

In Touch

SUMMER 2013

Haviland Telephone 2013 Scholarships Awarded

Haviland Telephone Company is proud to announce the awardees of its 2013 scholarships. Haviland Telephone awards \$250 scholarships annually to high school graduates whose parents or guardians are customers of Haviland Telephone Company. Almost two dozen applications were received from area high school seniors. This year's recipients are: Rebekah Fillmore of Kiowa County High School, Madison Moore of Skyline High School, Mackenzie Klaver of Norwich High School, Levi Bond of Conway Springs High School, and Jordan Schaller of Cunningham High School. **Congratulations to all our area graduates!**



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, July 4 – Independence Day



Haviland
Telephone Company



Unlimited Internet

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*Service availability and Internet speed will depend on location. All prices subject to change. Contact us for complete details.

Taxes Paid in 2012

Each year, Haviland Telephone Company pays property taxes on cable, switching equipment, vehicles, buildings, furniture, and the company's ability to generate revenue. For property taxes, HTC is assessed at the state level, not by the local county assessor. We are required to file a comprehensive report annually to the Kansas Department of Revenue, including location, original book value, and type of all assets by township. This report covers all financial data, and many operating details.

The Department of Revenue then looks at the total company situation: total assets, age of assets, change in status from last assessment, anticipated change and ability to generate revenue. This includes everything from vehicles and buildings to cables and services. We even have to pay taxes on our long distance operation. Although there is no physical asset or property tied to it, our long distance services have the ability to generate revenue. HTC is assigned a valuation by the Department of Revenue, then assessed at 33% times the local mill rate levy. Much of the local taxes this generates goes right back into our local governments and public schools.

Taxes Paid to Each County in 2012

County	Property Taxes
Barber	\$31,305
Comanche	\$31,489
Harper	\$3,570
Kingman	\$73,460
Kiowa	\$137,421
Pratt	\$79,381
Sedgwick	\$1,612
Sumner	\$166,485



Save Time When Paying Your Bills

Summer time can be busy with vacations, kids' summer activities, lawn and garden care, and harvests. If you are looking for one-less thing to worry about, recurring or online bill payment may be for you. Many companies, including Haviland Telephone, offer one-time and recurring bill payment through their websites. Banks also offer online bill payment services. Online not for you? Even if you prefer traditional mail or walk-in bill payment, there are steps you can take to expedite payments posting to your account.

Online Banking

Many banks offer online services where they mail a check for you to pay your bill. By referencing your account number in the memo, you will ensure that your payment is posted to the correct account in a timely fashion. Also keep in mind, 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.

Online Payments through Company Websites

Like many companies, Haviland Telephone offers online bill payment through its website. With our eBill Web portal, you can view your bills and set up one-time or recurring payments online. By paying through eBill, your payments are applied directly to your account within one business day. To sign up for eBill with HTC, you can click the "My Bill" tab on our website. Other companies offer this convenient service as well. Visit company websites to see if online bill payment is an option for you.

Payment by Check

If you need to mail in a check payment, it is ideal that you include the payment stub associated with the account. If you do not have your payment stub handy, it is important that you include information in the memo that helps identify the account on which you are paying. This information includes the account number (preferred), the name of the account holder, or the Haviland Telephone number associated with the account. By including this information when not using a payment stub, you help us post payments to your account properly.

FCC Addresses Call Completion Issues

Call completion is a serious issue that the Federal Communications Commission (FCC) has been grappling with over the past few months. Local phone providers in rural areas have reported an alarming increase in complaints from customers that long distance calls and faxes are not reaching them. Other complaints include poor call quality and incorrect Caller ID information, showing perhaps an unfamiliar local number for a long-distance call. It's a persistent and ongoing concern affecting 80 percent of rural carriers recently surveyed.

When calls don't go through, it can have dire consequences. Small businesses can lose customers who get frustrated when trying to call. Urgent long-distance calls from friends or family can be misidentified on Caller ID and not answered. Prescriptions faxed to a pharmacy can fail to transmit.

The problem typically occurs in rural areas where long-distance carriers pay higher-than-average charges to the local telephone company to complete calls. These charges are part of the decades-old "access" system to help pay for the cost of rural networks. To minimize these charges, some long-distance carriers use third-party "least-cost routers," which attempt to connect calls to their destination at the lowest cost possible. Sometimes, however, the calls appear not to be connecting at all.

The good news is that FCC rules are providing both short-term and long-term solutions to rural call completion problems. These rules are part of an Order the FCC adopted in October 2011 making broader reforms to the access charge system, called intercarrier compensation, or ICC. The Order also clarified and reiterated the FCC's prohibition against blocking, degrading, or choking off calls for any reason, including avoiding high termination rates.

This issue threatens public safety and homeland security as well as degrades the integrity and reliability of the nation's telecommunications network. Haviland Telephone Company is actively participating in industry efforts to stop these problems and will keep you informed of developments. If you have questions or want to report an incident, please call us at 800.339.8052.



Directory Cover Photo Contest

Haviland Telephone is looking for a feature photo for our 2013-2014 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 three of your best photos to marketing@havilandtelco.com by July 5. Winning entry will receive a one-time credit of \$50 on their monthly phone bill.

Last year's cover photo winner (below) was sent to us by Pam Rhodes of Mullinville.



Call 811 Before You Dig

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 Office and Events Calendars

JUNE 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 30	24	25	26	27	28	29

Bill Payments Due: June 15

JULY 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: July 15

Haviland Offices Closed: July 4,
Independence Day

AUGUST 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: August 15



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