

PERSON TO PERSON

News from the Hancock Telephone Company — Fall 2019

Switch from your Satellite Dish

and get

Free installation plus 1 month free Cable TV Service.

Currently airing all local channels with no contract negotiations affecting our customers.

Must keep service for one year.

PROMO CODE: FREEMO

8:00 AM

6:00 PM



Fiber Update:

Now scheduling fiber installations for homes and businesses within the New NY Broadband Program Footprint.

Call (607)637-9911 or 1-800-360-4664 during business hours to make your day, evening or weekend appointment.

Service Issues?

We are always concerned with any service issues you may be experiencing.

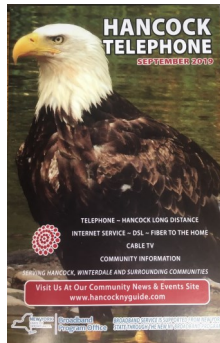
PLEASE CALL OUR OFFICE with any problems or concerns as soon as you notice them.

We will be happy to work with you to get them solved.

The New Hancock Telephone Directory Is Here!

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
- Residential, Business & Government Listings
- Emergency Numbers
- Action Lines
- Cable Listings
- Internet Options
- Community Pages
- Hancock Telephone's Products & Services



Customer Appreciation Day

Mark your Calendars!

Hancock Telephone, Hancock Video and Pronet wish to say a huge thank you to our customers on **Friday, October 11th**!

Thank you for your loyalty, and for making Hancock a wonderful community in which to do business. In celebration of our appreciation, we will serve food, candy and prizes starting at 11:30 am. Please stop by and enjoy the festivities.

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 or 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>2019 Federal Poverty Levels</u>	<u>135% of Federal Poverty Levels</u>
1	\$12,490	\$16,862
2	\$16,910	\$22,829
3	\$21,330	\$28,796
4	\$25,750	\$34,763
5	\$30,170	\$40,730
6	\$34,590	\$46,697
7	\$39,010	\$52,664
8	\$43,430	\$58,631
9+	\$43,430+ \$4,420/ea Additional Person	\$58,631+ \$5,967/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/>