



On Line With...

# Haviland Telephone Company, Inc.

A PUBLICATION OF HAVILAND TELEPHONE COMPANY, INC.

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## 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, Contoller  
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

## 911 Emergency

Most everyone knows in an emergency you call 911. However, before the dial telephone callers simply picked up the phone and waited for the operator to answer. They would then tell the operator to get them the police, an ambulance/doctor or that they want to report a fire. It was usually not necessary to ask for any emergency services by number, even in a large city.

In small towns, telephone operators frequently went the extra mile by making sure they knew the locations of local doctors, vets, law enforcement personnel and even private citizens who were willing or able to help in an emergency. Generally, the operator activated the town's fire alarm and acted as an informational clearinghouse when an emergency, such as a fire, occurred.

When the conversion to dial telephone service began to take place, many people were concerned about the loss of the personalized service the local operators provided. To help with this transition, people were told to dial "0" for the local assistance operator if they did not know the fire or police department's phone numbers. Reaching local assistance by dialing "0" was available in some areas even into the early 1980's.

Haleyville Alabama was the first town in the United States to use the 911 service for emergencies in February 1968. The first-ever 911 call was placed by Alabama Speaker of the House Rankin Fite from Haleyville City Hall to U.S. Rep. Tom Bevill at the city's police station. The phone used

to answer the first 911 call is on show in a museum in Haleyville, while a duplicate phone is still used at the police station.

In 1973, the White House urged nationwide adoption of 911, which was slightly hindered due to the public's reliance on live human operators. In 1999, President Bill Clinton signed the bill that designated 911 as the nationwide emergency number.

Today, in over 98% of locations in the United States and Canada, dialing "911" from any telephone will link the caller to an emergency dispatch center, called a PSAP or Public Safety Answering Point. When your call is placed it goes to a special trunk bound to the state PSAP along with your phone number. At the state PSAP database, it gets matched up with your address and any other information on file and then directed to the correct local PSAP. The PSAP has equipment that displays the matched information, answers the call, and then takes appropriate dispatch action.

Each of the 8 counties we provide service to authorizes a monthly billed amount, up to \$.75 per line, renewed annually. This amount is remitted to the counties quarterly and is then disbursed to the Public Safety Answering Points for 911 purposes.

911 lines are reserved for emergency calls; to report a crime in progress, a fire, or to request an ambulance. Using 911 for non-emergency calls may delay the arrival of help for people caught in real emergencies and could result in criminal penalties.

**September is:  
International  
Square Dancing  
Month!**



# For Your Information...

## Universal Service Funds:

Our customers pay only a fraction of the cost to implement and maintain the network that makes local calling, 911, in-coming and out-going long distance calls, and high-speed Internet possible. The Federal Universal Service Fund and the Kansas Universal Service Funds draw money from other phone customers to help provide these services in areas where it isn't economical to provide these services based only on local customer revenues.

Costs are higher in rural areas mostly because of 1) large distances from switching equipment to customers, and 2) very low population density.

Generally, more urban areas in Kansas support our services, and more populated states support Kansas. Phone bills would run over \$100 per month higher without these programs.

## Automatic Payments:

Make paying your bill as simple as possible. Sign up for bank deduct or recurring credit card payments and eliminate the stress of trying to remember when your payment is due. Bank deduct payments are taken out on the 10th of every month while recurring credit card payments are processed on the 15th.

## Copyright Infringement

Copyright owners take alleged infringements seriously. Since we are an Internet provider, we occasionally get notified by a copyright owner that one of our customers is transmitting an illegal copy of a movie. Please, note that our Acceptable Use Policy explicitly prohibits illegal activity. The copyright owner could subpoena your name and address, as well as proof that you were the customer sending or receiving protected material. If illegal copies of material are suspected to reside on your computer, the copyright owner could obtain a search warrant to have the computer seized. Do you really want to risk this to save the price of a DVD?

## Internet Services

Haviland Telephone Company is no longer offering dial up internet service. In addition to our Standard 6Meg and Premium 12Meg DSL services, we are now offering Basic 384K DSL as a sort of replacement to dial up. Modem and installation fees apply and all DSL services are subject to a one year contract.

## Some 'Sites to See'

[www.pandora.com](http://www.pandora.com) - Listen To Music Online

[www.kidskonnnect.com](http://www.kidskonnnect.com) - Online Fun For Kids

[www.kansasheritage.org](http://www.kansasheritage.org) - Learn All About Kansas

[www.pepsistuff.com](http://www.pepsistuff.com) - Get Stuff For Drinking Pepsi



# Just for Fun

## POINTS TO PONDER

Why does the sun lighten our hair, but darken our skin?

Why can't women put on mascara with their mouth closed?

Why do toasters have a setting so high it could burn the toast to a horrible crisp which no one in their right mind would eat?

Why is there a light in the fridge and not in the freezer?

Why is lemon juice made with artificial flavor, while dishwashing liquid is made with real lemons?

Why isn't there a mouse flavored cat food?

Who tastes dog food when it has a "new & improved" flavor?

Why didn't Noah swat those two mosquitoes?

Why don't sheep shrink when it rains?

Why do they call the airport "a terminal" if flying is supposedly so safe?

If corn oil is made from corn, and vegetable oil is made from vegetables, what is baby oil made from?

Do illiterate people get the full effect of Alphabet Soup?

Why do we press harder on a remote control when we know the batteries are dead?

What would the speed of lightning be if it didn't zigzag?

Why doesn't glue stick to the bottle?

Why doesn't Tarzan have a beard?

Whose idea was it to put an "s" in the word "lisp"?

If you send someone 'Styrofoam', how do you pack it?

What hair color do they put on the driver's licenses of bald men?

Why don't women put pictures of missing husbands on beer cans?

Do Lipton employees take coffee breaks?

If someone with a split personality threatens to commit suicide, is it a hostage situation?

If a man says something in the woods and there are no women there, is he still wrong?

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Conway Springs...

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