

# Online With...

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Haviland Telephone Company

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## Customer Proprietary Network Information CPNI Update

It's time again, for our annual CPNI update. Customer Proprietary Network Information (CPNI) is defined as the data collected by telecommunications companies about a consumer's telephone calls including time, date, duration and destination number of each call. The type of network a customer subscribes to and any other information that appears on the consumer's telephone bill are also included in CPNI. This is mainly in reference to long distance calling. There have not been any significant changes in how CPNI is handled over the past several years.

Previously, telecommunications companies were able to sell this data to third party companies for marketing purposes. Telemarketers working on behalf of telephone companies such as MCI, AT&T and Qwest, among others, would attempt to either win back a customer or up-sell a customer with more services based on call detail. Essentially they would take your call detail without your knowledge and then try to sell you a plan they thought would be best for you. The Federal Communications Commission (FCC) stepped in with new rules regarding CPNI to protect your private information from unauthorized access.

A several years ago, the FCC implemented rules to further protect customer's CPNI. The adopted rules in the FCC CPNI Order restricted CPNI use and created new notification and reporting requirements. If a customer calls in to discuss their telephone bill or unbilled toll and does not have a copy of their bill, verification of identity is required. Identity can be verified in the following ways:

1. **Password** – Secret word or phrase of your choice.
2. **Hint Questions** – Verification if you can't remember your password.
3. **Photo ID** – When visiting our offices in person.
4. **Callback** – Will call you back ONLY at the number you are inquiring about.
5. **Mailed Copy of Bill** – Will mail copy of bill ONLY to the address on record.

Haviland Telephone Company **has not** and **will not** sell any CPNI to a third party. However, the ruling for stricter CPNI protection requires us to send written notification of different changes made to an account. Account name or address changes, set up of a new online account or passwords and hint questions being added or changed are among the changes that generate these notifications.



Connecting the World

Haviland Office

104 N Main, Haviland  
620-862-5211 or 800-339-8052

Conway Springs Office

211 W. Spring

620-456-2211 or 800-287-7905

Office Hours:

Monday - Friday 8:00 AM - 5:00 PM

Office Closed Saturday,

Sunday and Holidays

[www.havilandtelco.com](http://www.havilandtelco.com)

**For Service After Hours Call:**  
Haviland Office - 800-339-8052  
Conway Springs - 800-287-7905

## Fall Back

Don't forget to set your clocks back! Daylight savings time ends Sunday November 6th.

## Happy Thanksgiving

Visit

[www.havilandtelco.com/thanksgiving](http://www.havilandtelco.com/thanksgiving)

for holiday recipes, travel tips, Black Friday sale information, calling plans and more.

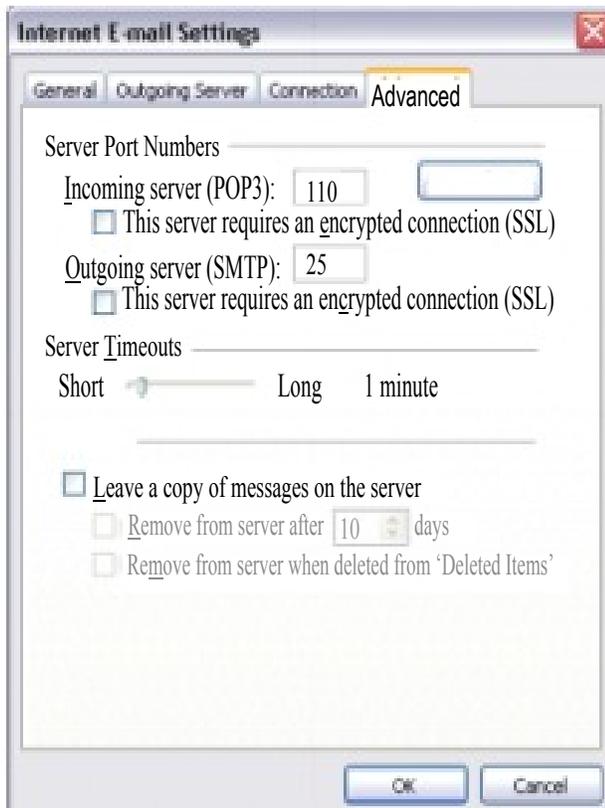
# Email cleanup

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](http://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'.



# Phone Troubleshooting

Have you ever picked up your phone and not had dial tone? Sometimes the problem is the phone line or jack, other times it is electrical equipment or just a matter of things not being

plugged in right. Here are some troubleshooting ideas to try before calling in a phone trouble:

1. Make sure all phones are plugged into the phone jacks and are on their hooks.
2. Unplug any cordless phones, answering or fax machines. If any of these have a bad battery or have possibly been hit by lightning, and is plugged into a phone jack, NONE of the phones in the house will work. Also, when someone tries to call your number, they will get a busy signal. If you have DSL, you should still be able to get online.
3. If you have multiple jacks in the house but only one phone that is not working, try plugging that phone into a known working jack to see if the problem is the phone, or the jack.
4. If you have a phone and your DSL in a double jack, make sure they are plugged into the right jacks. Your DSL will only work if it is plugged into the original jack that has been wired specifically for DSL.

Please keep in mind, it is always a good idea to have a corded phone on hand in case of power outages, and always unplug your cordless phones, computer and modem from electrical outlets during a storm, even if you have surge protectors.

**JUST FOR FUN**

**STA4NCE**

See if you can solve these puzzles. Each one represents a word or phrase. For example, the answer to the puzzle above is: 4 IN STANCE. For Instance. Good Luck!

1. You can't have it  
It evah t'nac uoy

2. S S S S  
B B B B  
A A A A  
R R R R  
G G G G

3. egsg  
gegs  
esgg

4. EMPLOY\_\_\_T

5. ... Fairy  
... Wolf  
... Duckling

			5		4		9
		5		7		3	
	7		9		1	6	
			8			9	7
1				4			8
	9	3			5		
		6	1		3		4
		1		5		2	
	3		4		7		

**Sudoku Challenge**  
Using numbers 1-9 fill in the blanks so that each row and column have one of each digit. Each 3x3 square must also contain numbers 1-9. For Answers to this puzzle, visit [www.havilandtelco.com](http://www.havilandtelco.com).