

News from the Hancock Telephone Company — Spring 2021



Mandatory 10-Digit Dialing Coming to Multiple States/Area Codes

What will be the new dialing procedure?

To complete all local calls, you will now need to dial **area code + telephone number**. This applies to all calls within your area code that are currently dialed with seven digits.

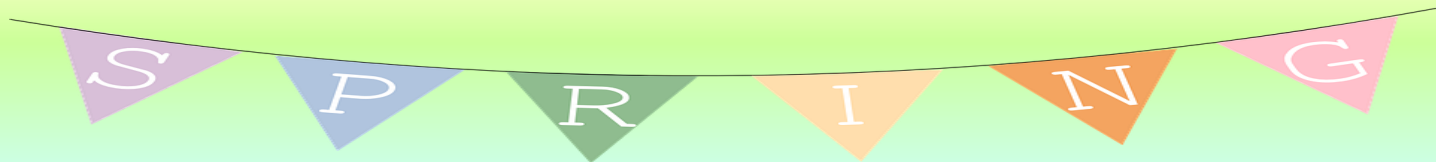
Who will be affected?

Anyone with a telephone number from your area code will need to make this change from 7-digit local dialing to 10-digit local dialing.

When will the change begin?

Beginning **April 24, 2021**, you should begin dialing 10 digits (area code + telephone number) for all local calls. If you forget and dial just 7 digits, your call will still be completed.

Beginning **October 24, 2021**, you must dial 10-digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the 7-digit number.



Welcome

Please join us in welcoming our newest team member, Kim!

She comes to us with a wealth of customer service experience and is ready to assist you with any questions you may have regarding service.

Kim is enthusiastic, dedicated and we are delighted to welcome her aboard.



Please visit our website

WWW.HANCOCKTELEPHONE.COM

for updates on what's happening.

Contact Us Today: 607-637-9911

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Welcome to Hancock Telephone Company

For more than 100 years Hancock Telephone Company has proudly served our towns, providing the best possible service through the highest quality employees. As one of the few remaining independently owned telephone companies in the region, Hancock Telephone provides the latest in digital technology to almost 2000 customers located in New York and Pennsylvania. We receive high marks from our customers on satisfaction surveys. Much to our satisfaction — and yours — we are the proud recipients of the New York State Public Service Commendation for providing outstanding quality service.

WASH your hands
WEAR a mask
WATCH your distance

Don't press the reset button!

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.

❧ Directory Deadline is May 21st ❧

The Hancock Telephone Company will use Pinnacle Marketing as our publishing partner for the September 2021 directory. The Pinnacle Representative will be in our area this spring to speak with businesses about advertising in our phone book. Please contact our business office **by MAY 21st** with any changes you wish to make to your white page directory listing. We will be distributing our directory to over 1600 homes and businesses in Cadonia, Fishs Eddy, Hancock, Lake Como, Lakewood, Preston Park, Starlight, Starrucca and Winterdale.

Make sure consumers see your ad the next time they turn to The Hancock Telephone Company Directory.



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