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## NEW YORK COVID-19 STATE OF EMERGENCY & YOUR TELEPHONE SERVICE

New laws have been established in New York impacting your home telephone service. This law was enacted in response to the state of emergency declared by Governor Cuomo concerning the COVID-19 pandemic.

Below are provisions of the law:

1. Until the end of the state of emergency, we will not terminate or disconnect services we provide to you for non-payment of an overdue charge incurred during the State of Emergency.

During a period of 180-days after the end of the state of emergency or December 31, 2021, whichever is earlier, we will not terminate or disconnect services because of non-payment of past due amounts due to a COVID-19 related financial hardship incurred during the state of emergency. Please contact us if you have experienced a change in your financial circumstances due to the COVID-19 pandemic that affects your ability to pay. In such cases, we will offer you the opportunity to pay your past-due bills over time, without requiring a down payment, late fees or penalties.

These protections apply only to disconnection for non-payment resulting from COVID-19 pandemic. They do not protect customers from disconnection for other causes (such as dangerous conditions, illegal or fraudulent use of the service).

If your residential or small business service has been terminated due to non-payment during the State of Emergency, we will restore the service at your request. You can request reconnection at (607) 637-9911.

If you are experiencing financial difficulty due to COVID-19, please call the Hancock Telephone Company @ (607)637-9911)