



What are Megabits?

Broadband speeds are measured in Mbps (Megabits Per Second). Different devices will require different levels of Mbps. If you stream from multiple devices, you are using many more Mbps so we recommend upgrading to a package such as Premier or Ultimate. This way, you experience no lags in speed, no drops in signal and can have the best home Wi-Fi experience!

Keep your account info up-to-date!

Have you changed to a new phone number or updated your email address or mailing address? Please let us know and help us keep your account information up-to-date. At times, we will attempt to contact you regarding billing questions or a concern we see with how your Wi-Fi is performing but, without up to date information, it makes it difficult for us to reach you!



Back to School!

Wishing all of our students and teachers a happy and healthy new School Year!

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

OEConnect Managed Wi-Fi

Should I take OEConnect's Managed WiFi and/or Mesh Routers? What if I buy my own Router and Extenders? We frequently hear these questions. We always recommend taking our Managed WiFi Service and, if needed, installing our Mesh Extenders. Almost 100% of our subscribers take our Managed WiFi Service. Many also install Mesh Extenders.

Here are some benefits to using OEConnect's Managed Wi-Fi and Mesh Extenders:

- We set it up for you
- We can troubleshoot remotely 24/7 any time you need support
- We update the router firmware remotely and it requires no work from the customer
- If you get locked out, we can reset Wi-Fi SSID's and passwords
- We can spot most forms of interference
- We can resolve subscriber issues quickly, in most cases, without having to send out a field technician
- The router integrates with our OEConnect Wi-Fi Mesh Extenders which can be placed in different rooms to boost signal even more
- If a router or extender goes bad, we replace it. This by itself makes it worth it
- Our equipment uses Wi-Fi 6 which is the best technology available on the market today
- We cannot remotely help you if you decide to install your own devices
- We cannot send our technicians out to work on devices other than ours
- Our CommandIQ app allows you to see what devices are attached to your system

If you have some of the original equipment we first installed, ask us about updating to a new GigaSpire. The new equipment uses Wi-Fi 6 which is the latest internet routing technology and offers stronger wireless signal strengths, more security, and faster speeds than traditional wireless modems.

These new GigaSpires have updated parental controls so you can better schedule and regulate screen time through our CommandIQ phone app. With Command IQ we also have the free Protect IQ feature that adds an additional layer of internet security in your home system.

Get all of these Managed Wi-Fi Benefits for \$2 monthly and a Wi-Fi extender for \$5 a month!

Follow us

Please follow us on Facebook!

Visit our website at oeconnect.coop or go directly to <https://www.facebook.com/OECONNECTNY>.

Follow us and stay up-to-date with the most recent updates on outages, new services, and everything we have going on!

During a storm, follow Otsego Electric Cooperative at <https://www.facebook.com/otsegoelectriccooperative>, for updates or check out our outage map at <https://otsegoec.coop/>.

VoIP Phone Lines!

- We provide high quality Voice-over-Internet-Protocol phone services if interested.
- Unlimited local calling and 2,000 minutes a month long distance.
- Monthly charges for phone are \$29.95 a month* plus taxes.
- You can keep (port) your existing phone number from your current carrier.
- *\$5 monthly discount for bundling with our internet services!