

# PERSON TO PERSON

## News from the Hancock Telephone Company — Winter 2020

### SUBSCRIBE TO OUR NEW CABLE TV OFFERING OF DVR AND ON SCREEN GUIDE WITH TIVO!

- ⇒ The interactive guide allows you to search the channel line-up using the voice remote.
- ⇒ The DVR lets you record your favorite programs and all of the shows you may have missed.
- ⇒ Apps like Netflix, YouTube, & Hulu are all in one place using only one remote.



- ⇒ Watch on any TV in any room with TiVo Minis
- ⇒ Cable TV never goes out in a storm & there is no dish attached to your home.
- ⇒ Our installers & Customer Service Department are available to meet your needs.
- ⇒ There is no charge for initial installation  
Call today to sign up  
607-637-9911 Option 1

### Season's Greetings!

We wish you a holiday season  
filled with good health and good cheer.  
A very Happy New Year to you  
and your loved ones!



## Congratulations, Carol!

Fondest wishes for a wonderful retirement and a *heartfelt thank you* for everything you've brought to our team. We will all miss you!



### Internet-More Important Than Ever-No Data Caps

Consider increasing your internet speed.  
Call to explore your options (607) 637-9911

### Hancock Telephone is monitoring the Covid-19 Pandemic.

<sup>3500</sup> Covid has changed daily life for everyone. As an essential business we never stopped serving our customers, but have modified daily operations. Our office remains closed to the public. For installs & trouble calls, you can call us at 607-637-9911 or email [telco@hancocktelephone.com](mailto:telco@hancocktelephone.com). We will respond quickly.

We offer "no-contact" bill payment options. You can:

- ◇ Sign up for automatic payments using your debit /credit card.
- ◇ Call us to pay by phone using debit/credit card.
- ◇ Mail a check to us.
- ◇ Place payment in the slot of our exterior lockbox located to the right of our front door.

Our techs will wear protective gear and maintain a safe social distance during service/installation appointments. If anyone in your home is ill, the appointment will need to be rescheduled. Our technicians are able to troubleshoot and assist customers remotely in many circumstances.



### AC power needed for Fiber Equipment

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 rechargeable battery in your home allows a **corded** phone service for 8 hours. (using your phone will shorten that time) 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.