



Serving you since 1921


With employees who live and work in your community



# Lincoln Login

April 2020

**March Roundup amount of \$175.02 went to the Canyon Creek Fire Department.**

**GET CRACKING WITH AN INTERNET UPGRADE**

**We offer speeds up to 250 Mbps!**

Cornerstone Group © 2020

Although our office is open, we would like to encourage limited access to reduce the transmission of COVID-19. Please utilize our drive-up services.

Feel free to call with any questions that you may have or visit our website at [www.linctel.net](http://www.linctel.net). As a reminder, you can access your account online 24/7 through our website or Smarthub app on your mobile device. Included is a brochure to help you set up your online account.

Please contact Lincoln Telephone if you have damages from the fiber plow that need to be addressed. We will be doing yard repairs through the Summer of 2020.



## Sweet Facts about Easter

1. 90 million chocolate Easter bunnies are made for Easter each year.
2. Americans consume 16 billion jelly beans at Easter.
3. The world's largest jar of jelly beans weighed 6,050 pounds. (that's enough to completely fill an 89 feet high and 60 feet wide Easter Egg—about the height of a nine-story building.)
4. The first chocolate eggs were made in Europe in the early 19th century and remain among the most popular treats associated with Easter.
5. 1 billion Marshmallow Peeps are made in one year. 600 million of them being consumed at Easter.

## ***BEFORE YOU CALL A TECHNICIAN...***

**IS YOUR PHONE HUNG UP?** Make sure all telephones in the house are hung up properly. If you have an Out of Building Extension, make sure that is hung up properly and also make sure your ringer switch on your phone (s) is set to "on".

**MORE THAN ONE PHONE?** Unplug all your telephones. Plug in each telephone, one at a time, and check for dial tone. One bad phone can affect all phones in the house. This would also include a fax-phone and anything else plugged into a phone jack.

**CHECK YOUR EQUIPMENT** Check all equipment such as fax machines, computer modems, satellite, pay per view boxes, and all else that uses a phone jack. To do this, unplug the line they are connected to and plug a telephone set into that connection. If you get a dial tone at that jack, then the line is working, and it could be your equipment that is causing the problem.

**UNPLUG THE ONT:** Unplug the ONT from the power source, this will let the system reboot internally. Recheck the phone and see if the service has come back up.

**CHECK YOUR HANDSET AND LINE CORDS** Check your equipment to make sure there is no wear or wires showing through. If you have heard static on the line while moving the cord around, or if it's visibly worn, you will need to replace it. We have all the wire you need at our office. If you are not able to find the problem, call us and we will check it out. If we find out that it is our equipment, there will be no charge to you. If it is your equipment there is a \$5 Service Order charge and a \$15 Premise Visit charge. There is also a \$60/hour labor charge which is prorated for the time spent at your location.

**FOR INTERNET TROUBLE:** Make sure all cords are plugged into the right ports. Unplug ONT and ROUTER from the power source for 20 seconds and wait up to 10 minutes for the system to reboot. If this doesn't fix the issue, make a note of the error message you are receiving, and which lights are on or blinking. This will be the information our tech support will need-you may reach them 24/7 at 368-5505, this is a free call.

**CALLER ID:** Now is a great time to add Caller ID if you do not already have it. Caller ID allows you to screen your calls, even those unwanted telemarketing calls! Caller ID costs just \$5/month. There is a one time \$8.25 connect fee.

Have you ever wondered if you can block your number while making a call? You can and it is simple to do! Pick up your receiver, dial \*67 before dialing, and your phone number will be sent as "Private". There is no charge for this feature and everyone has it, even if you don't have Caller ID. You do, however, need to dial \*67 before each call that you want to be sent as "Private".



### **\*\*\* Warning\*\*\***

Lincoln Telephone does not contact customers via e-mail. Never give your username or password to anyone.

### Internet Problems?

Call our FREE Tech Support at 368-5505.

They are available 24/7. This is considered a local call.