



OEConnection



Cyber Security & Data Privacy

October is Cyber Security Awareness Month. As your Internet and Phone provider, we take multiple measures to help protect your data and privacy. First and foremost, we do not and will not share your information with anyone without consent (except valid subpoena or warrant). We also take these cyber protection measures: monitoring employee computer and data usage, employee training, restricting certain employee browsing, firewalls, spam filtering by outside email vendor, cyber insurance, cyber requirements for vendors by contract, multi-factor verification for computer access by VPN, and more!

In addition to the many actions we take to protect you and your information, please keep your personal cyber security in mind and take steps to keep your information safe as well!

Take a look at the graphic on the next page for some tips you can utilize to remain safe online!

Stop. Look. Think! Don't be Fooled

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

OCTOBER IS NATIONAL CYBERSECURITY AWARENESS MONTH

We all share responsibility for our organization's online safety and security, and YOU are our first line of defense.

Think Before You Click

- * Always hover over a link first to be sure it is safe.
- * Report suspicious emails or emails from an unknown sender to your spam filter and delete them from your inbox.

Lockdown Your Log-in

- * Create long and unique passwords. Use familiar phrases or song lyrics you'll remember.
- * When possible, use 2-factor authentication as a second layer of defense.
- * Change passwords regularly and do not share them.

Watch for Red Flags to Identify Potential Phish Attacks

- * Phishing attempts seek to steal or compromise data and will often mimic a known sender.

Look for red flags:

1. the email is unexpected;
2. there is a sense of urgency conveyed;
3. there is an offer that seems too good to be true; and/or
4. there are typos and misspellings.





Want more tips to improve your cyber hygiene?
Visit www.staysafeonline.org

Seasonal Internet & Phone Accounts

With the changing of the seasons upon us, we realize many of our customers will head for warmer weather! Please take a moment to review our seasonal account policies and give the office a call to move your account to seasonal when ready.

- Accounts can only be seasonal for 4 months out of the year (you choose which 4)
- Seasonal internet accounts are charged \$20 a month, seasonal phones are \$15 (you will be able to keep your same number)
- Your service will automatically get turned back on after 4 months if we have not been asked to reconnect you sooner

Command IQ

As a customer you also are eligible to utilize our Command IQ app which gives you control over your home Wi-Fi! With the app, you can do things such as change your Wi-Fi password, see the devices currently using your network, pause the internet for any device, at any time, create guest networks without needing to share your main login credentials, create routines for scheduled downtime (i.e. bedtime or limited access to gaming devices during school time).

Gain control of your network and how it is used in your home with one simple app! Visit <https://www.oeconnect.coop/commandiq> to learn how to download and get started!

*If you have a Gigaspire with us, there are more Command IQ features available to you!

Follow us

If you haven't already, 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/>.

Battery Backup Units

- OEConnect utilizes VoIP technology
- Without a backup battery or alternate power source such as a generator, your OEConnect data and voice service will disconnect if you lose power
- If you utilize our battery backup, it will not provide power to your internet service; it is strictly for your phone service
- OEConnect's backup **battery will last up to 24 hours**