



### Affordable Connectivity Program (ACP) Update

A news release by the Federal Communications Commission (FCC) on January 11, 2024, announced that barring further congressional support and funding the ACP program may come to an end in April 2024. The ACP program currently extends a \$30 credit on your broadband internet bill if you have applied and qualified for the program through OEConnect, LLC. If further funding is not garnered, the program will end and any current credit you are receiving with us will be discontinued.

If you are currently enrolled in the program, you will be receiving a direct mailing outlining how this would affect your account.

Please contact our office at 607-293-6622, Monday-Friday, 7:30am to 4:00pm if you have any questions regarding this notice; or to discuss whether you wish to make any changes to your existing service should the ACP program become unfunded. OEConnect will keep you updated on any changes to the program over the coming weeks and months.

**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**

## Using a Credit or Debit Card with our Autopay Program

Many subscribers opt to use our autopay program in an effort to streamline the process of paying their monthly bills. If something shall occur and you need to make an update to the credit or debit card that is on file, please be advised that these updates can only be made using our Smart Hub Application (under billing & payments; autopay program drop down menu) or the Telephone Payment line (1-844-843-6842). Our office representatives are prohibited to make any updates to your card information. We apologize for any inconvenience this may cause; however, this policy is in place to protect the personal information of all our members and subscribers. We appreciate your understanding!



## Account Permissions

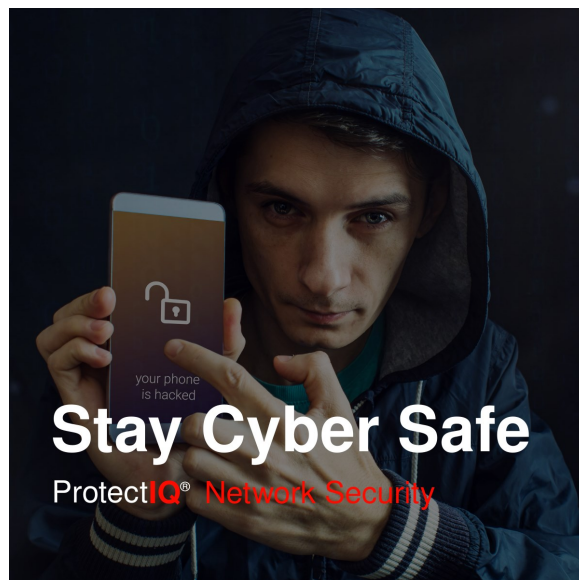
To keep our customers protected, we want to remind everyone that if your name is not listed on an account with us, we cannot speak to you about that account. Even if you are the husband, wife, brother, daughter or indirect relation to the person on the account, we cannot disclose account information to you. If you have questions about how to best manage your account, please give the office a call. We can assist with transferring the account to get the proper people on it or we can add a person as a third-party on the account.

## ProtectIQ : Helps keep intruders out!

Your devices are important to your life.

ProtectIQ is your 24/7 internet watchman. With multi-layered protection, even your most vulnerable devices like smartTVs and thermostats are protected! When you have a Gigaspire in your home with us, this function is automatically enabled and provided to you at no additional cost!

*\*Older modems do not provide this functionality. Contact us with questions or to upgrade.*



## Follow us

Please follow us on Facebook!

Visit our website at [oeconnect.coop](https://www.facebook.com/OECONNECTNY) 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!