



On Line With...

Volume 14 | November | 2012

New Billing System: What Customers Should Expect Next Month

Haviland Telephone Company is in the process of transitioning to a new billing system. During the month of December, your ability to make credit card payments by phone or online will be impacted. You will also want to keep your eyes open for our new envelope. Additional details are provided below.

One-time Credit card payments. Haviland Telephone will not be able to process one-time credit card and debit card payments from 10 p.m. on Tuesday, November 27 until Monday morning, December 10. This includes credit card payments made by phone and those made on the eBill system.

Recurring bill payments. Recurring payments will occur as scheduled. If you have a recurring payment set up from your credit or debit card, it WILL occur as scheduled.

New Envelope and Bill format. Customers can expect to see a different style envelope in the mail at the end of December with your January bill. So keep your eyes open for the new format (see back!). Late notices will also be mailed mid-December with the new envelope format.

Large Print Bills Now Available. If you would like your bill in Large Print, please contact our office. Large Print bills will become available with the new bill format in January.

Changes for eBill Customers

- Effective 10 p.m. on Tuesday, November 27, you will no longer be able to make payments or make changes to your payment options using our current eBill platform. You will be able to view your December bill.
- Online payments may resume the morning of Monday, December 10. At this time, you will need to login to the new eBill system to make payments.
- Customers who are currently enrolled in the eBill system will be emailed additional information on how to login to the new system.
- The location to access eBill from our website will not change.
- If you need assistance obtaining your balance, paying your bill, or logging into the new eBill system, please do not hesitate to contact our office.

ARGONIA
CITY LIMIT



Haviland Office
P.O. Box 308
104 North Main
Haviland KS, 67059
Local: 620.862.5211
Toll Free: 1.800.339.8052
Fax: 620.862.5204

COATS

CULLISON
CITY LIMIT

ISABEL
1887-1987

MULLINVILLE
CITY LIMIT

NASHVILLE
CITY LIMIT

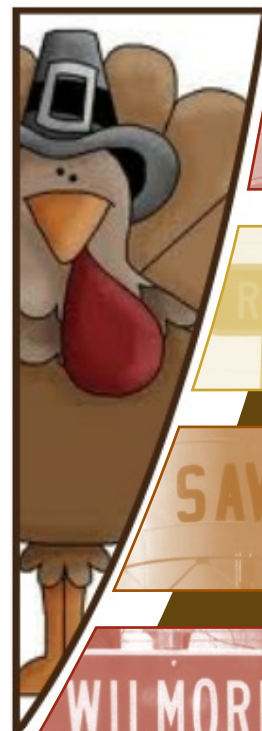
SPEED

NORWICH

RIVERDALE

SAWYER

WILMORE



Conway Springs Office
P.O. Box 277
211 West Spring
Conway Springs KS, 67031
Local: 620.456.2211
Toll Free: 1.800.287.7905
Fax: 620.456.2120



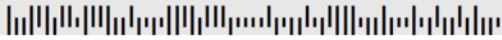
www.havilandtelconews.com

Haviland Telephone Bills Will Have A New Look Next Month

HAVILAND TELEPHONE COMPANY
104 N MAIN ST
HAVILAND KS 67059

RETURN SERVICE REQUESTED

JANE DOE
123 ANYWHERE LN
HAVILAND KS 67059



Your Haviland Telephone bill is enclosed.

Here is what the new Haviland Telephone bill envelopes will look like.

National Do Not Call Registry

The National Do Not Call Registry is managed by the Federal Trade Commission (FTC), the nation's consumer protection agency. It is enforced by the FTC, the Federal Communications Commission (FCC), and state law enforcement officials. Registration is free and easy. You can either call from the phone you would like added to the registry, or visit their website at: www.donotcall.gov. Once you register your phone number, telemarketers covered by the NDNCR have up to 31 days from the date you register to stop calling you. Telephone numbers registered on the NDNCR will remain on it permanently Due to the Do-Not-Call Improvement Act of 2007.

When registering for the NDNCR, there are a few things to keep in mind. First, placing your number on the Do Not Call Registry will stop MOST, but not ALL telemarketing calls. This is due to limitations in the jurisdiction of the FTC and FCC. Second, if you purchase something from a company, you establish a business relationship with said company. As a result, even if your number is on the Do Not Call Registry, the company can still call you without violating the rules of the NDNCR. You can, however, make a specific request to the company not to call you, and they must honor your request. Third, if your phone is disconnected for any period of time, and then reconnected with the same number, you may need to re-register.

For more information, or to put your number on the National Do Not Call Registry, please visit www.donotcall.gov or call 1-888-382-1222.

Haviland Telephone Office Schedule

November Bill Payments Due: November 15

Disconnect Date: November 26

We will be closed November 22nd and 23rd for Thanksgiving. Have a safe and happy holiday.

Just For Fun!

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TAES
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TOGETUCH



Connecting The World

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