



ON LINE WITH...

A Publication of Haviland Telephone Company, INC.

Vol. 12 Issue 10 October 2010

CPNI ~ Customer Proprietary Network Information

It's time again, for our annual CPNI update. 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. There have not been any significant changes in how CPNI is handled over the past several years.

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 Qwest, 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.

A couple of years ago, the FCC implemented rules to further protect customer's CPNI. The adopted rules in the FCC CPNI Order restricted CPNI use and created new notification and reporting requirements. If a customer calls in to discuss their telephone bill or unbilled toll and does not have a copy of their bill, verification of identity is required. 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 name or address changes, set up of a new online account or passwords and hint questions being added or changed are among the changes that generate these notifications.



Haviland Telephone Company

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Jayne Thompson ~ Admin. Assistant

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Dwight Smitherman ~ C.O. Supervisor

Bobby Long ~ Technician

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Brent Swingle ~ C.O. Technician

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Don Phillips ~ Technician

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Office Hours:

Monday ~ Friday 8:00AM~5:00PM

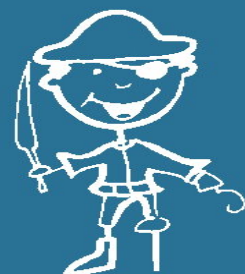
Office Closed Saturday, Sunday and Holidays

www.havilandtelco.com

For Service After Hours Call:

Haviland Office ~ 800.339.8052

Conway Springs ~ 800.287.7905



Directory Corrections

By now you should have received your 2010 Haviland Telephone Company Directory. We strive to publish an error-free phone book, but some mistakes do make it through publishing. We are sorry for any inconveniences this may cause. Here is a list of corrections that we have found:

Ohl, Howard & Helen.....456-2940
Ohl, Ralph & Linda.....456-2480
Pauly, Tom & Laura.....456-2832
Zoglmann, Zachary.....456-2591
Rowand, George.....548-2269
Evans, Jill.....739-4548

Notice To Customers Regarding Email

Over the last year, Haviland Telephone Company has been targeted by several attempts to get access to email 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 manner, 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 without verbal authorization.** If you have any questions or doubts, do not respond to these suspicious emails. If you have already replied to one of these emails, please contact us immediately to change your password.

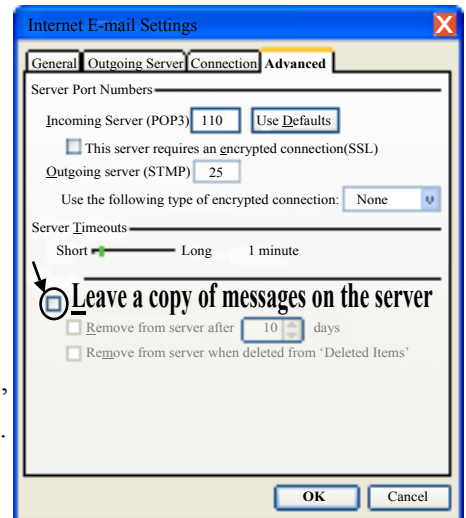
There has also been some trouble with email accounts sending out spam mail. In the event that an email account is found to be spamming, we will disable the account and notify the customer. A password change may be necessary to keep spam emails from being sent out. It is also advised that you have your computer checked and cleaned of any viruses.

Email Clean-up:

Periodically, we ask our customers with **havilandtelco** email accounts to clean out their web mail inboxes. To do this, sign into your web mail account at www.havilandtelco.com. When you get to the inbox, delete the old messages stored there. You will then need to click on 'Inbox Trash' on the left side of the screen and repeat the process of deleting the messages there as well. We also ask that our customers set up their Outlook Express or Office Outlook accounts so that it will automatically remove emails off the server once you have downloaded them to your computer. Instructions on how to set that up are as follows:

OUTLOOK EXPRESS: In Outlook Express go to 'TOOLS' and click 'ACCOUNTS'; click on the 'MAIL' tab, find your account and double click on it to open up the properties. In the 'ADVANCED' tab, take the checkmark OUT of 'leave copy of message on the server'.

OFFICE OUTLOOK: In Office Outlook go to 'TOOLS', 'EMAIL ACCOUNTS' then to 'VIEW OR CHANGE EXISTING EMAIL ACCOUNTS', and click next. Find your email account in the list and click 'CHANGE'. You will then want to click on 'MORE SETTINGS', then go to the 'ADVANCED' tab and take the check mark OUT of 'leave copy of message on the server'.



1					6			7
	2							
8		7			5		3	
	8			9		2		
	4	1				9	7	
		6		3			8	
	9		6			7		4
							2	
6			7					1

Sudoku Challenge

Using numbers 1-9 fill in the blank spaces so that each row and column have one of each digit. Each 3x3 square must also contain numbers 1-9. For Answers to this puzzle, visit www.havilandtelco.com.

FUN TIMES

See if you can solve these puzzles. Each one represents a word or phrase. For example, the answer to this puzzle

STA4NCE

is: 4 IN STANCE: For Instance. Good Luck!

1.

VA DERS

3.

A DOUBT

calm storm

4.

5.

t i m e
a b d e

can can

2.

cluck cluck
quack quack

6.