

InTouch

SPRING 2013

Before You Dig, Always Call 811

Whether you're planting trees and shrubs or putting up a new fence, Haviland Telephone Company reminds you to pick up your phone before you pick up your shovel.

You're required to call 811 a few days before you do any digging on your property. Professionals from local utility providers will come out and mark the location of any buried electrical, gas, cable TV, or other service lines. This protects your safety and helps prevent service interruptions in your neighborhood. If you don't call 811, you could incur fines and repair costs.

As one of your providers, we thank you in advance for your cooperation.

Haviland Telephone Company

Haviland Office:

104 N. Main Street/PO Box 308
Haviland, KS 67059
Customer Service: 620.862.5211
Toll Free: 800.339.8052

Conway Springs Office:

211 W. Spring/PO Box 277
Conway Springs, KS 67031
Customer Service: 620.456.2211
Toll Free: 800.287.7905

Office Hours: M-F 8:00 am to 5:00 pm

Email: custserv@havilandtelco.com

Online: www.havilandtelco.com

Office Closure

Monday, May 27, Memorial Day



Wishing you could move faster online?

When you jump up to a higher level of Internet, you'll instantly enjoy an enhanced online experience — faster downloads, better video streaming, and much more with no data caps.

Standard DSL

- Up to 8 Mbps* Download Speed
- Up to 1 Mbps* Upload Speed

Only \$49.95/month*

Premium DSL

- Up to 14 Mbps* Download Speed
- Up to 1 Mbps* Upload Speed

Only \$59.95/month*

Premium Plus DSL

- Up to 20 Mbps* Download Speed
- Up to 1 Mbps* Upload Speed

Only \$69.95/month*

**Leap for the phone
now and call
800.339.8052.**



*DSL is available in any Haviland Telephone Company service area; speed availability may vary depending on location. Prices listed are for customers with active Haviland telephone service. Data-only plans available. Contact us for complete details.

Enjoy More Freedom With Wireless Internet

A home wireless network gives you the convenience of being able to access the Internet from any room (or even from your backyard patio). You no longer need to be limited to working in your home office when you want to be online. In addition, everyone in your family can be connected at the same time and guests to your home will be able to use their laptops and other wireless devices from anywhere.

The experienced technicians at Haviland Telephone Company can quickly install a wireless router in your home and get you equipped to enjoy the freedom of a home wireless network. You can rest assured that part of this process is setting up security precautions to help protect against unauthorized use.

For more details or to schedule your installation, call 800.339.8052.



New Robocall Rules Provide More Control Over Unwanted Calls

We have good news if you're tired of receiving autodialed or prerecorded telemarketing calls, referred to as robocalls. The Federal Communications Commission (FCC) has finalized its revised telemarketing rules to further protect consumers from these unwanted interruptions.

Telemarketers must now address the issue of abandoned or "dead air" calls.

A call is considered abandoned if it is not connected to a live sales representative within two seconds of the called person's completed greeting. Under these new rules, telemarketers will be penalized if more than 3 percent of their calls in a 30-day calling campaign are abandoned. If a live sales representative is not available to speak with the person answering the call, the telemarketer must provide prerecorded identification and an automated opt-out mechanism.

The new rules will also require telemarketers to allow you to opt out of receiving additional telemarketing robocalls immediately during the call through an automated menu. This new requirement means that you will not have to hang up and make a separate call in order to stop further telemarketing robocalls. When you elect to opt out, the telemarketer must automatically record your number, add it to the seller's do-not-call list, and immediately terminate the call.

Another change is that telemarketers will no longer be able to make telemarketing robocalls or send texts to you based solely on an "established business relationship" with you. However, these rules do not apply to non-telemarketing, informational calls such as those by or on behalf of tax-exempt nonprofit organizations, calls for political purposes, and calls for other noncommercial purposes including those that deliver informational messages such as school closings.

For more information about the FCC's rules protecting you from unwanted calls, see the FCC consumer guide at www.fcc.gov/guides/unwanted-telephone-marketing-calls.



How to Successfully Overcome the Challenges of Working From Home

Working from home (whether for your employer or as the owner of a home-based business) has become increasingly common. It's estimated that 63 million Americans will telecommute by 2016. One driving force behind this growth is the capability and availability of computer and communications technology.

This type of work arrangement is also popular because it offers more flexibility over working hours and conditions, keeps overhead costs down, and permits a better work-life balance.

However, there are potential pitfalls as well. Here are some of the common challenges of working from home and tips to help overcome them:

Set Boundaries to Protect Your Work Time

One of the main advantages of working from home—being near family—can be a disadvantage as well. The demands of a household, especially one with small children, are often distracting enough to significantly decrease productivity. It's important to set boundaries. Arrange for childcare if needed, and ask your family to respect your business obligations.



Avoid Isolation

In a standard business environment, you're around co-workers all day and there are plenty of opportunities for conversation. By contrast, if you work from home, the quiet of an empty house may foster boredom and loneliness. To prevent the negative effects of isolation, make time for face-to-face interactions on a regular basis such as attending meetings of business associations and networking events. You'll want to combine these types of outside activities with social media and online forums related to your job.

Maintain a Professional Image

In order to be taken seriously when you work from home, you must project a professional image whenever customers or colleagues have contact with you. This includes having a phone system that separates home and business calls. It's also important to have a reliable high-speed Internet connection for top efficiency.

Haviland Telephone wants to help you work successfully from home. That's why we offer cost-effective pricing on our phone lines, long distance, calling features, and Internet plans. Call 800.339.8052 now for more information.

We would also like to hear your telecommuting or small business success story. Tell us how your broadband connection has improved your ability to work and live in rural south central Kansas. Email us at newsletter@havilandtelco.com to share your story or share it with us on Facebook at www.facebook.com/havilandtelco.

Don't Let These Phone Failures Happen to You

There are times when being able to make a call goes beyond convenience to become a safety issue. If you rely solely on a cellphone and don't have a landline in your home, you run the risk of experiencing phone failures like these:

Emergency 911 dispatchers can't locate you.

Calls from cellphones are not part of the 911 database and can't always be pinpointed by dispatchers. If a child doesn't know the address, or an adult is unable to speak, emergency help may not know where to go.

You can't find your cellphone.

The time it takes to find a cellphone can feel like an eternity when time is critical.

The power goes out and so does your cellphone.

When severe weather causes a power outage, the electricity required to charge your cellphone's battery will be gone as well.



By contrast, a landline phone connection provides address information during 911 calls and remains ready to use at all times. To learn more, call 800.339.8052.

Haviland Telephone Office and Events Calendars

MARCH 2013

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24 31	25	26	27	28	29	30

Bill Payments Due: March 15

PRIMO scholarship apps due: March 22

APRIL 2013

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Bill Payments Due: April 15

Haviland Telephone scholarship apps
due: April 5

MAY 2013

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Bill Payments Due: May 15

Office Closed: May 27, Memorial Day

Argonia Daze: May 18



Jump up to a higher level of Internet

- Download faster with speeds up to 20 Mbps
- Stream as much as you like with no data caps
- Enjoy Internet access throughout your home with standard Wi-Fi
- Get reliable service from a local company

Look inside for great Internet values



QUARTERLY NEWSLETTER
HAVILAND TELEPHONE COMPANY

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