

PERSON TO PERSON

News from the Hancock Telephone Company — Fall 2022

WE DID IT AGAIN!

Once again, the Public Service Commission has commended Hancock Telephone Company for our superior level of service.

We are proud to receive a positive review and remain committed to maintaining the same high standards in the years to come.



SCHOOL STARTS Sept 8th
PLEASE DRIVE CAREFULLY

📶 DID YOU KNOW? 📶

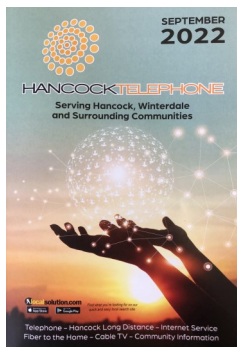
Hancock Telephone is currently working on plans to expand broadband internet coverage to Lordville residents. Please contact our office at 607-637-9911 to inquire about our products and services that will be offered in the Lordville area.



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



Help your Wi-Fi work better for you!

Your Wi-Fi connections from the router/modem to your devices (TV, game console, Roku, etc.) can be easily managed by you at your home.

- The greater the distance a Wi-Fi device is from the router/modem, the slower the connection generally runs until the connection breaks altogether. **Wi-Fi extenders** or **mesh units** can often improve Wi-Fi connection problems by extending the wireless signal sent out from the router/modem throughout your home. You can find Wi-Fi extenders for sale online, or you can contact us to purchase one of our own mesh units.
- If you are having trouble with speed, try connecting an ethernet cord directly to your device. This is especially true for gamers. Did you know that the back of the console has an ethernet port which will accept the cord to connect directly to your router/modem?
- If you wish to keep your connection wireless, look at this list of common items known to cause interference. These could be affecting your wireless signal. To improve your connection, you may want to move **A)** the location of your router/modem, **B)** devices trying to receive the signal, or **C)** items listed below:
mirrors - baby monitors - cordless phones - brick - concrete - stone - microwave ovens - refrigerators - fish tanks - reptile aquariums - any electronically noisy device
- People often perceive a slow connection as poor service when in reality they have simply overloaded their connection. The more people and devices you have using your internet connection - the more speed you will need.
- You can accurately test your speed **with only one device connected** via ethernet cable at: speedtest.pronetisp.net
- If you would like to inquire about increasing your bandwidth speed, please call our office at 607-637-9911 to determine what level might better suit your Wi-Fi needs.

Customer Appreciation Day



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.

	2022	135% of
Number of Household Dependents	Federal Poverty Levels	Federal Poverty Levels
1	\$13,590	\$18,347
2	\$18,310	\$24,719
3	\$23,030	\$31,091
4	\$27,750	\$37,463
5	\$32,470	\$43,835
6	\$37,190	\$50,207
7	\$41,910	\$56,579
8	\$46,630	\$62,951
9+	\$4,720 each additional person	\$6,372 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 - Friday, 8am - 4pm.

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/>

