



## Keeping your device software up-to-date!

With every home having more devices year after year, we want to remind you how important it is to keep the device's software up-to-date. This can help minimize risks of malware attacks or security breaches. Software updates often include security patches, bug fixes, and new features. Outdated software is prone to more infections and cyber security concerns. Also, you may notice slowed speeds and less capability on your device. Customers sometimes assume that there is a Wi-Fi issue, and at times it can be, but usually a software update can help mitigate device performance issues.

## See a Problem? Please Report it

If you notice that your fiber line is hanging lower than normal, has a branch on it, a tree leaning on it or any other issue, please call our office to report it! Having your eyes in the field can help us tremendously in keeping our network clear, safe and operating at its best!

### 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**

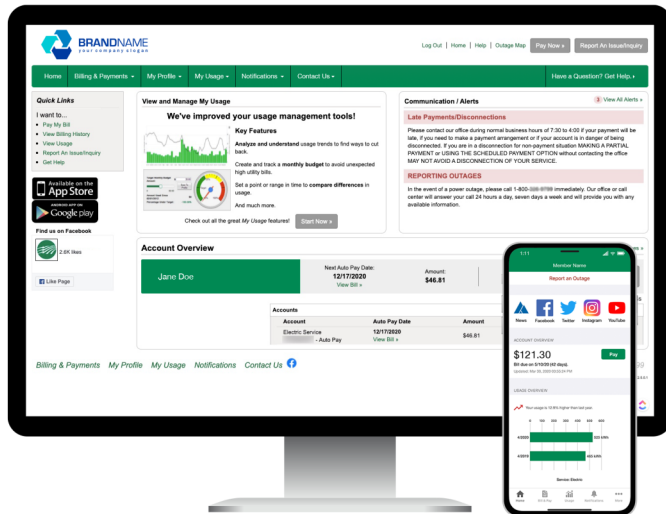
# SmartHub—Manage your Account

SmartHub provides convenient account access and two-way communication to OEConnect (and OEC) online or via your mobile device. Manage payments, notify customer service of account and service issues, find the newsletter, and receive special messages from us, all at the touch of a button. SmartHub is available on Android and iOS smartphones and tablets as well as on the Web.

SmartHub provides a safe and secure environment for bill payments and transactions between OEConnect (or OEC if you are a member) and your financial institution. You can control what payment methods you have on file; you can select to have your bills set for auto pay; and you can choose to receive paperless bills.

To get started, visit [www.oeconnect.com](http://www.oeconnect.com) and select SmartHub in the top right corner of the page. If you have never registered before, you will need to click the New User hyper-link to set up your account!

If you have questions or would like help setting up an account, please call the office.



## Seasonal Customers

If you have set your account to seasonal with us, please remember that this is good for four months. After that time period, we will automatically turn your account back on. If you return earlier than that time period, just call the office to have your service turned back on. As a reminder, we do not have office hours on the weekend so if you plan to return on a Saturday or Sunday, please call us ahead of time to have your service turned back on! When you choose to go seasonal, your service is turned off. If you would like to be able to leave security cameras on while you are away for security and peace of mind, you will need to leave your service on to allow for that functionality!



## Follow us

Please follow us on Facebook!

Visit our website at [oeconnect.coop](http://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/>.

## 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!