

# On Line With...

# Haviland Telephone Company, Inc.

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## How Does 911 Work?

Most everybody notices the 911 charges on phone bills. Each of the 8 counties where our customers live authorizes a monthly billed amount, up to \$.75 per line, renewed annually. This amount is remitted to the counties quarterly. The larger counties use a state database operated by SBC/ATT to store customer information: name, address, phone number. The phone company sets up a special circuit TO this database. The county involved buys a similar circuit or trunk FROM the database to the county's local Public Safety Answering Point (PSAP), usually the sheriff's office. When you dial 911, the call doesn't go to a local or long distance trunk, but to this special trunk, bound to the state database. Your phone number goes with the call, via Automatic Number Information (ANI), gets matched up with address or other information, and goes to the PSAP indicated by the state database. The PSAP has equipment that display the matched information, answers the call, and then takes appropriate dispatch action.

In small counties, trunks may go direct to the PSAP, who keeps its own database. Alternatively, small counties may go to the state database, but not actually keep information there, because the equipment to display the database information is expensive.

When rural counties originally set up 911, generally in the 1990's, street addresses and house numbering were carefully set up. These were coordinated with the phone company and the postal service. These became standard address information. Now, as custom

ers install new lines, or disconnect, or move, the phone company merely updates the database electronically.

The phone company operates 911 trunks separately from our host switches in Conway Springs and Haviland. To the extent possible, we use separate hardware, so that any failure doesn't take down all 911 trunks bound to the database.

This system was developed for landline telephone service. It isn't mobile. So, cellular and Voice Over Internet Protocol 911 works differently.

When doesn't 911 work: 1) When the fiber optic cable that carries the trunks out to the database are cut; 2) When your phone doesn't work; 3) When the database doesn't have accurate information or isn't working; 4) When the trunks in-bound to the PSAP are down.

We're currently working with SBC to route 911 trunks in different directions, so that a fiber cut at one location, won't completely eliminate access to the database. SBC is considering implementing a different kind of signaling that may be faster.

What can you do?

↳ Keep a phone on-hand that works when the electricity is out. If the phone has a transformer that plugs into an electrical outlet, it may not work.

↳ Help us protect buried cable. Call us before you dig, excavate, build fence, etc. Some cellular companies lease lines from us to get from towers to their switches, too.

↳ Keep a list of direct emergency phone numbers, such as your local sheriff. If 911 isn't working, a direct call may still work.

### HAVILAND TELEPHONE COMPANY

104 N. Main, Haviland

620-862-5211 or 800-339-8052

Gene Morris, President

#### Haviland Office

Mark Wade, General Manager

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#### Conway Springs Office

211 W. Spring

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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

8:00 am to 5:00 pm 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 - 8 a.m. to 7 p.m.

Sat. 1 p.m. - 5:00 p.m. & Sun. Office Closed

1.866.704.4268

## Bank Auto-drafts

## + Electronic Billing

One of the conveniences we offer customers is bank auto-draft. You authorize your bank to take your phone payment and electronically send it to us. Auto-draft transactions show up on your bank statement like any other transaction. It's highly reliable, and is a practically perfect way to ensure the bill gets paid. On the 3<sup>rd</sup> or 4<sup>th</sup> of the month, we send new billing detail to the banking clearinghouse we use. This company directs the banks involved to draft from the account the billed amount. We process these auto-drafts the 10<sup>th</sup> of each month. We have never seen the clearinghouse or banks make an auto-draft mistake. Once in several years, a draft "bounces" due to insufficient funds, or a pending credit amount isn't applied until after bill creation. Call or see the phone book for sign-up instructions or forms.

To make payment even easier, try our electronic bill (e-bill) format. Each month you receive an e-mail telling you the bill is ready for viewing (so you must have e-mail access). This usually happens a few days before bills are printed and mailed. You can view the bill's summary page, any page of the bill, or download the bill detail. Once downloaded, the bill can be sorted, filtered, and summarized in common software, such as Excel. It's easy to total all minutes to any number, any location, by any date. Auto-draft and e-bill work even better together. Call Kay in the Haviland office for details.

## News Updates

### Copyright infringements

Copyright owners take alleged infringements seriously. Since we are an Internet provider, we occasionally get notified by a copyright owner -- typically a large, wealthy, and powerful movie production house -- 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 is 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?

### MySpace is Your Space?

The Washington Post recently reported that a number of personal pages on the social networking site MySpace.com were attacked using a security flaw in Macromedia Flash -- a flaw that Adobe, the developer, just released a patch to fix. The worm spread each time a MySpace user visits an infected user-profile page. Parents should be especially vigilant.

If you notice a problem with a directory listing, call us, and we'll make the correction in the newsletter.



### Are we there yet?

Our web site has a simple bandwidth test that measures communication speed in the downstream direction: How fast stuff comes to you. What are other sites you might try?

- ☒ [Bandwidthplace.com/speedtest](http://Bandwidthplace.com/speedtest) shows communication speed and file transfer speeds.
- ☒ [DSLreports.com/stest](http://DSLreports.com/stest) shows both downstream and up-stream speeds, but uses Java, which some computers may not be immediately prepared for.
- ☒ [PCpitstop/internet/bandwidth.asp](http://PCpitstop/internet/bandwidth.asp) also tests down and up direction. Please, remember, that if you have firewalls in place, testing can't happen in the upstream direction.

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.