



On Line With...

Haviland Telephone Company

A Publication of Haviland Telephone Company, INC.

Vol. 11 Issue 10 October 2009

## Haviland Telephone Company

Gene Morris ~ President

### Haviland Office

104 N. Main, Haviland  
620.862.5211 or 800.339.8052

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  
Lori Larsh ~ Accounting Manager  
Sue Leppert ~ Accounting Assistant

### Conway Springs Office

211 W. Spring  
620.456.2211 or 800.287.7905

Vesta Charbonneau ~ Customer Service  
LaDonna Erker ~ Customer Service  
Brent Swingle ~ C.O. Technician  
Dan King ~ Plant Supervisor  
Don Phillips ~ Technician  
Dan Bender ~ Technician

### Business Hours

8:00 AM ~ 5:00 PM Monday ~ Friday  
Office Closed Saturday & 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

7:00 AM ~ 10:00 PM Monday ~ Friday  
7:00 AM ~ 9:00 PM Saturday & Sunday  
1.866.704.4268



# CPNI UPDATE

We have been reporting on CPNI annually for several years now, but do you really know what it is we're talking about? 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.

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 Quest, 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.

Over the past couple of years the FCC has taken more extensive action in trying to protect customer's CPNI. The adopted rules in the FCC CPNI Order further restrict CPNI use and create new notification and reporting requirements. The FCC's rules require carriers to password protect online CPNI access. Also, customers must verify their identity when they contact a carrier before the carrier can release call-detail CPNI. 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 names and addresses, set up of a new online account or passwords and hint questions being added or changed are among the changes that generate these notifications.

# Notice to Customers Regarding Email

Haviland Telephone Company has recently been targeted by email attempts to get access to user passwords. Some of these emails state that we have a congestion problem and are verifying whether or not you want to keep your email address. It then asks for you to reply to the email with your password and personal information. There is usually a threat of some sort that if you do not respond to the email in a timely manor, your email address will be permanently shut down. This is a reminder that Haviland Telephone will **never** ask for your password or other confidential information via email. We **will not** shut down your account without verbal authorization. If you have any questions or doubts, do not respond to a suspicious email.

If you have already replied to one of these emails, please contact us immediately to change your password. Call us at 1-800-339-8052 with any questions, concerns or to change your password.

# Homemade Halloween Costume Ideas

- Wear pink sweat pants and a pink t-shirt. Carry a pink feather-duster. When people ask what you are, tickle their nose and say, "I'm Just Tickled Pink"
- Wear gray sweat pants and gray t-shirt or sweatshirt. Glue stuffing fluff all over. Use cotton balls to make a fluffy tail. Add bunny ears and nose and you're a dust bunny!
- Take a white apron and paint the letter Q close to the top. Take Barbie dolls, smear them with black paint or shoe polish and stick them to the apron. Top it off with oven mitts and barbecue equipment and you're having a "Barbie-Q".
- Wear black clothes. Attach glow sticks in a line on your arms, legs and torso to look like a glowing stick person.
- Wear a grass hula skirt, attach a basketball net to yourself and you're a 'Hula Hoop'!
- Dress all in black, with a tool belt, bag, etc. Carry a bag with stuffed cats peeking out and you're a cat burglar!
- Dress in all-black clothes. Use yellow paint or felt to create a dashed yellow line down the front of your body. Wear a bandana around your lower face, carry a plastic gun, and a bag full of fake money; it's a highway robbery.

Visit [www.havilandtelco.com](http://www.havilandtelco.com) for information on our current DSL Promotion.

## Just a Reminder:

Bills are due on the 15th of each month. We pre-bill each month. This means the bill you receive around the first of October is for services for the month of October, with the exception of toll calls. Toll charges usually show up on your bill about 1 month behind.

## Some 'Sites to See'

[www.itunes.com](http://www.itunes.com) - Online Music Store  
[www.our365.com](http://www.our365.com) - Online Photo Albums  
[www.mymms.com](http://www.mymms.com) - Customize Your M&Ms  
[www.halloweenexpress.com](http://www.halloweenexpress.com) - Costumes & More

# Just For Fun!

A daring vacationer in Vienna was walking through a graveyard on Halloween when suddenly she heard music. No one was around, so she started looking to see where it was coming from. She finally located the source; a grave with a headstone that read "Ludwig van Beethoven."

Then she realized that the music was the Ninth Symphony and it was being played backwards. Puzzled, she left the graveyard and persuaded a friend to return with her.

By the time they arrived back at the grave, the music had changed. This time it was the Seventh Symphony, also being played backward.

Curious, the ladies agreed to consult a music scholar. When they returned with the expert, the Fifth Symphony was playing and the expert concluded that the symphonies were in fact being played in reverse order.

The ladies finally decided to seek the graveyard's caretaker to see if he had any explanation for the music. "Oh, it's nothing to worry about" said the caretaker. "He's just decomposing!!"

## Top Six Signs That You're Too Old for Trick or Treating

6. You get winded from knocking on the door.
5. You have another kid chew the candy for you.
4. When someone drops a candy bar in your bag, you lose your balance and fall over.
3. When the door opens you yell, "Trick or..." and can't remember the rest.
2. By the end of the night, you have a bag full of restraining orders.
1. You're the only Super Hero in the neighborhood with a walker.

## DSL Services at Haviland Telephone

**Basic DSL - 768k Speed - \$29.95/mo**

**Standard DSL - 6Meg Speed - \$49.95/mo**

**Premium DSL - 12Meg Speed - \$59.95/mo**

These services are available with Haviland Telephone landline phone service. There are one time fees of \$49.50 for modem purchase and \$49.50 installation to get started. Also, each of these services come with a 1 year contract. If DSL is disconnected for any reason within the first 12 months, a \$99 early termination fee applies.

**DSL w/o Phone - 6Meg Speed - \$69.95/mo**

This service is available in our service area if you do not have or want a landline phone. There are one time fees of \$49.50 for modem purchase and \$49.50 installation to get started. Also, this service comes with a 1 year contract. If DSL is disconnected for any reason within the first 12 months, a \$292 early termination fee applies.