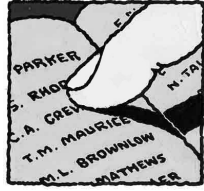


# PERSON-TO-PERSON

NEWS FROM THE HANCOCK TELEPHONE COMPANY - FALL 2013

## It's worth looking into!



Your new phone book from Hancock Telephone is a complete resource guide for your local community. It contains a world of helpful information.

- Yellow Pages – the first place people look to shop and compare
- Residential, Business and Government Listings
- Emergency Numbers
- Action Lines
- Cable Listings
- Internet Options
- Hancock Telephone's Products and Services
- Community Pages

# CUSTOMER

## APPRECIATION DAY

**Mark Friday, October 11<sup>th</sup> on your Calendar!**

Once again Hancock Telephone, Hancock Video and Pronet are reaching out to say a "big thanks" to our customers.

Thanks for your loyalty, and thanks for making Hancock a wonderful community in which we do our business. In celebration of our appreciation, there will be food, candy and prizes. So stop by, say hello and enjoy the festivities.



## Going Out of Town?

When you leave town for your winter vacation, there is no reason to pay full price for telephone service you aren't using. Our Seasonal Service allows you to maintain your status with us as a telephone subscriber while you are away, yet only pay 50% of your monthly access charge. Of course, outgoing calls will be blocked during this time, but calling card number billing will be permitted.

Our rates for Seasonal Service are available upon request for both telephone and cable television; and are in effect from November 1<sup>st</sup> through April 1<sup>st</sup>. Please call our Business Office for additional information, or to request suspension of one or both of these services.

*School's Open Please Drive Carefully!*



# LEGISLATION AFFECTS THE LIFELINE PROGRAM

Lifeline is a government sponsored telecommunications program that makes it possible for low income families in the U.S. to receive discounted rates on their residential home or wireless telephone service to eligible consumers. This program was initiated to offset the high costs of standard telecommunications services and allow low income consumers to have a phone in their home.

In January 2012, the program introduced major reforms including the expansion of the application and re-certification process, and the limitation of discounted phone service to only one-per-household. This means that if you are currently receiving a lifeline discount from Hancock Telephone, you cannot also receive a subsidized or free cell phone service, such as SafeLink, Assurance Wireless or Reachout Wireless. Since you cannot have more than one discount per address, you must choose the service that best serves you and your family.

For Hancock Telephone customers, Lifeline Telephone Service provides a federal discount of at least \$9.25 on the monthly telephone bill for current and new customers who have or want telephone service in their name. In New York, the total discount is \$17.60.

## HERE'S HOW TO QUALIFY FOR LIFELINE SERVICE:

- You can get Lifeline if: No one claims you as a dependent on their Federal Income Tax, unless you are 60 or older and you are in one of these programs and you do not currently have a Lifeline cell phone:
  - General Assistance (GA)
  - Supplemental Security Income (SSI)
  - Temporary Assistance for Needy Families (TANF)
  - Supplemental Nutrition Assistance Program (SNAP) – (f/k/a Food Stamps)
  - Low Income Home Energy Assistance Program (LIHEAP or HEAP)
  - Medicaid
  - National School Free Lunch Program
  - Federal Public Housing Assistance
  - Veterans Surviving Spouse Pension
  - Veterans Disabilities Pension

OR

- Your yearly household income is at or below 135% of the Federal Poverty Guidelines and you provide proof of that income.

Number of Household Dependents	135% of Federal Poverty Levels
1	\$15,512
2	\$20,939
3	\$26,366
4	\$31,793
5	\$37,220
6	\$42,647
7	\$48,074
8	\$53,501
For each add'l person add	\$ 5,427

## Here's How to Apply for These Programs:

You can apply for **Lifeline** by calling the Hancock Telephone Company Business Office at 607-637-9911, Monday through Friday, 8:00am - 4:00pm