



Hunting Season & Our Fiber Lines

We live and work in an area where recreational shooting and hunting are popular activities, and many of us at OEConnect share a passion for these sports. However, as responsible hunters, we have a duty to prioritize safety and awareness when using firearms.

While most people are careful not to aim at houses or buildings, it's equally important to consider what's behind your target and to ensure you're shooting in a safe direction. One aspect that often goes overlooked is the need to avoid shooting toward power lines, phone lines, and fiber optic cables.

We ask for your help in maintaining reliable service for everyone, including yourself, by being mindful of your surroundings and refraining from shooting toward these lines. Damage to these lines can be costly to repair, and if you're responsible for the damage, those costs may be passed on to you. Repairing fiber optic lines is not only expensive but also time-consuming efforts that can be avoided if we all commit to safe practices.

Thank you for your understanding and support in keeping our community safe!

OECONNECT

PO BOX 128
Hartwick, NY 13348
607-293-6622

Office Hours
7:30 - 4:00
Monday– Friday

Pay-By-Phone
1-844-963-2837

Call UDIG NY
Before you dig at
811 or
1-800-962-7962

Disconnect Fees Reminder

Starting January 2025, if your internet service is disconnected, a \$5.00 disconnect fee will apply. We will notify you of the disconnection through both paper and email notices, and send reminder calls as the date approaches.

If you need additional time to pay your bill, please contact us to arrange a deferred payment plan. With an approved plan in place, your service will remain active. As always, we aim to avoid any interruption of service for our customers and are happy to work with you to find a solution.

Seasonal Accounts

We recognize that many of our subscribers have seasonal properties in the area. To accommodate this, you can place your account on Seasonal Status for up to 4 months each year. Simply give us a call to request this status, and your account will automatically reactivate after the 4-month period unless you request an earlier restoration.

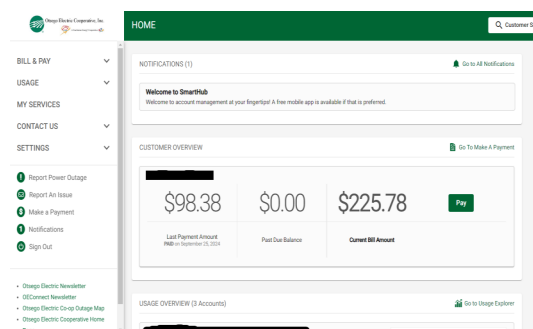
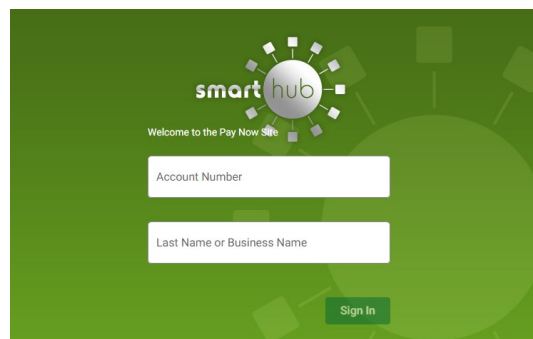
Please note that during Seasonal Status, your service will be entirely suspended, which means any security cameras or other systems relying on our service will be offline.

Should you have any additional questions on this option, please give us a call a 607-296-6622 and we would be happy to assist you.

Simple Ways to Pay

Having access to our OEConnect Internet means many simple and easy payment options are available to you!

- **Pay Now**—Utilizing our Pay Now system is as simple as entering your Account Number and Last Name into the website—once you hit Sign In you will be prompted with what is due and can make your payment
- **Smarthub**—Create a Smarthub Account to manage all of your accounts with us in one place! Login on your computer or utilize the app on your Smartphone. Not only can you make quick and easy payments you can also set up auto-pay, view bills, view payment history, read our most recent newsletters, review your current services, send us a message and more! Complete account management at the touch of your hands!



Follow us

Please follow us on Facebook!

Visit our website at [oeconnect.coop](https://www.oconnect.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!

ANNUAL CUSTOMER NOTIFICATIONS

OEConnect is providing the following annual customer notifications regarding Telecommunications Relay Service (TRS) in accordance with Federal Communications Commission (FCC) requirements.

Telecommunications Relay Service (711)

TRS is a service provided by a third party that enables individuals with hearing or speech disabilities to engage in telephone conversations (“Relay Service”). 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

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 users, please 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.

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 either 8 hours or 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.