



## Frequently Asked Questions

Oconee EMC has announced its partnership with rural broadband leader, Conexon, to support the construction of a fiber communications network within Oconee EMC's service territory in Wilkinson County. As part of this partnership, Conexon's internet service provider (ISP) subsidiary, Conexon Connect, will offer world-class fiber broadband (high-speed internet) services to communities within Oconee's service territory.

### **Where will the broadband be available?**

Fiber broadband will be available to members across Wilkinson County.

### **When will construction on the network start? How long will it take to complete?**

Oconee EMC and Conexon Connect will build the fiber network in less than one year for Oconee EMC members in Wilkinson County, beginning in 2024. Service from Connect, powered by Oconee EMC, will become available on a "rolling" basis as construction progresses. We will keep members updated as high-speed internet service becomes available in their area.

### **Why is Oconee EMC building a FTTH network?**

Oconee EMC is taking this opportunity to help meet the critical need of high-speed internet for its members throughout rural Georgia. With Federal and State grant funds available for this purpose, the time to act is now.

### **How will the broadband project work?**

Oconee EMC will own the fiber network, which will be built over its electric infrastructure. Conexon Connect will serve as the ISP supporting customers on the network. Internet customers will receive communications and billing from Conexon Connect. When customers call customer service, they will be speaking with Conexon Connect representatives.

### **What is the process of building a fiber-to-the-home (FTTH) network?**

Building a fiber-to-the-home (FTTH) network is generally a multi-phase project encompassing numerous steps and efforts. For the Oconee EMC project, the network will be built in zones or phases, with the number of zones determined by the size of the service territory.

### **How will members know when they can receive service?**

Members are encouraged to visit [ConexonConnect.com](http://ConexonConnect.com) and click "Check Availability." They will then be able to enter their address to see when service will be available and sign up.

### **What is a fiber-optic network?**

Fiber-optic systems are made up of tiny strands of glass that carry data using light waves, resulting in much faster internet speeds and better reliability than traditional copper lines. Most internet providers use fiber in their systems but use copper lines for the final connections to the home, resulting in slower speeds. Conexon, Oconee EMC, and fellow cooperatives believe 100% FTTH is the best, most sustainable communications choice. With FTTH service, users enjoy "symmetrical" speeds – the same high speeds whether uploading or downloading. A fiber-optic network can carry an extremely high amount of data and is more reliable than other networks because it's less susceptible to interference and damage from lightning and other acts of nature.

### **Why is the Connect, powered by Oconee EMC, network different from other internet services?**

Conexon Connect builds only 100% fiber-to-the-home (FTTH) networks. Others may tout fiber, but in many cases that fiber stops at the street and continues with copper lines for the final connections to the home, resulting in slower speeds. Fiber to the home brings a new level of reliability and speed.

### **What internet and telephone packages are available?**

Conexon Connect offers three tiers of internet pricing, along with service enhancements and HD-quality phone service.

## RESIDENTIAL PRICING

<b>Connect Ultimate</b> 2 Gigabit (2,000 Mbps) Internet*	<b>\$99.95/month</b> <i>Includes Managed Wi-Fi with Conexon Connect router and Safe &amp; Secure package</i>
<b>Connect Premier</b> 1 Gigabit (1,000 Mbps) Internet	<b>\$79.95/month</b> <i>(We encourage customer to take Managed Wi-Fi, which includes wireless router. Otherwise, customers must supply wireless router^)</i>
<b>Connect Basic</b> 100 Mbps Internet	<b>\$49.95/month</b> <i>(Customer must supply wireless router^)</i>
<b>HD-Quality Phone Service</b> Unlimited local and long-distance calls	<b>\$29.95/month with Internet package</b> <b>\$39.95/month stand-alone service</b> plus local taxes and fees
<b>INTERNET ADD-ONS</b>	
<b>Managed Wi-Fi Service</b>	<b>\$4.95/month</b> <i>Includes Conexon Connect router</i>
<b>Safe &amp; Secure Package</b>	<b>\$3/month</b> <i>Only available with Managed Wi-Fi</i>
<b>Wi-Fi Service</b>	<b>\$3/month</b> per extender per month

\*Connect Ultimate offers download speeds of up to 2 gigabits per second; upload speeds are typically between 1 and 2 gigabits per second. 2 gigabit speeds can be obtained by directly connecting via ethernet cable to the ONT. The device conducting the speed test must be capable of sending and receiving data at a minimum of 2 gigabits of throughput.

<sup>^</sup>Conexon Connect cannot support or troubleshoot customer-supplied wireless routers.

## BUSINESS PRICING

<b>2 Gigabit Internet</b> (2,000 Mbps) Optimal performance for businesses with 25+ connected devices, work in the cloud or with large files	<b>\$299.95/month</b>
<b>1 Gigabit Internet</b> Optimal performance for businesses with under 25 connected devices, work with large files or wish to provide customers with Wi-Fi	<b>\$199.95/month</b>
<b>100 Mbps Internet</b> Optimal performance for businesses with up to 10 connected devices	<b>\$79.95/month</b>
<b>Dedicated Fiber Services</b> Scaled to fit your business	<b>Customized for business needs</b>
<b>HD-Quality Business Voice Service</b> Unlimited local and long-distance calls	<b>Customized for business needs</b>

### Is internet available for businesses?

Yes, Conexon Connect offers a variety of business options.

### How can members sign up for service?

Updates are available at ConexonConnect.com. From there, select Oconee EMC from the electric provider drop-down menu, then click "check availability". From there, members can see when service will be available, and sign up.