

# PERSON-TO-PERSON

NEWS FROM THE HANCOCK TELEPHONE COMPANY - SUMMER 2017

## STOP CALL "811" BEFORE YOU DIG .....



Anytime you plan new construction and/or landscaping projects which require you to dig on your property, you must contact one of the following organizations two full days before you begin. Once they notify us, our employees will visit your worksite and mark the buried facilities.

In New York you'll be directed to: Dig Safely New York;  
[www.digsafelynewyork.org](http://www.digsafelynewyork.org)

In Pennsylvania you'll be directed to: PA One Call System, Inc;  
[www.paonecall.org](http://www.paonecall.org)

In addition to damaging buried electric and cable television lines, telephone facilities may be accidentally cut during home improvement projects. Hundreds of customers could be left without electric or telephone service and access to emergency service providers. There is also danger of personal injury, property damage and a large repair bill.

### So Remember:

- ✓ Call 811 Before You Dig
- ✓ Wait The Required Time
- ✓ Confirm The Utility Response
- ✓ **Respect The Marks**
- ✓ **Dig With Care**

Lightning can also cause problems to your home electronics and computers. Make sure to have reliable surge protection and when in doubt unplug devices.

## Technology Explosion

People often perceive a slow connection as poor service – when in reality they have simply overloaded their connection.

The more people and devices you have using your Internet connection – the more speed you will need. In the past, most households had a desktop or laptop computer. That isn't the case today. Count the number of devices in your home that connect to the Internet and you will probably be surprised. Be sure to count desktop computers, laptops, iPads, iPods, tablets, gaming systems, (Xbox, Wii, Playstation, etc.) smart TV's, smart phones and any other devices that you might connect to your wireless network.

People are surprised to learn they may have 6-to-10 different devices sharing the same Internet connection. If this is the case, it may be time to

look into upgrading your Internet speed to alleviate an overloaded connection in your household.

The way people use Internet has changed over the years.

Applications like streaming movies & music, online gaming etc. require more bandwidth than casual surfing. Many devices may be using bandwidth even when you are not using the device. Some examples would be smartphones, tablets, software applications, anti-virus programs, etc. that automatically update or constantly scan for updates, emails, weather & news updates. Many of these processes can be turned off

in the settings of each individual program or device.

The speed that you signed up for several years ago may need an upgrade to handle an increased number of devices running high-bandwidth applications. Call our business office at 607-637-9911 to see what speeds are available in your area.





It may seem simple, but one of the easiest ways to fix a wide variety of technical issues is to simply reboot (or restart) the device, including your modem. This is because modems are like small computers that use memory, a processor, and an operating system. And like your desktop computer, modems also benefit from a fresh start every now and then.

For example, if your internet service goes down at your home, the first thing to try is to reboot your wireless modem. It's a quick process that will often take care of the problem:

1. Unplug your modem from its power outlet (don't just turn it off).
2. Wait about a minute, then plug it back in.
3. Allow the device a minute or two to turn back on.



## Texting and Driving Say NO!!

According to the National Safety Council, more than 100,000 crashes per year in the United States are caused by people who are texting and driving. What's more, 75 percent of teens say texting and driving is common among their friends. These statistics are a reminder of the dangers of multitasking while on the road. Hancock Telephone urges you to stay focused on traffic when you get behind the wheel.

Texting while driving is about six times more likely to result in an accident than driving while intoxicated.

Talking on a cell phone while driving can make a young driver's reaction time as slow as that of a 70-year old.

There is no text message, email, or video that is worth the risk of endangering your life or the lives of others. Whatever it is, it can wait until you reach your destination.

## 21<sup>ST</sup> CENTURY COMMUNICATIONS AND VIDEO ACCESSIBILITY ACT (CVAA)

The Federal Communications Commission has implemented provisions of the Twenty-First Century Communications and Video Accessibility Act 2010 (CVAA) to ensure that people with disabilities have access to advanced communication services (ACS). Providers of ACS and manufacturers of equipment used for ACS are required to make their products and services accessible to people with disabilities, unless it is not achievable to do so.

Hancock Telephone and Hancock Video are committed to ensuring our subscribers with disabilities (hearing, sight or speech impairment) are aware and have knowledge of these services available to them. We have forms and applications for these services in our business office, Monday – Friday 8:00 am – 4:00 pm.

*You may also call 607/637-9911 for information.*



### **Congratulations to Our Graduates!**

The 2017 Hancock Central School graduation will be held  
**Friday, June 23<sup>th</sup> at 7:00 pm**  
 in the auditorium.

This year there are  
 37 prospective graduates.  
 Congratulations and best wishes  
 for a bright future.