



Person To Person



NEWS FROM HANCOCK FIBER - WINTER 2023

HANCOCK TELEPHONE IS NOW HANCOCK FIBER, AN ARCHTOP FIBER COMPANY

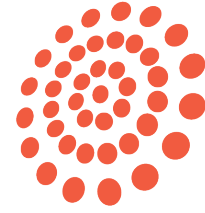
Hancock Telephone has been acquired by Archtop Fiber, a provider of multi-gig, 100%-fiber Internet and phone service to residential and business customers across the Northeast. Like Hancock, Archtop Fiber is also a local, NY-based company, with headquarters in Kingston, NY.

Archtop shares Hancock's commitment to community, dedication to high-quality local service, and vision for bringing the latest and greatest technology to areas that other providers have historically overlooked and underserved. Please visit the Archtop Fiber website: archtopfiber.com.

WHAT DOES THIS MEAN FOR YOU?

On a day-to-day basis, it's business as usual. **Nothing changes.**

- There will be no changes to your TV, Internet or Phone services or your bill
- The Hancock office will remain open for walk-in customers at 34 Read Street in Hancock
- The dedicated and talented Hancock team, under the Archtop Fiber umbrella, will continue to provide the personalized quality service you've come to expect



HANCOCK FIBER

an archtop fiber company

CABLE TELEVISION NEWS

Hancock Fiber is currently working on transitioning our old coax cable television lines over to fiber. If you have recently received a letter in the mail from us regarding having your existing cable service switched over to fiber, please call our office at 607-637-9911 (option 1) to schedule an appointment today.

RAFFLE WINNERS!



- **Amazon Fire Tablets – Neil Emerich, Joan Salvestrini**
- **Chrysanthemums - Diane Schield, Bertha Schoonmaker**
- **Gift Certificates – Maria Possemato, Phyllis Norman**

CUSTOMER APPRECIATION DAY

On October 6th, our employees cooked and served hotdogs, and handed out giveaways in appreciation of our many loyal customers. It was a great turnout, and wonderful to see so many familiar faces! Thank you for stopping by to visit with us!

DECEMBER

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Saturday, December 2nd, 4:00-8:00pm Christmas on the Square, including the 15th Annual Sandra Karcher Memorial Parade of Lights at 6pm.

(visit www.hancock-newyork.com for more details & a timeline breakdown of this special event)



Hancock School District
Closing Information Line:
(607) 637-8000



COMMUNICATION CORNER

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 Fiber, 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.

Hancock Fiber maintains the following information specific to your account:

- Number of Telephone Lines
- Class of Service
- Custom Calling Features (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:

Hancock Fiber
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.