

News from the Hancock Telephone Company — Spring 2020



Here's what's coming to Hancock Video!

Digital Video Recording (DVR) will soon be available through our video service!

You'll have total control of the TV Programming you love and access to amazing features!

- * **On Screen Guide** - You asked. We listened. You'll now have an on screen guide for scheduled programs.
- * **My Shows List** - You can record your favorite TV shows and watch them when you want with this feature. Continue watching where you left off if you get interrupted or simply want an intermission.
- * **Capability to connect** to the internet thru the DVR gives you access to a whole new experience of on-demand movies, TV shows and web videos.
- * **Speak commands into Remote** For example: "Launch Netflix", "Go to The Weather Channel", "Play the latest episode of Modern Family", "Find Tom Hanks movies".
- * **Access to ONEPASS** which gathers every episode of a series available anywhere and adds them to your *My Shows List*.
- * **Shortcuts** to search shows, **VU-IT App**, **Quickview**, **Quickmode** & so much more to discover.

We present all of this to you as our new product, **TIVO!!**

~Keeping your identity safe online~

1. Change your passwords periodically and don't reuse passwords. Reusing the same password for 5 years makes your accounts easy to hack.
2. Don't share your social security number on the internet.
3. Google or email a company you found online to make sure they are not part of a scam. Search reviews and complaints.
4. Be careful how you pay. Credit cards often come with fraud protection. Wire transfers, gift cards, and reload-ed cards do not .
5. Don't fall for imposters. Getting unexpected requests for money or personal information are most likely a scam.
6. Be smart with social media. Limit who can see your posts and don't overshare online.

Spoofed or Hacked?

Spoofed= When someone takes a screenshot of your social media and sets up an account to look like it's you. This is dangerous because they often reach out to your friends for money or other scams. Limit who can see your social media posts, photos and friends/follower lists.

Hacked= When someone learns your password and takes over your account. Keep virus/malware software updated, change passwords periodically, use strong passwords, and don't take online quizzes that give scammers ideas what to hack your passwords with.

STOP! CALL "811" BEFORE YOU DIG !!



So Remember:

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

Any time 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

In Pennsylvania you'll be directed to: PA One Call System, Inc;
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.

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

We are your local connection to it all.

The Hancock Telephone Company provides affordable and high-quality communication and entertainment services. Over the course of our 119 years, The Hancock Telephone Company has experienced many changes in the evolving world of technology. We have continued to learn, grow and offer exceptional personalized customer service to assure that our customers stay connected.

In 2018, Hancock Telephone Company began a Broadband Project, made possible by the New NY Broadband Grant to build fiber optic service to each home and business within the grant area. Fiber is an economic development tool for our rural communities. It provides ultra-high-speed internet enabling customers to work from home, operate businesses world-wide, and take advantage of features such as telemedicine, home security and gaming.

We are also working hard to provide fiber optic service to customers outside the grant area including Pennsylvania.

In the coming year, we will upgrade our cable TV service to an all-digital platform. This means restructuring our line-up, adding an on-screen guide, new channels and new packages to choose from. We strive to bring our subscribers the most current services at reasonable rates.

Relay Service Information (711) Telecommunications Relay Service, 711, allows telephone communications between individuals who are deaf, hard of hearing, deaf-blind or speech disabled using a telecommunication device for the deaf (TDD) and anyone using a telephone. Dial 711, 24 hours a day/7 days a week, including holidays. If you have any questions regarding the Telecommunications Relay Service 711, feel free to contact the customer service number on your bill.

Customers must continue to dial 911 for emergencies.

For more information in Pennsylvania Email: parelay@hamiltonrelay.com

Web: www.PaRelay.net TTY: 1-800-654-5984 Voice: 1-866-654-5988 STS: 1-844-308-9292 Spanish: 1-844-308-9291

For information in New York visit the New York Relay website at www.nyrelay.com

Customer Service (Voice/TTY)...1-800-676-3777 Customer Service (Spanish).....1-800-676-4290

Relay Inquiry Line (Voice).....1-800-664-6349 Relay Inquiry Line(TTY).....1-800-835-5515

