



# On Line With...

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## Protecting Your Electronics From Power Surges

We all know someone, or have been the victim ourselves of losing electronics due to power surges. The most common culprit? Lightning. But did you know that daily fluctuations in electricity can also be damaging to your phones, computers, T.V.'s and anything else you may have plugged into an outlet? Whether it's blackouts, brownouts, spikes or surges, any fluctuation has the potential to degrade internal circuitry and dramatically shorten the life of electronic devices.

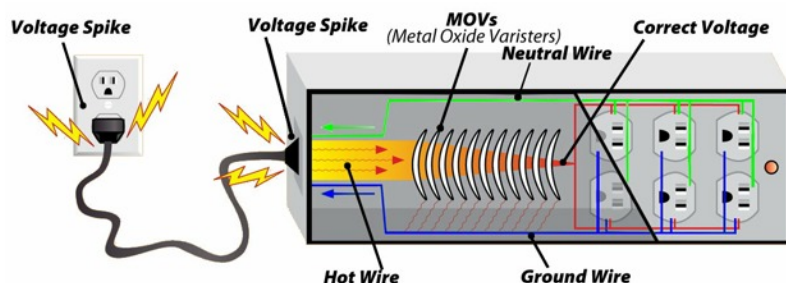
A surge protector (not to be confused with a power strip) acts like a sponge, absorbing fluctuations in daily electricity and has a built in breaker that turns the unit off when electricity spikes high enough to cause damage. Surge protectors are not foolproof though, they do have a limited capacity to absorb. Once the capacity is reached, it should be replaced.

It is also important to protect your telephone and cable lines. Surges can enter your home through phone or cable lines and effect phones or DSL modem's, even if they are plugged into a surge protector on the electrical end. Some surge protectors have phone and cable line plugins built into them. Plugging all of your electronic devices, phone and cable lines into surge protectors provides an extra step of safety between them and power surges or lightning.

Haviland Telephone carries a small supply of surge protectors. The cost is \$10 per unit. If you are interested in purchasing one, please call one of our offices at 1-800-339-8052 or 1-800-287-7905.

### How A Surge Protector Works

When a voltage spike comes through your electrical outlet, it travels to the surge protector, which has built in Metal Oxide Varistors (MOVs). The MOVs divert the extra voltage into the grounding wire, preventing it from reaching your electronic devices.



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# September Is National Lifeline Awareness Month

Access to local emergency services and community resources is vital to all Kansans. For some, a local landline phone can be the difference between social connection and complete isolation.

The program lifeline program is made possible by the Kansas Corporation Commission (KCC), the state agency in charge of regulating the rates and services of telephone companies.

The basic concept of the programs is simple: Lifeline provides discounts on monthly telephone charges in Kansas up to \$17.02 per month. You qualify if you participate in any of the following: Medicaid, General Assistance, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, Low-Income Home Energy Assistance Program, Temporary Assistance to Needy Families, National Free School Lunch Program, United Tribes Good Distribution Program, BIA General Assistance, or Head Start (only those meeting its income qualifying standard).

You can also qualify based on your annual household income (see table at right). If you have questions about Lifeline, or qualifying requirements please call Sandy at 800-339 8052 or Vesta at 800-287-7905.

## Trouble Receiving Long Distance Calls

Have you had trouble receiving long distance calls lately? Have you had anyone tell you he/she tried to call but the call didn't get through? Or that it just rang and rang, but nothing has come through on your end? Many people living in rural areas are still experiencing intermittent problems receiving long distance phone calls from across the country.

The problems starts with the long distance carrier used by the person making the call, and can only be resolved by their carrier. The long distance company, in an attempt to keep their costs low, have resorted to using 3rd party 'least-cost routing' service providers to connect calls to their destination at the lowest possible cost. These low cost routes seem to be low quality as well, causing problems with sound quality or even call completion.

To learn more about these long distance call problems, visit the FCC's website: [www.fcc.gov](http://www.fcc.gov).



Connecting The World

## 2012 Federal Poverty Guidelines

Number in Household	Maximum Annual Income
1	\$16 245
2	\$21 855
3	\$27 465
4	\$33 075
5	\$38 685
6	\$44 295
7	\$49 905
8	\$55 515
Each add'l person	Add \$5 610

## Haviland Telephone Office Schedule

Office will be closed September 3rd  
for Labor Day

September Bill Payments Due:  
September 17

Disconnect Date:  
September 24

## Just For Fun!

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