



OEConnection

Wishing all of our
customers a

*Merry Christmas
&
Happy New Year*

From all of us at
OEConnect



OECONNECT

PO BOX 128
Hartwick, NY 13348
607-293-6622

Office Hours
7:30 - 4:00
Monday– Friday

Pay-By-Phone
1-844-843-6842

Call Dig Safely NY
Before you dig at
811 or
1-800-962-7962

OEConnect Story & Operations

OEConnect was started in 2018 in an effort to provide fast reliable fiber-to-home internet and phone service to the rural customers we serve! OEConnect is a subsidiary of Otsego Electric Cooperative (OEC) and it operates the broadband network. OEC employees work for OEC and OEConnect so they track their time between working for the two companies. The Board of Directors of OEC acts as the OEConnect Board as well. OEConnect also is an “eligible telecommunications carrier” (ETC) as a provider of VoIP (phone) services with the Federal Communications Commission; this entitles OEConnect to bid for and receive FCC grant funding.



Winter Fiber Drop Details

With Winter and frozen ground on the horizon, we have to start to consider our options with how we manage service drops and underground fiber. Please note our standard practices below for Winter Drops! First, if your service can be installed aerially, there will be no problem doing the work in the winter. Next, we always recommend that you install conduit from the pole to your house. This is the best and most resilient way to go. There are specifications for installing conduit on our website at www.oconnect.coop or please call if you have questions.

- If you have conduit buried with a pull string and if the ends are capped, we will be able to run underground fiber in the Winter.
- If we are burying underground before the frost hits, please note our trencher will leave ruts and marks. We will not be able to fix your lawn or landscaping when the job is done.
- If you choose to proceed with underground fiber and the ground is frozen, we can lay it on the top of the ground. It will be up to you to bury the fiber in the spring.
- If you would prefer to wait until the spring, we can take your information and get you set up once the weather allows for it.

OEConnect's Tech Tip

If you are having trouble getting the signal strength you are looking for in your home, consider one of our Wi-fi Extenders! Sometimes you may need an extender to reach a basement or a room that is situated at the opposite end of the house from your modem. Our extender can help increase signal strength to reach all areas for only \$5.00 a month!

Cyber Security

Tip-of-the Month

Password Managers

With so many online accounts, it might seem easiest to make your password the same for all of your accounts. This is not a good idea as it is not secure. Consider a password manager, that stores and encrypts your passwords. Many managers, even have automatic password generation built –in that generates extremely secure passwords that are difficult to hack!

ANNUAL CUSTOMER NOTIFICATIONS

Telecommunications Relay Service (711)

OEConnect is providing this annual customer notification regarding Telecommunications Relay Service (TRS) in accordance with Federal Communications Commission (FCC) requirements.

TRS is provided by a third party (“Relay Service”) to enable individuals with hearing or speech disabilities engage in telephone conversations. A TRS call can be initiated by either a person with a communications disability, or a person without such disability. When the individual with the communications disability initiates a TRS call, they use a teletypewriter (TTY) or other text input device to call the TRS Relay Service. The caller provides the specially trained Relay Service operator, called a communications assistant (CA), with the telephone number he or she would like to call. The CA then places an outbound call to that number. The CA then serves as a link between the two parties by relaying the text of the calling party in voice to the called party and converting to text what the words the called party voices back to the calling party.

Users can conveniently dial the three-digit 711 code to reach the Relay Service and place or receive a call. The service is available 24 hours a day, 7 days a week. All calls are confidential.

If you have questions about OEConnect TRS service, please contact Customer Service at 607-293-6622. For additional information about TRS, please visit: <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

Do Not Call Registry

OEConnect is providing this annual customer notification regarding the national Do-Not-Call Registry in accordance with Federal Communications Commission (FCC) requirements.

To address consumer concerns about unwelcome telemarketing calls, the FCC and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (except for certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will permanently remain on the national Do-Not-Call Registry. If you choose to remove your name from the list, you may do so at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- calls from organizations with which you have established a business relationship
- calls for which you have given prior written consent
- calls which are not commercial or do not include unsolicited advertisements
- calls by or on behalf of tax-exempt non-profit organizations

Consumers may register their residential telephone number on the national Do-Not-Call Registry at no cost by telephone or on the internet. To register by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective the next day. Telemarketers have up to 31 days to get your telephone number removed from their call lists.

If you have questions about the Do-Not-Call Registry, please call OEConnect Customer Service at 607-293-6622.

Backup Battery Offering and Disclosure For Residential Customers

OEConnect is providing this annual customer notification regarding its Backup Battery Offering and Disclosure in accordance with Federal Communications Commission (FCC) requirements.

Backup Power for Home Phone Services during Power Outages

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To minimize a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services – OEConnect offers you the option of purchasing a backup power solution for your home phone line.

What Your Back-up Battery Can – and Can't – Do for You

Backup batteries for optical network terminals allow you to continue to use your home voice line during a power outage. Without a backup battery or alternate home backup power source (such as a generator), customers will not be able to make calls during a power outage, including emergency calls to 911. The only way to maintain the ability to use your voice line during a power outage is by using some form of backup power.

A backup battery for the optical network terminal does not provide power to any services other than voice. Internet service, computers, home security systems, medical monitoring devices and other equipment will not run on a residential optical network terminal's backup battery. Cordless phones and their base stations are not powered or charged by the backup battery.

Purchase Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery solution may be a good option for you. You may purchase a backup battery solution directly from OEConnect at the time of initial customer sign-up, or later, by calling 607-293-6622. Backup battery solutions that provide 24 hours of standby time are available for purchase.

Please note that there may be a charge for installation if the backup battery solution is not installed at the time your voice service is installed.

Expected Backup Power Duration

The standby operating times noted above (24 hours) are estimated and will vary as the batteries age. Please follow the detailed instructions included with your battery backup system for proper use, storage, and care to ensure that it will function as specified during a power outage. If you do not store your battery correctly, its useful life may be shortened. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 14°F and below 120°F. The estimated service life of the battery is 6 to 10 years. Batteries should be stored in a cool, dry place.

Testing and Monitoring

Although the batteries are rechargeable, they will not last forever and should be replaced as the unit instructions indicate. The battery backup unit will indicate via an active red light when the batteries need to be serviced or are disconnected. You should test your backup battery solution periodically, as described in the instructions included with your battery, to verify both the operation of the backup battery and its condition.

Warranty

For battery backup warranty information or questions, please contact OEConnect Customer Service at 607-293-6622.