

In Touch



SPRING 2014

Know What's Below Before You Start Digging!

As an important reminder, always call 8-1-1 before you start any project that requires digging. By calling 8-1-1, your local utility service providers will be notified of your project area and be dispatched to mark those lines, so you don't disrupt any one's service. Then you can take on any project without compromising safety or running into issues by damaging utility wires and more. This number protects you from incurring fines for repair costs and damages.

As a local service provider, we appreciate you calling the 8-1-1 number before proceeding with any projects where utility lines are not already marked.

**Know what's below.
Call 811 before you dig.**



By the way, faster Internet service will make all your online activities more enjoyable with your standard wireless modem. To add Internet or upgrade your Internet plan now, call us at 800-339-8052.

AUTO BILL PAY

PROMOTION Get entered to win a drawing

\$50
bill credit

Our auto bill pay is a great and simple option to pay your Haviland bill, so you don't have to worry about making your payment on time. You can contact our office to set up recurring payments with either your bank account or recurring credit card payment. Do this in the month of March and you'll be entered to win a drawing for \$50 bill credit when you sign up for auto bill pay. There will be one winner drawn from every 10 who sign up, a one-in-ten odds of winning is a pretty good chance!

Here are three ways you can sign up for auto bill pay:

- 1. Recurring Payments through our office.** With a simple call to our office, we can have your recurring bank draft or credit card payment set up in a matter of minutes – no additional paperwork required. Recurring ACH bank draft payments set up through our office are pulled on the 10th of each month; credit card payments are pulled on the 15th.
- 2. Online Recurring Payments through Haviland eBill.** With our eBill web portal, you can view your bills and set up one-time or recurring payments online via bank draft or credit. By paying through eBill, your payments are applied directly to your account within one business day. To sign up for eBill with Haviland Telephone Company, you can click the "My Bill" button on our website. Recurring payments with eBill can be set for any day of the month you choose, just be sure you set it to come out before the due date on the 15th.
- 3. Recurring Payments thru your Bank.** *This form of recurring payment does not qualify for entry into our drawing.* Many banks offer online services where they mail a check for you to pay your bill. We ask that you reference your account number in the memo ensure that your payment is posted to the correct account in a timely fashion. Checks sent through online banking can take 5-7 business days to reach the company from the time you authorize the payment, so be sure to plan accordingly. If you choose this method of payment it is very important that you use our PO Box as the mailing address to avoid further delaying the receipt of your payment. Our complete mailing address is provided on the back of the newsletter.

Already enrolled in auto pay? Good news! We will also be drawing 3 names from our existing recurring payment customers using eBill or recurring payment through our office. Auto bill pay is a fast and simple way to stay on top of your bills by choosing a method of payment that your comfortable with so you can pay your bill on time without blinking an eye.



PRIMO scholarship applications due March 28

The annual Haviland/PRIMO scholarship is now accepting applications. Turn your application in by March 28 to be considered for up to \$500 through PRIMO and one of six \$250 scholarships available through Haviland. You can pick up the criteria and application by visiting our office, our webpage, or the area high school counselor. The parent or guardian of the applicant must be a customer of Haviland. Both new and returning undergraduate students are eligible.

Contact

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
Offices Closed Memorial Day, May 26
custserv@havilandtelco.com
www.havilandtelco.com



Don't Think You Need A Landline? Think Again

In today's wireless world, people often ask whether landline phones are still necessary. The answer is simple – yes! The landline phone is still seen as a necessity by millions of Americans, and there's a good reason for that. So before you consider using just your mobile phone, let's consider the benefits.

Calling 911: You'd think in the world we live in 911 would be able to trace your wireless number immediately, but the fact is your landline phone is tied into your address. This address will display right away on the emergency response system, informing the dispatcher from the beginning regardless if the caller knows the address or not.

Power Outages: As entertaining as power outages can initially be, burning candles is only fun for so long before your gadgets (including cell phone) run out of battery juice. Luckily, your corded landline phone will still work due to Haviland's emergency back-up system, so you can stay in touch with friends, family, and neighbors.

Cell Reception: We've all experienced it. Some spots in our house have that mysterious Bermuda Triangle of cell reception. One spot has four bars, and two steps later your call is dropped. The landline phone is reliable 99.999% of the time. Even if your cell reception is great, the chance of a disrupted call is far greater on a cell phone than a landline. The last thing you want is a choppy call when you're interviewing for a new job by phone. Reliability is key for a lot of conversations, so don't neglect your landline phone.

Landline phone service has been around for over a century. It is a tried and true technology. Although it may seem to you like an older technology in comparison to the advancements in the mobile world, remember that it can still be an invaluable tool for you and your family.



Directory Cover Photo Contest

Haviland is looking for a feature photo for our 2014-2015 Telephone Directory. We need your help! We are looking for photos that represent the communities we serve. You don't have to be a professional photographer to get your picture on our cover! Send up to 3 of your best photos to marketing@havilandtelco.com by April 30, 2014. Winning entry will receive a one-time credit of \$50 on their monthly Haviland bill.

Last year's winners for front and back cover photos were Amanda Dowler of Milan, KS and Tina Miller of Wilmore, KS. You never know, your photo could be featured this year!

