



March 17, 2020 Announcement

» EFFECTIVE IMMEDIATELY «

At Haviland Broadband our mission is to connect you to what is important through high-quality broadband, voice services, and the provision of superior internet experience. In the midst of the COVID-19 crisis, we are holding fast to our mission. We understand the importance of staying connected to voice and internet service for education, work, and personal health needs. We are not just service providers, we are your neighbors, and we desire to support our communities in this time of need.

We are taking the following action to ensure uninterrupted connectivity for everyone in our community that needs it:

» Health Safety

Beginning Wednesday, March 18, Haviland Broadband will limit access to its business office locations to employees only, as we try to help suppress the threat of COVID-19. In addition, all service calls that require a service technician to enter the home will be suspended until the COVID-19 threat has been mitigated. Customers who would like to upgrade or make changes to their existing services may do so by calling into the office. Most upgrades can be made without an in-home visit. Our staff will continue to troubleshoot and repair any service issues located outside the home. For any service issues inside the home, our staff will be available to troubleshoot over the phone.

» No Late Fees and Modified Disconnect Procedure

We understand the ongoing COVID-19 situation may create financial difficulties for some customers, and we are here to help. Call us at 800-339-8052 (Haviland Office) or 800-287-7905 (Conway Office) to discuss your situation.

» Public Wi-fi Internet

As a special service to further assist community members that may be impacted, we have set up WiFi hotspots at locations in our service area. Please check our websites for the location of these WiFi hotspots. Generally, any buildings owned by the company will have public access.

» Network Quality

Underpinning all of these efforts, is our commitment to provide our communities the highest quality service possible. Our operations staff and technicians continually work to ensure top notch network performance and reliability. Please let us know if there are any service effecting matters; we will work to resolve them as quickly as possible.

» Discounted Life Line Services

We participate in the federal and State Lifeline services for voice and internet. Call us for eligibility and enrollment information.

» Unlimited Data

To best serve our customers, we continue to provide unlimited internet data that is never slowed by usage.

Watch our Facebook, website, and building fronts for further notice.

We are very aware of the opportunity we have to serve our communities as your internet provider of choice. We will do everything we can to meet the needs of our communities when our communities need us the most.

Thank you for being a loyal Haviland Broadband subscriber. We truly appreciate your loyalty.