

# PERSON TO PERSON

PRONET  
HANCOCKVIDEO  
HANCOCKTELEPHONE

## News from the Hancock Telephone Company — Spring 2022

### Internet of Things (IoT)

The Internet of Things (IoT) is a network of devices connected to the internet that can transfer data over the internet without any human input or interaction. IoT devices are all “smart” devices such as:

- Smart phones
- Wireless routers & hotspots
- Desktops
- Fitness trackers & wristwatches
- Tablets
- Smart appliances
- Servers
- Medical sensors
- Car GPS units

Estimates show that a staggering average of 26 smart objects will surround every human on earth in the next few years.

**DID YOU KNOW?** Even when idle, every device in your home that is powered on & connected to your network is using bandwidth!!

Make sure you have the internet bandwidth you need to keep them operating at their best.

\*Call us or visit our website at [www.hancocktelephone.com](http://www.hancocktelephone.com) to learn more about our fiber internet speeds & pricing today!\*

### Community Calendar :

**Upper Delaware Litter Sweep** - April 22<sup>nd</sup> - 30<sup>th</sup>

**Hancock Beautification Week** - May 1<sup>st</sup> - 8<sup>th</sup>

**Winter Market Arts Festival - Capitol Theater**

Saturdays: 2/19, 3/19, 4/9

9:00am - 2:00pm

\*Visit the Hancock Area Chamber of Commerce online at [Hancock-newyork.com](http:// Hancock-newyork.com) for more information.

### Affordable Connectivity Program

- The Affordable Connectivity Program (ACP) is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.
- The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.
- The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.
- Visit [www.fcc.gov/acp](http://www.fcc.gov/acp) for more information, or submit an application at [ACPBenefit.org](http://ACPBenefit.org).

**\*\*Emergency Broadband Benefit** recipients fully enrolled as of December 31, 2021, will automatically continue to receive their current monthly benefit until March 1, 2022. You can learn more about the program transition to the ACP and steps you may need to take to stay enrolled after March 1st, by visiting [fcc.gov/broadbandbenefit](http://fcc.gov/broadbandbenefit).

**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](mailto:parelay@hamiltonrelay.com)

Web: [www.PaRelay.net](http://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](http://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

# Lifeline Program

**Lifeline** is a government assistance program that makes it possible for eligible low income families to receive discounted rates on their residential home telephone, wireless telephone or broadband service. For NY customers, lifeline provides a federal discount of \$9.25 per month on the telephone or internet bill. For PA customers, lifeline provides a federal discount of \$5.25 for voice service or \$9.25 for internet service.

## Qualifications for Lifeline Service:

You qualify for Lifeline if you do not currently have a Lifeline cell phone, are 18 years of age, cannot be claimed as a dependent on anyone's tax return and you are:

### Enrolled in one of the following programs:

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.**

Number of Household Dependents	2021 Federal Poverty Levels	135% of 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

## Apply for Lifeline Service:

If you satisfy the above requirements, then go to [lifelinesupport.org](https://lifelinesupport.org) and follow the steps to get started.

## Enroll in Lifeline Service:

Once you get notification that your application is accepted, contact us at 607-637-9911 to complete the process.

- Only eligible consumers may enroll in Lifeline
- Customers 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 for 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.
- Lifeline is non-transferrable to another person or household
- Lifeline discount is available toward telephone or broadband. You can choose the service that best fits you and your family.

Pennsylvania customers: contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or <https://www.puc.pa.gov/complaints/informal-complaints/>

If at any time you have questions throughout this process, please call us for guidance. 607 637-9911.

## Spring Project?

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 at least **two full days** before you begin.

In New York you'll be directed to: Dig Safely New York;  
[www.digsafelynewyork.org](http://www.digsafelynewyork.org)

In Pennsylvania you'll be directed to: PA One Call System, Inc;  
[www.paonecall.org](http://www.paonecall.org)

