



PERSON TO PERSON

News from the Hancock Telephone Company — Summer 2020
34 Read Street PO Box 608 Hancock, NY 13783 • (607)637-9911

Congratulations to Our Graduates!

The Hancock Central School Class of 2020 is certainly facing different circumstances. There are 36 prospective graduates this year. We want the seniors to know that they are supported by family, friends and the community during this time.

Best Wishes in the future!



As New York State Moves Forward

Our steps to reopen are being carefully evaluated so that we can safely balance our ability to provide service while protecting our community.

Face to face contact continues to be temporarily restricted at our office.

Please call or email our office with any concerns you may have.

Tel: 607 637-9911

Email: telco@hancock.net

Frequent updates for Covid Best Practices at WHO website:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>



Coming Soon!

NEW TV PACKAGES WITH DVR*

HANCOCK VIDEO will be bringing you DVR and On-Screen Service with TIVO plus an interactive voice remote!

We'll have new line-ups and packages to choose from.

A promotional price of \$90.95 for the Digital Basic Package will run until 12/31/20. Initial installation is free!

All channels will be digital. Standard Definition, High Definition AND Ultra 4K!!

We'll have streaming music stations too!!

The ultimate viewing experience allows you to access several apps like Netflix, Amazon, YouTube, etc. all from the same remote and TIVO box.

*** ONE YEAR CONTRACT ***

TIVO POWERED BY VU-IT IS THE ULTIMATE VIEWING EXPERIENCE!

- Watch digital, SD, HD and Ultra 4K programming.
- Listen to digital music.
- Stream and record on your terms.
- Change channels and use the interactive onscreen guide with the Voice Remote!

DVR has 150 HD & 1000 SD hours recording capacity

*This requires an internet connection of 25Mbps. For **optimal viewing experience** we recommend 50Mbps or higher.

The Hancock Telephone Company New NY Broadband Program Project Update:



Broadband Program Office

FINAL STAGE IS IN FULL SWING:

Customer service connections are being scheduled.
Call our office to schedule your installation at (607)637-9911.
Brought to you by the New NY Broadband Grant

Summer Tips & Tidbits

- ♣ With the installation of broadband connections, and now fiber to the home, customer phone lines are in a digital format. This is similar to the way cell phones work. When you are finished dialing the number you wish to call, you can then press #, similar to the "SEND" button on your cell phone.
- ♣ Holding the zero button on your device keypad will display the temperature degree symbol.
- ♣ Pick up extra bottles of bug spray and sunscreen to keep in your car so you'll always have some with you.
- ♣ Time to check the supplies in your first aid kit. Need a refill? Are meds expired?
- ♣ Lightning can cause problems for home electronics . Get reliable surge protection or unplug devices.
- ♣ Don't forget to designate a water watcher whenever children are in the water.



21ST 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. We 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 available to you via mail during Covid-19 restrictions. Please call 607/637-9911 for information.



CALL "811" BEFORE YOU DIG !!!

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 lines, other facilities such as internet, cable television, and telephone 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.

Please Remember:

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