal greeting. Also included is your choice of a calling feature.

You may chose either:  
Call Forward -  
where you transfer your call to another number  
or  
Call Forward Don't Answer -  
to transfer incoming calls.

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### Comments from our Customers

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Dear Haviland Telephone,

Thank you so much for the calling cards given to our After Prom organization. They are so very handy to have in your wallet and hopefully a good way for kids and parents to stay in touch when they go off to college!

Argonia After Prom

Haviland Telephone Co.,

The T-Bird Club would once again like to thank you for the donation of the popcorn bags. We greatly appreciate your support and generosity.

Thank you  
T-Bird Secretary

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## 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.*

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## WATCH FOR YOUR 2006 LARGE PRINT DIRECTORY ARRIVING IN JUNE!!

**Dear Customers and Friends,**

**This is my last newsletter for Haviland Telephone Company. I will be leaving HTC at the end of April to pursue other business opportunities. I wish to thank all of our patrons who have read the Newsletter and made comment about it. My goal thru the newsletter was to inform you, our valued customers of services we offer and how they can benefit you. Logging off for the last time. Georgianna Nusz**