



On Line With...

# Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

VOL. 10 ISSUE 10 OCTOBER 2008

## HAVILANDTELEPHONECOMPANY

104 N. Main, Haviland

620-862-5211 or 800-339-8052

Gene Morris, President

### Haviland Office

Mark Wade, General Manager  
Jayne Thompson, Administrative Assistant  
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  
Steve Lewis, Technician  
Ryan Oren, Technician  
Sabrina Freeman, Plant Secretary  
Steve Davis, Controller  
Sue Leppert, Accounting Assistant

### 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

8:00am to 5:00pm Monday-Friday  
Office Closed Saturday and Sunday

[www.havilandtelco.com](http://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 - 7:00am to 10:00pm

Saturday & Sunday - 7:00am to 9:00pm

1-866-704-4268

## CPNI Update

Customer Proprietary Network Information (CPNI) is the data collected by telecommunications corporations about a consumer's telephone calls. It is created by the relationship between you and Haviland Telephone Company and includes time, date, duration and destination number of each call, the type of network you subscribe to, and any other information that appears only on your bill. The Federal Communications Commission's (FCC) purpose in CPNI is to protect your private information from unauthorized access. Previously, telecommunications companies were able to sell this data to third party companies for marketing purposes. We would like all of our customers to feel comfortable knowing that Haviland Telephone Company has not and will not sell any CPNI to a third party.

Over the last year, the FCC has taken more extensive action in trying to protect customer's CPNI. The U.S. Telecommunications Act of 1996 granted the FCC authority to regulate how CPNI can be used and to enforce related consumer information privacy provisions. The recently adopted rules in the FCC CPNI Order further restrict CPNI use and create new notification and reporting requirements. Their new rules require customers to provide a password when they contact a carrier before the carrier can release call-detail CPNI. Carriers must also password protect online CPNI access.

One of the ways this affects the customer is that if you call or come in to discuss your telephone bill or unbilled toll, but do not have a copy of your bill, we are required to verify your identification. These forms of identification include:

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.

In addition, the new rules require carriers to notify customers of account changes, such as if the customer's password or address changes, and to notify customers of unauthorized disclosure of CPNI. These rules do not, however, limit a carrier's ability to use CPNI to perform billing and collections functions, restrict CPNI use to effect maintenance and repair activity, or impact responses to lawful subpoenas.

Due to this new ruling, anytime you change your account name or address, set up a new online account, add or change a password or hint questions Haviland Telephone Company is required to send you written notification of these changes. If the account name or address has been changed, you will receive two letters; one with the old information and one with the new, mailed to the name or address that was originally on file. This is to help keep information from being changed without you knowing about it. No action is necessary when you receive these notices UNLESS the new information is incorrect, or you did not authorize any changes.

*Happy Halloween!!*



# This Day In History: October...

- 1<sup>st</sup> – Henry Ford's Model T went on sale for the first time in 1908.
- 3<sup>rd</sup> – In 1995, the O.J. Simpson double-murder trial ended with the former American football star acquitted of the murders.
- 4<sup>th</sup> – In 1965, Pope Paul VI became the first Pope to visit the US.
- 8<sup>th</sup> – The Great Fire of Chicago broke out in 1871. According to legend, it started when Mrs. O'Leary's cow kicked over a lantern in her barn on DeKoven Street. Financial losses totaled over \$200 million.
- 11<sup>th</sup> – In 1939, Albert Einstein warned President Franklin D Roosevelt that his theories could lead to Nazi Germany's development of an atomic bomb. Einstein suggested the U.S. develop its own bomb. This resulted in the top secret "Manhattan Project."
- 12<sup>th</sup> – After a 33 day voyage, Christopher Columbus made his first landfall in the New World in the Bahamas. He named the first land sighted El Salvador.
- 13<sup>th</sup> – In 1792, the cornerstone of the White House was laid by George Washington. The building, located at 1600 Pennsylvania Avenue, is three stories tall with over 100 rooms.
- 14<sup>th</sup> – Former President Theodore Roosevelt was shot by a fanatic while campaigning in Milwaukee. Roosevelt was wounded, but ultimately saved by his thick overcoat, a glasses case and a folded speech in his breast pocket, all of which slowed the bullet.
- 19<sup>th</sup> – The U.S. embargo of Cuba began as the State Department prohibited shipment of all goods except medicine and food in 1960.
- 21<sup>st</sup> – In 1879, Thomas Edison successfully tested an electric incandescent lamp with a carbonized filament at his laboratory in New Jersey, keeping it lit for over 13 hours.
- 26<sup>th</sup> – In 1825, The Erie Canal opened as the first major man-made waterway in America. The shoot-out at the O.K. Corral in Tombstone, Arizona, occurred between the feuding Clanton and Earp families in 1881. Wyatt Earp, two of his brothers and 'Doc' Holiday gunned down two Clantons and two others.
- 28<sup>th</sup> – In 1636 Harvard University, the oldest institution of higher learning in America, was founded in Cambridge, Mass. In 1886, the Statue of Liberty was dedicated on Bedloe's Island in New York Harbor. Also, prohibition began in the U.S. with the passage of the National Prohibition Act by Congress in 1919.
- 29<sup>th</sup> – The stock market crashed in 1929. The Great Depression followed and spread worldwide, lasting until the outbreak of World War II.
- 30<sup>th</sup> – The *War of the Worlds* radio broadcast panicked millions of Americans in 1938. Actor Orson Welles and the Mercury Players dramatized the story by H.G. Wells. Their script utilized simulated radio news bulletins which many listeners thought were real.
- 31<sup>st</sup> – In 1941, Mount Rushmore National Memorial was completed after 14 years of work. The memorial contains 60 foot tall sculptures of the heads of Presidents George Washington, Thomas Jefferson, Abraham Lincoln and Theodore Roosevelt.



## Pumpkin Facts

- ~Total U.S. pumpkin production in 2006 was valued at \$101.3 million.
- ~According to the University of Illinois, 90 percent of the pumpkins grown in the United States are raised within a 90-mile radius of Peoria, Illinois.
- ~Pumpkin seeds can be roasted as a snack.
- ~Pumpkins contain potassium and Vitamin A.
- ~Pumpkin flowers are edible.
- ~Pumpkins are used to make soups, pies and breads.
- ~The largest pumpkin pie ever made was over five feet in diameter and weighed over 350 pounds. It used 80 pounds of cooked pumpkin, 36 pounds of sugar, 12 dozen eggs and took six hours to bake.
- ~In early colonial times, pumpkins were used as an ingredient for the crust of pies, not the filling.
- ~Pumpkins were once recommended for removing freckles and curing snake bites.
- ~Pumpkins range in size from less than a pound to over 1,000 pounds.
- ~The largest pumpkin ever grown weighed 1,140 lbs.
- ~Pumpkins are 90 percent water.
- ~Pumpkins are fruit.
- ~Eighty percent of the pumpkin supply in the United States is available in October.
- ~Colonists sliced off pumpkin tops; removed seeds and filled the insides with milk, spices and honey. This was baked in hot ashes and is the origin of pumpkin pie.
- ~Native Americans flattened strips of pumpkins, dried them and made mats. They also used the seeds for food and medicine.
- ~Pumpkins are native to America.



### Some 'Sites to See'

- [www.1halloween.net](http://www.1halloween.net) - Halloween Fun
- [www.pepsistuff.com](http://www.pepsistuff.com) - Redeem Pepsi Points
- [www.harley-davidson.com](http://www.harley-davidson.com) - Harley's Official Site
- [www.mccallpattern.com](http://www.mccallpattern.com) - Sewing Patterns Online

### Just a Reminder!

It is Kansas Law to call Dig Safe at least two days before engaging in ANY excavation projects. Emergency tickets can be granted IF the condition constitutes a clear and present danger to life, health or property (such as emergency replacement of a septic tank). Please call 1-800-DIG-SAFE before digging.

"ON LINE WITH..." IS OWNED AND PUBLISHED FOR THE BENEFIT OF THE CUSTOMERS OF HTC.

Conway Springs...

Haviland Telephone Company, Inc.

