



Internet Service FAQ

The Fiber-to-the-Home Project

Who is building this network?

Ocmulgee EMC has announced its partnership with rural broadband leader, Conexon, to support the construction of a fiber communications network across Ocmulgee EMC's service territory. 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 Ocmulgee's service territory.

Where will the broadband be available?

Fiber broadband will be available to members across the Ocmulgee EMC territory including those in Laurens, Bleckley, Pulaski, Dodge and Telfair counties.

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

Ocmulgee EMC and Conexon Connect will build the fiber network over 2-4 years, with construction beginning in 2022. Service from Connect, powered by Ocmulgee 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 areas.

Why is Ocmulgee EMC building a FTTH network?

Ocmulgee EMC is taking this opportunity to help meet the critical need for high-speed internet access for its members throughout rural Georgia. The time to act is now with federal and state grant funds available for this purpose.

How will the broadband project work?

Conexon Connect will serve as the internet service provider (ISP), serving Ocmulgee EMC members with broadband services and supporting them 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.

Will my electric bill increase to pay for the fiber-to-the-home (FTTH) network?

No. This will not increase your electric costs.

Will I pay my internet bill along with my electric bill?

No. The partnership between Ocmulgee EMC and Conexon Connect simply means Conexon Connect is serving as your internet service provider (ISP). You will continue to receive your electric bill as normal, while your fiber broadband bill (internet and/or phone) will be sent from Conexon Connect.

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

Building a fiber-to-the-home (FTTH) network is generally a multi-year intensive project encompassing numerous steps and efforts. For each project, the network will be built in zones or phases, with the number of phases dependent on the size of the service territory. Each phase typically takes approximately 12 to 18 months from construction start to customer installation.

Conexon Connect will keep members updated as the project progresses.

How will I know which phase or zone I'm in?

The Connect, powered by Ocmulgee EMC, "check availability" tool allows you to sign up for project updates from Connect. You can find it by going to Conexonconnect.com and selecting Ocmulgee EMC from the drop down menu. Then click on check availability to provide your information. As the construction schedule is finalized, you may also find your build phase and status through the tool. We encourage you to sign up for updates as they will provide you with information as construction nears your area.

How do I reach someone from Conexon Connect?

Most information about our products and services is available at Conexonconnect.com. If you prefer to talk with one of our representatives, please call 844-542-6663 or email us at info@conexonconnect.com and someone will get back to you.

The Technology – Internet Service

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 optimum internet speeds and reliability. Most internet providers use fiber in their systems but use copper lines for the final connections to the home, resulting in slower speeds. Conexon, Ocmulgee EMC, and fellow cooperatives believe 100 percent fiber-to-the-home (FTTH) is the best, most sustainable communications choice. With FTTH service, you'll enjoy "symmetrical" speeds, meaning you'll experience 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 Ocmulgee EMC, network different from other internet services?

Conexon Connect builds only 100 percent 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 an exceptional level of reliability and speed.

What is Managed Wi-Fi?

Managed Wi-Fi Service, included with Connect Ultimate and available for \$4.95/month with other packages, enhances your overall user experience. It helps deliver among the fastest, highest quality Wi-Fi with advanced remote support capabilities that allow our tech support team to automatically identify and troubleshoot issues – in many cases before you even experience an interruption. This means quicker resolution of potential issues and convenience for you.

What is Connect's Safe and Secure?

The Connect Safe & Secure Package, available only with managed Wi-Fi, includes:

1. Parental Controls consisting of an extensive set of options that allow parents to easily create and enforce online rules for the users and devices on their home networks. It provides them peace of mind by protecting their children from inappropriate or harmful content.
2. Network Security that provides malicious website protection, anti-virus, anti-ransomware packet inspection, and intrusion detection. The service proactively monitors network traffic coming into the home, automatically blocking anything that looks suspicious.

What internet and telephone packages will be available for my home?

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

Connect Ultimate

2 Gigabit (2000 Mbps) Internet¹

\$99.95/month

Includes Managed Wi-Fi with Conexon Connect router and Safe & Secure package

Connect Premier

1 Gigabit (1000 Mbps) Internet

\$79.95/month

We encourage customer to take Managed Wi-Fi, which includes a wireless router.

Otherwise, customer must supply a wireless router².

Connect Basic

100 Mbps Internet

\$49.95/month

Customer must supply a wireless router².

HD-Quality Phone service

Unlimited local and long-distance calls

\$29.95/month with Internet service plus local taxes and fees

\$39.95/month stand-alone service plus local taxes and fees

Managed Wi-Fi Service

Add-on for Internet service

\$4.95/month

Includes Conexon Connect router

Safe & Secure Package

Add-on for Internet service

\$3/month

Only available with Managed Wi-Fi

Wi-Fi Extender

Add-on for Internet service

\$3/month per extender

Only available with Managed Wi-Fi

¹Connect 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 Optical Network Terminal (ONT). The device conducting the speed test must be capable of sending and receiving data at a minimum of 2 gigabits of throughput.

²Conexon Connect cannot support or troubleshoot customer-supplied wireless routers.

What internet packages are available for my business?

2 Gigabit (2000 Mbps) Internet

Optimal performance for businesses with 25+ connected devices, work in the cloud, or work with large files
\$349.95/month

600 Mbps Internet

Optimal performance for businesses with under 25 connected devices, work with large files, or wish to provide customers with Wi-Fi
\$149.95/month

100 Mbps Internet

Optimal performance for businesses with up to 10 connected devices
\$79.95/month

Dedicated Fiber Services

Scaled to fit your business
Customized for business needs

HD-Quality Business Voice Service

Unlimited local and long-distance calls
Customized for business needs

How can I sign up for the service?

You can sign up for updates today by visiting ConexonConnect.com. From there, select Ocmulgee EMC from the electric provider drop down menu, then click “check availability”. From there, you can enter your information so that we can contact you in the future with all the latest information.

Are there data caps with this service?

No. With fiber internet from Connect, powered by Ocmulgee EMC, you will have no data caps or throttling.

The Next Steps – Getting Service

What is the installation process?

Once you sign up for service, fiber installation is simple. The process is as follows: Conexon Connect will pull fiber from Ocmulgee EMC's main lines and follow power lines to attach the fiber to your home or business. The fiber will run in the same manner power lines run to your home or business. If your electric service comes from overhead lines, so will your broadband service. If your electric service comes from underground lines, so will your broadband service. Next, Conexon Connect will attach the fiber line to a box near your electric meter where the inside wiring connects with the outside wiring. Finally, the fiber is connected to a fiber jack inside your home or office, where it's plugged into the modem we provide.

Construction crews pulling and hanging the fiber and taking it to your home or businesses outside wiring are preparing the network to go live once construction in the area is complete. A Conexon Connect representative will contact you to schedule an appointment for an in-home installer to finalize your connection and test the services from your equipment. Once that install is complete and tested, your service should be ready to go.

What equipment will I need to purchase?

Conexon Connect recommends you take its managed Wi-Fi service to provide your home with the best experience. With the service Conexon Connect provides, a carrier grade Wi-Fi router that can watch for potential issues and will auto heal the network to make your devices run as smooth as possible is the best option. This service also delivers advanced troubleshooting abilities if you do need to call Conexon Connect with an issue. Alternately, you can bring your own Wi-Fi router and connect it to the installed modem.

Your existing computers and Wi-Fi devices should connect to the Conexon Connect provided devices without the need for additional hardware purchases.

Conexon Connect provides two pieces of equipment that are required to connect your home to the internet. One piece is an Optical Network Terminal (ONT) that converts the fiber optic signal coming into your home to a wired ethernet connection. That wired ethernet connection then connects to a combination router/firewall and wireless access point, also called a Home Gateway, which is the second device.

The Home Gateway supports the following wireless protocols:

- 2.4 GHz and 5 GHz, simultaneous dual-band
- 5 GHz 802.11ax (Wi-Fi 6) certified, 802.11 a/n/ac compatible
- 6x6 streams (2x2 @ 2.5 GHz and 4x4 @ 5 GHz)
- 2.4 GHz 802.11ax (Wi-Fi 6) certified, 802.11 b/g/ac compatible

The Home Gateway has four wired 1 Gbps ethernet ports to support wired devices. Given the broad range of connectivity options provided by Conexon Connect, your current device should connect seamlessly to the provided equipment.

If your devices do not have a network interface card (NIC) or support Wi-Fi, then additional equipment purchases may be required. If this is the case, you may want to consider upgrading your devices to get the best experience from the Conexon Connect network.

The Benefits

Why are you offering broadband service?

Our communities have long suffered from a lack of access to the same speeds and capabilities as those in less rural areas. By allowing Conexon Connect to serve Ocmulgee EMC members, broadband availability will increase across the service territory. This will help close the digital divide between those who have access to advanced technology and those who don't. A few of the many advantages of broadband access are:

- Online teaching capabilities allowing students to learn from home
- Telehealth capabilities
- Work-from-home interoffice connectivity and videoconferencing capabilities
- Quality of life improvements through enhanced communications
- Economic development and growth in rural areas. Access to high-speed internet can raise home prices and attract businesses to communities.

Phone Service

Is Connect, powered by Ocmulgee EMC, offering phone service?

Yes, Connect, powered by Ocmulgee EMC, is offering unlimited local and long-distance (U.S. and Canada) HD-quality phone service for \$29.95/month plus any applicable local taxes and fees, for those who package the phone service with internet. Conexon Connect's standalone phone service (without internet) is \$39.95/month plus applicable taxes and fees.

Can I keep my phone number?

In most cases, customers changing providers will be able to keep their phone numbers.

Do I have to sign up for phone services to get high-speed internet service?

No. You can sign up for either internet or phone or both together in a single package.