

# PERSON TO PERSON

PRONET  
HANCOCKVIDEO  
HANCOCKTELEPHONE

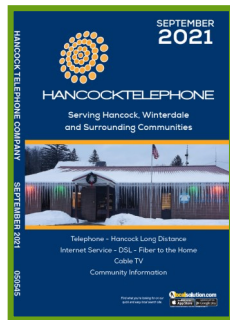


## News from the Hancock Telephone Company — Fall 2021

### 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 Products & Services



### Customer Appreciation Day

- Celebrating 120 Years -

Mark your calendars for Friday, October 8<sup>th</sup>!

We are excited to move forward with our special celebration plans, provided that CDC guidance on COVID-19 remains unchanged by our scheduled date. All of us at Hancock Telephone, Hancock Video, & Pronet wish to extend a sincere & heartfelt **THANK YOU** for your continued loyalty, and for making Hancock a wonderful place in which to do business! Come join us for hotdogs & giveaways starting at 11:00 am.

*We Appreciate You!*



*How do trees get onto the Internet? They just log on!*

### “Falling” for phone scams can be avoided if you take some simple precautions. “Scare” scammers away with some smart phone sense.

- Never provide sensitive information such as your credit card number, bank account information, or other personal details over the phone unless you know the caller is legitimate.
- Scammers don't necessarily need to sound “sketchy” or pushy. They can seem completely harmless & pleasantly convincing.
- Beware of someone demanding immediate payment over the phone, especially by prepaid debit/credit cards, gift cards, crypto currency (i.e. bitcoin), etc.
- Scammers can easily create fake names & companies that appear on your Caller ID (this is called “spoofing”). To be sure the person you are talking to is really who they say they are, try this tactic: tell them you would like to call them back. Ask for their extension number and then call them at the main number listed on the company's website or on their letterhead. Then dial that extension to get directly connected to the person who called you.
- Never feel pressured to respond to a request instantly; take some time to think before you act.
- If the caller is legitimate, they should appreciate your concern & encourage you to take the necessary precautions to protect yourself.



Visit the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov) for more information.

#### Report Phone Scams

If you've lost money to a phone scam or have information about the company or scammer who called you, report it at [ReportFraud.ftc.gov](http://ReportFraud.ftc.gov).

If you didn't lose money and just want to report a call, you can use a streamlined reporting form at [DoNotCall.gov](http://DoNotCall.gov).



# 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.

	2021	135% of
Number of Household Dependents	Federal Poverty Levels	Federal Poverty Levels
1	\$12,880	\$17,388
2	\$17,420	\$23,517
3	\$21,960	\$29,646
4	\$26,500	\$35,775
5	\$31,040	\$41,904
6	\$35,580	\$48,033
7	\$40,120	\$54,162
8	\$44,660	\$60,291
9+	\$4,540 each additional person	\$6,129 each additional person

## 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/>

