

On Line With...

Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

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Phone Bill Help from Kansas Lifeline

Lifeline is a federal-state partnership offering telephone discounts to low income consumers in all U.S. states. Those who qualify receive substantial discounts on their basic telephone service, currently \$15.80 off local rate and subscriber line charge (\$14.00 + \$6.50 = \$20.50). You are eligible if you receive any of the following: Food Stamps, General Assistance, Supplemental Security Income (SSI), Temporary Assistance to Families, Medicaid, United Tribes Food Distribution Program, BIA General Assistance, Administered Temporary Assistance for Needy Families, Head Start (only those meeting its income qualifying standard), Free School Lunch Program, 150% of the federal poverty level*. Documentation must be provided. The program is largely administered by local telephone companies. It is paid for by the Kansas Universal Service Fund and the federal Universal Service Fund.

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

Jayci Arredondo, Customer Service

Sandy Erwin, Billing Coordinator

Kay Lewis, Data Processor

Dwight Smitherman, C. O. Supervisor

Alvin DeGarmo, Construction Supervisor

Bobby Long, Technician

Tommy Bunce, Technician

Sabrina Freeman, Plant Sec.

Steve Davis, Controller

Sue Leppert, Accountant Asst.

Jayne Thompson, Admin Asst.

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

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

To inquire about rules and eligibility call either one of our offices at 800-339-8052 or 800-287-7905 or check out these web sites: <http://www.kcc.state.ks.us/pi/lifeline.htm>; <http://portal.havilandtelco.com/services/>. Printable forms are available here, as well.

The process that pushed in-state long distance rates down and set up the Kansas Universal Service Fund also pushed up local rates. Local rates were \$4.70 when this process began in Mar-97. The Kansas Lifeline program was started to help offset rate increases.

The last rate increase was Mar-07. Pertinent Kansas statutes include K.S.A. 66-2005. The Citizens Utility Rate Payer Board is established to hear customer concerns on rates. Kansas laws, KCC dockets, and C.U.R.B. can be found on the Internet.

2007 Federal Poverty Guidelines

Family Size	Maximum Income
1	\$15,315
2	\$20,535
3	\$25,755
4	\$30,975
5	\$36,195
6	\$41,415
7	\$46,635
8	\$51,855
Each Additional Person	\$5,220

Check Out...

Check out SpiralFrog, an ad-supported competitor for iTunes, Napster, and Rhapsody, all of which are subscription-based sites. Subscription sites like these are aimed at the parents of SpiralFrog's target market. SpiralFrog, by contrast, is aimed at people who have time, not money. Most of advertising revenue goes to music

owners, to make it all legal. See www.spiralfrog.com.

As of now, over 800,000 songs are available for download vs. iTunes' 5 million. There is no limit to how many of these songs you may download. Music videos are also available on the site, and can be downloaded to your computer. Oh, yes, free music doesn't get you iPod formats, either.

Credit Card Payments Now Accepted

As an added convenience, we are now accepting Visa and Mastercard credit cards payments for all services and products. Here are the answers to several common situations:

1. How can I pay my bill with my credit card?
 - a. By phone - Call our office at 800-339-8052.
 - b. In person - Stop by our offices any time.
 - c. On line - Visit www.havilandtelco.com and click on E-bill.
2. Can I pay my bill every month using my credit card? - Yes
 - a. You can pay manually every month
 - b. You can set your account to pay your bill automatically every month
3. How do I set up an automatic payment using my credit card?
 - a. Call our office to speak to a customer service representative
 - b. Thru E-bill select Credit Card Automatic in the Pay Bill tab and the payment will post to your account on the 15th of each of month.
4. Why would I want to use my credit card to pay my bill?
 - a. Convenience
 - b. Avoid additional fees if paid by 15th of each month
 - c. No postage to mail your bill in
 - d. Always know your payment has been received
5. Is my credit card information secure? Yes.
 - a. Payments made thru E-bill are secured with Verisign, an on-line industry accepted payment method.

New Employees!

We're please to announce that Jayci Arredondo and Jayne Thompson have joined our Haviland office staff. Jayci has filled the open Customer Service position in the Haviland office. She's a Haviland native. She and husband, Francisco, have 1 child. Jayne Thompson fills the Administrative Assistant opening. A native of Tribune, she and husband Brady have 2 children. Both families live in rural Haviland.



Other Items:

A \$99 New Computer?

You'd like to get a computer, but don't want to go into debt or come up with \$1,500-2,000 for a typical computer, monitor, and software? You might look at Zonbu (Zonbu.com). This little computer roughly resembles Apple's book-sized Mac Mini in size and accessories: the user supplies mouse, keyboard, and monitor.

But Zonbu has a couple of unique twists. It uses non-moveable flash memory for temporary storage on the device. But it connects to Zonbu's web-based storage devices for permanent storage. This also enables the Zonbu device to always have a remotely-stored backup for any file.

Perhaps the most interesting twist is the pricing. You can buy the device outright for \$249, but you still need a buy a storage plan from Zonbu. This is still a pretty good price compared to many other full-sized computers. Or, you can "buy" the computer for \$99 and pre-pay \$12.95 for 24 months of on-line storage and application updates.

CPNI Changes

The changes in CPNI (Customer Proprietary Network Information) you've heard about over the last 4 months are still scheduled to become effective in early December.

We have yet to work out exactly how these changes will be implemented.

Please, watch our newsletter for complete information.

Job Opening Update:

We have filled the open Haviland office Administrative position. However, we have a part-time janitorial position available, 10-15 hours per week. Please call for additional information.