



Serving you since 1921

With employees who live and work in your community

hello  
SPRING

# Lincoln Login

April 2021

**March Roundup amount of \$178.76 went to the Canyon Creek Fire Department.**



## Easter candy by the numbers...



**16**

**Billion Jellybeans**

These could easily circle the globe.



**700**

**Million Peeps™ Marshmallows**

Yellow is most popular.



**100**

**Million Cadbury™ Chocolate Crème Eggs**

Eggs-tremely popular since 1875!



**90**

**Million Chocolate Easter Bunnies**

Listen up: 89% of Americans eat ears first.



**50**

**Million Ghirardelli™ Chocolate Squares**

The first Ghirardelli store was in Peru!



**25**

**Million Toblerone Swiss Chocolate Bars**

There's a bear hidden in the logo. Hunt for it!

**GET CRACKING WITH AN INTERNET UPGRADE**

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

Cornerstone Group © 2020

Reminder: Our voice mail service will be transferred to our new platform beginning midnight on March 31st. You will not be able to retrieve or listen to any messages on the old system after this time.



The FUSC rate will go up to 33.4% as of April 1st, 2021.

## ***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 regarding your username or password. Do not give this information to anyone.

### Internet Problems?

Call our FREE Tech Support at  
362-4216, Ext 0.

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