



Customer Appreciation Day

On October 8th, our employees cooked and served hotdogs, and handed out gift bags in appreciation of our many loyal customers. It was a beautiful day and a great turnout! Thank you for stopping by to visit with us!

RAFFLE WINNERS:

\$25 Gift Certificates: Ann Dibble, Bonnie Iozzi, Richard Wormuth

Flat Screen TV: Earl Hennessey



Call (607)637-8000

Hancock School District Closings

CLOSED

FIBER INSTALLATIONS

are now under way in the (570) 635 area. Please call our office for information about our phone, internet, and cable tv offerings though fiber, and to request your appointment today!

Wi-Fi Troubleshooting Tips:

- Test your Wi-Fi on different devices
- Be sure cables are snugly connected
- Restart your modem /router — unplug for at least 10 seconds & plug back in
- **DO NOT hit the RESET BUTTON!**
A reset restores your modem or router to its factory default settings. You will lose all of your current network settings, like the name of the WiFi network, its password, etc.
- Contact our Pronet Help Desk at (888) 637-1998, Opt. 1 for assistance

COMMUNITY CALENDAR:

12/4/21 2-6:00 pm

CHRISTMAS ON THE SQUARE!

Including the **13th Annual Sandra Karcher Memorial Parade of Lights** beginning @ 6pm from Fireman's Park



Season's Greetings!

Wishing you and yours a
Joyous Holiday Season,
and a

Happy & Healthy New Year!



Let us help make gift-giving easy! Purchase a Gift Certificate today!

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.