

OECONNECT

December 2022



OEConnection



Due to increased costs of operations, the OEConnect Board of Directors recently approved a small increase in monthly charges for all services offered by OEConnect. We have seen costs increase steadily over the past few years so the increase will offset higher costs of operations. Some of you have already begun paying this rate increase so the changes will not affect you but for the rest this change will take effect on your January bill. Please be assured that we have done all that we can at OEConnect to minimize costs and increase efficiency to the extent practicable. Rates have not increased since we started doing business in 2018 but costs such as real property taxes, materials, fuel, and internet connection charges have all increased each year. This increase will take effect on your January bill. ***If your account is paid by auto payment, you will need to arrange the charge to be the new amount before the payment is drawn.***

*Increases will be as follows:*

Package:	Current Pricing:	New Price:
Basic—100	\$49.95	\$52.95
Family—250	\$59.95	\$62.95
Ultimate—Gig	\$99.95	\$101.95

**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

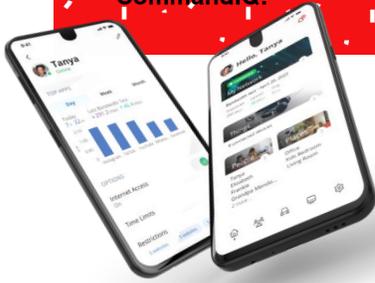
811 or

**1-800-962-7962**

[www.oconnect.coop](http://www.oconnect.coop)

**The gift  
that keeps  
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Enjoy **FREE** enhanced parental controls and Wi-Fi Security with CommandIQ!



## Follow us

Please follow us on Facebook!

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

Give us a follow 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/>.

## Seasonal Accounts

- You can place your account on seasonal for 4 months.
- Seasonal accounts are charged \$20 a month for internet and \$15 for phone.
- Your service will automatically get turned back on after 4 months unless we hear from you sooner.
- If you would like to move to seasonal, please call our office to make that request.

## Affordable Connectivity Program (ACP)

The ACP Program is a Federal Communications Commission (FCC) program designed to help households pay for internet service and connected devices.

OEConnect, LLC (OEC) is a qualified broadband provider so this payment can help our community members in need. If your household is eligible, you can receive:

- If you enrolled after December 30, 2021, you will get a **\$30** monthly discount.
- Only one monthly service discount is allowed per household.
- Any additional charges over the \$30 payment must be paid by the subscriber each month.

### Please Note:

1. ACP is a government program that reduces the customer's monthly broadband internet service bill.
2. ACP is a temporary federal program as of this date.
3. Households will be subject to OEConnect's undiscounted rates and general terms and conditions at the end of the program if they continue to receive service.
4. Households may obtain broadband service supported by the ACP Program from any participating Carrier of their choosing.
5. Households may transfer their ACP program benefit to another Carrier at anytime.

## 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](http://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.