

OECONNECT

December 2023



OEConnection



As we approach the New Year, it is a perfect time to improve your cyber security practices and refresh yourself on some ways we can keep your network and personal information safe! Here are a few ways you can stay cyber safe, whether at home or at work!

- **Use strong passwords**—Using simple, predictable passwords like 12345 is never a best practice. Strong passwords include 12-15 characters, which include letters, numbers and special characters.
- **Enable multifactor authentication**—MFA decreases the likelihood of a breach by adding an additional form of authentication. If your password does get hacked or stolen, that person would still have a hurdle to overcome in order to access your data.
- **Stay protected while connected**—Whatever the network device, the best defense against viruses and malware is to update to the latest security software, web browser or operating systems. Sign up for automatic updates when possible!
- **Secure your network against cyber threats**—Computers, smartphones, TVs, thermostats, doorbells, the list of internet-connected devices is ever-growing. Security your modem, router and Wi-Fi can keep your home network safe from cyber threats!

To learn more about how we can help you secure your network and home, contact us about utilizing the ProtectIQ App to keep you secure!

OECONNECT
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607-293-6622

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

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

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

www.oconnect.coop



7 Reasons you need ExperienceIQ content controls in your home



Kids average 7 hours a day on a screen (1)



27% of children who spend 3 or more hours daily on social media exhibit poor mental health (2)



50% of parents are extremely concerned about children seeing explicit content and wasting time on apps (3)



66% of parents think parenting is harder today because of devices and social media (4)



50% of parents want more control over their children's video gaming time (5)



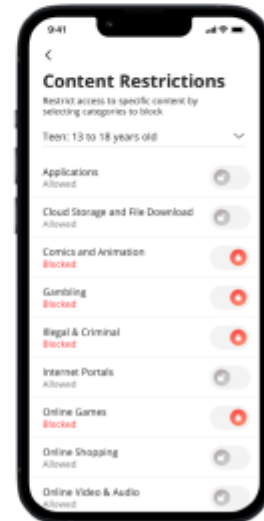
26% of US employees work from home and need to prioritize their bandwidth (6)



The average household has over 25 connected devices competing for bandwidth (7)

Ready to take control and steer your Wi-Fi experience?

Order ExperienceIQ today.
607-293-6622 | oeconnect.coop



Contacting us regarding your account!

When you have a question or concern regarding your account with us, we are more than happy to help. Please be aware that you cannot have someone call on your behalf, as we are only permitted to speak to the account holder themselves.

You can add someone on as a Third-Party, so that they have certain permissions setup by you, to speak with us regarding the account, or you can add someone to your account by doing an account transfer and creating a joint account with that individual. For more information, please call us at 607-293-6622!

Paperless Billing & Smarthub

All customers have the option to receive their bills via email or through their Smarthub App. Smarthub is our customer account management software and gives you full control! View your bills, make payments, setup Auto-Pay on your account, view our newsletters and more! You can find Smarthub on the Appstore or visit it view our website at www.oeconnect.coop!

For more information or for assistance getting started with Smarthub, give us a call!

ANNUAL CUSTOMER NOTIFICATIONS

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

Telecommunications Relay Service (711)

TRS is a service provided by a third party that enables individuals with hearing or speech disabilities to engage in telephone conversations (“Relay Service”). 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

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 users, please 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 either 8 hours or 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.