

PERSON TO PERSON

News from the Hancock Telephone Company — Fall 2017



Customer Appreciation Day

Mark **Friday, October 6th** 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 starting at 11:00 am. So, stop by, say hello and enjoy the festivities.

STAY SAFE ONLINE



- ◆ Be sure your computer and all mobile devices are running the latest operating systems. Malware creators are always adapting, and so are developers. If a problem is identified, developers will fix it in the next update, so you want to be sure you have it.
- ◆ Install anti-virus software on all connected devices and check regularly for updates. Attacks become more sophisticated every day, so the best programs are always adapting to combat the latest threats. Be sure you are up-to-date for the best protection against viruses.
- ◆ Use caution when opening emails with links or attachments. Look for misspellings, unsolicited offers or prizes, and requests for personal or financial information. Some scammers try to mimic a reputable company, so be wary, and call the company directly if you’re suspicious.
- ◆ Only download software from reputable sites or stores. Hackers will sneak malicious code into fake versions of the programs and apps that you want. The best way to avoid a fake is to stick to official company websites and app stores.

Going Out of Town?

When you leave town for winter vacation, there is no reason to pay full price for service you aren’t using. Our Seasonal Service Plans allow you to maintain your status with us as a subscriber while you are away. Our rates for Seasonal Service are in effect from November 1st through April 1st.

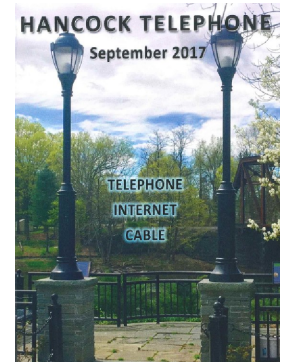
Telephone Customers pay 50% of the monthly access charge. Of course, outgoing calls will be blocked during this time, but calling card number billing will be permitted.

Cable Customers also have a seasonal service plan. Please call our Business Office for additional information and rate details.

Hancock Telephone Directory 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 & Government Listings
- Emergency Numbers
- Action Lines
- Cable Listings
- Internet Options
- Community Pages
- Hancock Telephone’s Products and Services



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 service and allow eligible low income consumers to have a phone in their home.

You may notice some changes to your lifeline program benefit. You are now able to apply your monthly Lifeline discount toward internet service. You can continue to apply your monthly Lifeline discount to your home or cell phone, but you can only receive a discount on ONE option - phone or internet.

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 receive 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 \$9.25 on the monthly telephone bill.

Anyone enrolling in the Lifeline Program on voice service will be required to remain with the company for at least 60 days in order to keep the discount. Anyone enrolling in the Lifeline Program on internet, or bundle which includes qualifying internet, will be required to remain with the company providing the Lifeline benefit for a least 12-months, in order to keep the discount.

Here's How to Qualify for Lifeline Service:

You can get Lifeline if you're enrolled in one of the following qualifying programs and do not currently have a Lifeline cell phone. Applicants must be over 18 years of age, and cannot be claimed as dependent on anyone's tax return.

Supplemental Security Income (SSI)

Supplemental Nutrition Assistance Program (SNAP) – (f/k/a Food Stamps)

Medicaid

Veteran's Pension or Survivor's Pension Benefit

Federal Public Housing Assistance (FPHA)

OR

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

<u>Number of Household Dependents</u>	<u>2017 Federal Poverty Levels</u>	<u>135% of Federal Poverty Levels</u>
1	\$12,060	\$16,281
2	\$16,240	\$21,924
3	\$20,420	\$27,567
4	\$24,600	\$33,210
5	\$28,780	\$38,853
6	\$32,960	\$44,496
7	\$37,140	\$50,139
8	\$41,320	\$55,782
9+	\$41,320+ \$4,180/ea Additional Person	\$55,782+ \$5,643/ea Additional Person

Here's How to Apply for Lifeline Service:

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

For more information on this federal program and the new changes, please visit the Universal Service Administrative Company (USAC) at <http://www.usac.org/li/>