

On Line With...

Haviland Telephone Company, Inc.

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Who Ya' Gonna Call?

Customers know to call our offices when the phone doesn't work. The same phone numbers are handled by an after hours answering company when the office is closed. But what else is there to customer troubles?

We keep detailed records of every customer-reported telephone trouble. Whether it's the phone wire the duck chewed, the machine that backed into the house, or the phone jack with grease in it, they're all in there. When a customer calls with a trouble, our customer service representatives know how many troubles and what kind that customer has reported, back into 1994. Of course, if the customer didn't report the problem, we don't know about it. Our network is self-monitoring on a large scale, but we don't know that the brown jack in the back bedroom doesn't work until the customer tells us.

The Kansas Corporation Commission collects quarterly trouble reports from the local phone companies in Kansas. Since 1997, we report the number of customer-reported outages in the regulated phone network. The regulated portion of the network is between our Central switching Office and the Network Interface Device, the gray box on the side of the house. Since the network was largely rebuilt in 2000-2003, we generally have fewer than 10 regulated troubles per month, or about .3% per month. The KCC allows us to have 8% per month, or about 280 regulated troubles. In addition, we report the percent of those troubles which are repeat troubles, our average repair interval, and the percent of customer appointments we kept. Our average time from report to repair is less than 2 hours, while the Commission allows us 30 hours.

These are just the regulated troubles, not the ones in the customer's house. For every regulated trouble, we have about 15 that are inside the customer's house: The phone wiring, a cordless phone, or a jack may be the trouble. For customers who

have a wiring maintenance agreement with us, the procedure is very simple: call us with the trouble. We'll take care of just about any trouble inside at no additional cost. We can't replace the cordless phone that lightning struck, but we will replace the wiring the puppy ate.

For the very few customers who don't have wiring maintenance agreements, the situation is a little stickier. Customers can diagnose the problem inside the Network Interconnect Device, the gray box. This can be done by opening the customer side of the N.I.D. with a screwdriver, unplugging the phone connector inside the N.I.D., and plugging in a known working phone that doesn't have to plug into an electrical jack. If the phone works when plugged into the N.I.D., the problem is inside the house. There's no need to call us, unless you'd like us to repair the problem.

Naturally, if we're called to a customer's home and diagnose problems in your home network, and you're not a wire maintenance customer, obviously, we'd like some help paying for our time. We'll ask for permission before we repair a problem in these circumstances. If it means an additional trip to the house, the cost will likely run over \$100. Our service men use high-quality, solid wire for wire repairs: our goal is to effect a repair that won't require a repeat trip for a long time. They have specialized equipment that makes the job go fast. Modems, phone, or other equipment is a field proven brand. We want the equipment to work even more than the customer does!

So, what are the odds you'll have a phone trouble? They're about 1 in 700 that you'll have a phone trouble that's inside our network in any given month, but about 1 in 50 that you'll have a phone trouble that's caused by a problem in your house or network.

Give us a call to arrange for a wiring maintenance plan, and beat the odds on phone outages.

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, Controller

Sue Leppert, Accountant 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

CPNI: Customer Information Rules

“Customer Proprietary Network Information” (CPNI) is data that a telcom company possesses about customers as a direct result of having been the customer’s telcom company. This is not publicly available information about the customer, such as name, phone number, or address: it isn’t information that is available elsewhere. It might include how often a customer uses the phone, his average call time or call volume, his most-dial phone number, or who his long distance carrier is.

The FCC adopted CPNI rules in 1998, which were subsequently modified, clarified, ratified, and codified. These rules required telcom companies to protect CPNI, by providing either “opt in” or “opt out” choices for the customer before the telcom company could sell the data to third parties. Haviland does not, has not, and will not sell CPNI to a third party. That’s not what our CPNI process is about.

Our CPNI process permits customers to limit our usage of CPNI in marketing or selling directly to customers. We use an “opt out” approach. This means that if customers wishes to limit our usage of their CPNI, they

must “opt out”, that is, they must exercise their option to exit the data available for our marketing usage. Customers can contact our customer service representatives at any time to do this.

The FCC permits using CPNI in situations where a customer relationship already exists. Let’s say a customer is a long distance customer already. We can use detailed calling information to market to the customer a different long distance plan, even without the customer’s permission under these circumstances.

If, on the other hand, a customer isn’t our long distance customer, and “opts out” to protect CPNI, we couldn’t sell to that customer a long distance plan that would better meet his usage patterns, if the knowledge of the usage plan were derived from information we obtained due to our unique position as his telcom company, without first obtaining that customer’s permission. CPNI rules are not about selling services to customers; it’s about using CPNI to sell to customers.

Upstream Speed:

When is more upstream speed needed for your DSL connection? Most Digital Subscriber Line high-speed Internet service is asymmetrical, meaning that the downstream path to the customer is a different speed than the upstream speed away from the customer. Our standard DSL service is 3M downstream, and 1M upstream. The basic assumption here is that more things will come to the customer than will go from the customer. But if you regularly SEND large e-mails, attachments, or web pages, you’ll want more upstream speed. If you regularly do conferencing or 2-way video, or play on-line games, you want a more symmetrical service. Ask us!

News Updates

More Video Clips

Fox has started streaming prime-time shows on the web sites of some of its local stations. Some of the cost is deferred with on-line ads. CBS is streaming the evening news over CBCNews.com. ABC News is selling archived news clips via iTunes for a small amount. So is ABC. So is NBC. At last one small film and distribution company has announced plans to sell entire movies via iTunes. Youtube, the popular video-sharing web site now includes video ads to support the site.

Watch the News on your Computer monitor?

So, what do you need to watch these video clips? You’ll need some kind of player that’s compatible with the video clip. Adobe’s (nee Macromedia) Flash is popular. Quicktime, RealPlayer, and Windows media are other popular video player formats. If you’re using iTunes to buy programs or videos, you’ll need a copy of the iTunes program. You’ll probably have to put up with some advertising or preview. You may have to pay. You may need some patience. And you won’t be impressed by the quality. But, if you’re using our DSL, you won’t need a faster connection.

After Hours Change

The service bureau who answers our phones after business hours has changed.

When you dial our local office numbers or our 800numbers, a utility answer service in western New York takes the problem down, and, if needed, dispatches a serviceman.

You shouldn’t notice a change, except in accent.