

OECONNECT

April 2024



Continuing to Connect our Communities!

We are excited to announce that we have reached 3,800 customers with our fiber-to-the-home network and we are continuing to build on that daily! Each day we hear from numerous area residents who are excited to see us passing their homes or they are excited that they have been connected! We appreciate your support as customers as we continue to expand our network. OEConnect is the area's only locally-owned provider!

Affordable Connectivity Program (ACP) - Ending

A January 11, 2024 news release by the Federal Communications Commission (FCC) announced that barring further congressional support and funding, the ACP program will end in April 2024. At this time, no additional funding has been announced and the program will be end. Please expect your April bill to increase by \$30 when the credit is removed. After the ACP program ends, you will be subject to non-ACP rates, terms, and conditions.

See a Problem? Please Report it

If you notice that your fiber line is hanging lower than normal, has a branch or 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!

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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

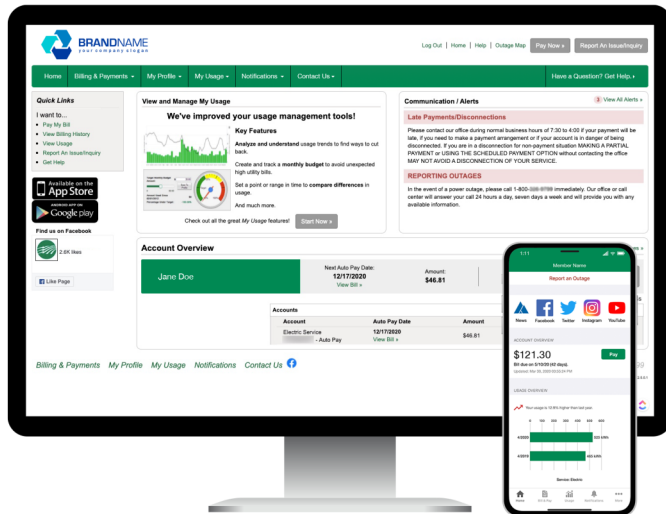
SmartHub—Manage your Account

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 autopay for your bills; and you can choose to receive paperless digital bills.

To get started, visit 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 hyperlink to set up your account!

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



Follow us

Please follow us on Facebook!

Visit our website at 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!

Keeping your device software up-to-date!

Each year, our homes end up with more and more devices connected to our home networks. We want to remind you the importance of keeping your device's software up-to-date to help minimize risks of malware or security breaches, as well as help your device keep running to the best of its ability. Outdated software is more prone to infections and cyber security concerns. You may also notice slower speeds and less capability if you are not on the latest software. Companies often fix known issues or bugs with their update releases.

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!