

# PERSON TO PERSON

News from the Hancock Telephone Company — Fall 2020

## ~~Hancock Video News~~

From our humble beginnings & throughout fiber construction projects, we have worked to keep up with cutting edge technology and ever changing standards.



Tower Reconstruction after damage created challenges along the way.

We are pleased to take another step forward by offering new TV lineups with additional channels.

There are several new packages to choose from with something for everyone.

Check out these features!

- \* On screen guide service powered by TIVO
- \* Interactive remote
- \* DVR Service

Give us a call today at  
(607)637-9911  
to learn more.



First Hybrid Fiber Coax construction in Hancock Video's network.

## Customer Appreciation Day Cancelled

The health and safety of our customers is of highest priority. We are sad to say we will be cancelling Customer Appreciation Day this year.

By limiting social gatherings we can do our part to help prevent the spread of covid in our community.

As always, Hancock Telephone, Hancock Video and Pronet wish to express a huge thank you to you!

We appreciate the support of customers and friends and look forward to a new and healthier time.

## The New Hancock Telephone Directory Is Here!

Your new phone book from Hancock Telephone is a complete resource guide for our 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



# Lifeline Program

Lifeline is a government sponsored telecommunications program that makes it possible for eligible low income families to receive discounted rates on their residential home or wireless telephone service. For Hancock Telephone customers, Lifeline Telephone Service provides a federal discount of \$9.25 on the monthly telephone bill.

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.

Anyone enrolling in the Lifeline Program for 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.

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.

## 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.

Number of Household Dependents	2020 Federal Poverty Levels	135% of Federal Poverty Levels
1	\$12,760	\$17,226
2	\$17,240	\$23,274
3	\$21,720	\$29,322
4	\$26,200	\$35,370
5	\$30,680	\$41,418
6	\$35,160	\$47,466
7	\$39,640	\$53,514
8	\$44,120	\$59,562
9+	\$5,600 each	\$6,048 each \$6,048

## 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/>