

PERSON TO PERSON

News from the Hancock Telephone Company — Winter 2019

***** If you haven't been converted to fiber yet, *****
***** please call our office for an appointment. *****

SCHOOL DISTRICT CLOSINGS

Call 637-8000

Season's Greetings!

The happiest times are those spent with family & friends. We wish you a holiday season filled with festivities and good cheer.

Enjoy the sights & sounds this season!

A Healthy, Happy New Year to you and your loved ones!

Tips To Help Keep You From Buffering

Many factors cause buffering or other playback trouble.

- * Put your smart TV or streaming device in the same room or as near as possible to your Wi-Fi router. Wi-Fi signals weaken over distance or if obstructions block the signal.
- * If your router is in a cabinet or closet, move it out to prevent walls from weakening the signal.
- * Check to see if game systems or other streaming devices such as cell phones are sharing the connection at the same time. Each device uses bandwidth from your connection.
- * Make sure your device has the latest updates installed. (Settings Menu)
- * Check if the device is downloading apps, updating software or running other programs because these may slow down the processors.
- * Consider running an Ethernet cable from the router to the streaming device to eliminate any connection weakness due to Wi-Fi.

Thank You for being our customer!

During the month of December we want to help with your holiday shopping. It's easy! *Just call 637-9911*

FREE INSTALLATION OF FEATURES: Caller ID & name, call waiting, call return, busy redial, call forwarding, 3-way calling and voicemail. Want several features? Save with our valu-packages!

***ADD** another TV, FM hookup, HBO or Cinemax, and we'll waive the installation charge.

***COME BACK** to cable and we'll waive the reconnection charge.

AC power needed for Fiber Equipment

~ Battery good-8 hours-corded phone ~

An advantage of copper wire was that it could transmit both voice & internet, as well as power. Fiber optic cable uses light instead of electricity to carry a signal. It is unique because it can carry high bandwidth signal (internet, TV, and voice) over great distances without degradation, but glass can't carry electricity.

Both ends of fiber optic equipment (at your home and at our office) need to be plugged into power so they can talk to each other. The fiber network does not power itself. There is a battery back up at both ends.

The battery in your home allows a corded phone service for 8 hours. (using your phone will shorten that time) The battery is rechargeable. Once the power is back on, it will begin recharging itself.

If desired, additional batteries may be purchased to increase battery back up time. Call our office at (607)637-9911 to learn more.



Apply for Special Protections today!

Are you age 62 or older? Do you have a hearing, speech, sight or medical impairment? If one of these applies to you or to someone you know, we invite you to apply for Special Protections, a program designed to protect your telephone service.

Special Protections can give you peace of mind as well as convenience. Because telephone service is essential to your sense of security, we can take extra precautions to ensure that your service does not get interrupted. Should telephone costs ever become a problem for you, we will make special efforts to avoid turning your service off by contacting you or an adult member of your household to work out a payment plan. And if you become ill or are away from home for a lengthy time, we will arrange for a "third party" – a friend, relative, clergy member or community agency to be contacted if your phone is due to be disconnected. We will also take extra steps to restore your service rapidly in the event of a major service outage. In addition to these protections, we will be able to assist you with other programs and services designed to specifically meet your needs.

To receive the benefits of our Special Protections program, please fill out the form below and return it to our Business Office today. (All information will be held in strict confidence.)

Special Protections Application

Telephone Number _____

Name _____

Address _____

Who should we call if we cannot reach you?

Name _____

Relationship _____

Telephone Number _____

Complete as Appropriate

- 62 Years of Age or Older
- Hearing Impaired
- Speech Impaired
- Blind
- Medically Impaired

Signature _____ Date _____

Thank You!

Return to Hancock Telephone Co., PO Box 608, Hancock, NY13783

CPNI—Customer Proprietary Network Information

In this rapidly changing world of communication, it is becoming more and more critical to protect your personal information.

The Hancock Telephone Company maintains the following information specific to your account:

- * Number of Telephone Lines
- * Class of Service
- * Custom Calling Features (i.e. Voice Mail, Call Forwarding, Caller ID, etc.)
- * Current Telephone Charges
- * On Some Accounts, Long Distance & Directory Assistance Records

Per the FCC Telecommunications Act we are required to have your permission to use your information. This permission allows us to use information about services you currently receive and to offer additional products and services as they become available. We do not share your information with any outside vendors. We may, on occasion, share your information between or within our own enterprises.

If you prefer that we do not use your specific customer information for our own marketing purposes, please notify us in writing within the next 45 days. Send the written notice to our office at the Hancock Telephone Company, PO Box 608, Hancock, NY 13783.

This would not eliminate all of our marketing contacts with you. You could receive contact not based on your specific account information, but by such means as bill messages or inserts.

We may use your information to market services or features should you contact us and inquire about our offerings. Billing name, address and telephone numbers are personal information that is not sold, rented or given to any other entity unless required by law or unless we engage a company to transact business on our behalf.

LARGE PRINT BILLS

If you are a residential customer and have a need, you may request a large print bill. Send the request in writing and large print statements will be provided no later than 60 days from the date the request is received. If you would like more information, please contact our office at 637-9911.



Telecommunications Relay Service Information (711) allows telephone communications between your telephone and any hard of hearing, deaf, blind and/or speech disabled person using a Telecommunication Device for the Deaf (TDD) . Dial 711 24 hours a day, 7 days a week, including holidays. If you have any questions regarding the Telecommunications Relay Service, feel free to contact the customer service number on your bill. Customers must continue to dial 911 for emergencies.