

# On Line With...

# Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

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## HAVILAND TELEPHONE COMPANY

106 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

Blain Barnes, 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

or 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

## CPNI - Customer Proprietary Network Information

CPNI - Customer Proprietary Network Information: information about how, when, where and how often a customer makes use of the telecommunications service. It is information our company only has access to solely because of the customer-carrier relationship. CPNI includes information such as features a customer subscribes to, long distance carrier and calling plan information, calling patterns, numbers called, usage of various services and associated charges with services. It does not include subscriber list information (Name, address, phone number).

CPNI is used to target market customers based on services and usage of services that they already have. For example, many of our dialup Internet customers also have call forwarding. We would need to use CPNI data to market call forwarding to other dialup internet customers who may also be interested in the service. If we just market call forwarding to all of our customers, we are not using CPNI.

Notice is given to our customers twice a year in our newsletter or your billing statement. The customers can opt out and may change their choice at anytime thereafter. If a customer chooses to opt out, we cannot use their CPNI for targeted marketing purposes. They will still continue, however, to receive all mass marketing materials such as bill stuffers, newsletters, etc.

**What am I supposed to do with the notice?** No action is necessary if you would like to permit Haviland Telephone Company only to use this information. If you do not want us to use this information, simply let us know. If we are unable to use your information, you may miss out on special offers and new services that may be of interest to you.

## Call Feature of the Month

### Suppression - Delivery Block \$1.00

Two Caller ID blocking options are available to customers. 1) Per line blocking is available at a monthly rate to all subscribers. Two Caller ID blocking options are available to customers. Activated by the phone company. 2) Per call blocking is available to all customers at no charge. Customers who have per call blocking must enter \*67 before each outgoing call is made to successfully block their Calling Party name and number. Caller ID Blocking will block your phone number from coming across Caller ID Boxes owned by whom you are calling. Call our offices at 800-339-8052 or 800-287-7905 for details!

# Act Now

## On Our Back To School DSL Special!!

Start the school year off right with Haviland Telephone Company's high-speed DSL Internet service. If you sign up in October, YOU SAVE the cost of the professional installation. Our DSL service is super fast and it won't tie up your phone line like dial-up. With DSL you have an always on connection and you only need one phone line! No more busy signal! It is perfect for homework research, taking college courses on-line, instant messaging with friends, e-mailing, sharing photos, shopping or just surfing the Internet. This offer is for the month of October only! So take advantage now. Call today for details!

Certain restrictions apply. Offer good October 2005 only.

**High-speed 1 Meg Service @ \$49.95 per month**  
**Modem fee of \$49.50 is charged at the time of installation**  
**& you save the \$49.50 fee for professional installation**  
**High-speed Internet access - 5 e-mail accounts**  
**Free spam and virus filtering - 5MB of personal web space**  
**Free Help Desk service**

True or False  
**Haviland**  
Telephone Company  
offers:

- excellent local customer service
- competitive long distance rates
- community support
- one convenient bill

You're right,  
it's true!



**Call**  
**Haviland**  
Telephone  
Company today  
and start saving  
this month!

**1-800-339-8052**  
Haviland Office

**1-800-287-7905**  
Conway Springs Office

**BACK TO SCHOOL**

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.