



# **Welcome to OTELCO**

A Guide for Subscribers

833-OTELCO1  
otelco.com

**Technology. Tradition. Together.®**

# Contents

<b>Welcome</b>	<b>2</b>
<b>Navigating the Website</b>	<b>3</b>
<b>Email</b>	<b>5</b>
<b>Managing Your Account Online</b>	<b>7</b>
<b>Your Bill</b>	<b>10</b>
<b>Payment Options</b>	<b>12</b>
<b>Subscriber Information</b>	<b>15</b>
<b>Battery Back-Up</b>	<b>18</b>
<b>Service Offerings</b>	<b>20</b>

## Important Phone Numbers

**Emergency**

911

**Dig Safe**

811

**Do Not Call Registry**

888-382-1222

Call before you dig!

[www.donotcall.gov](http://www.donotcall.gov)

**OTELCO CUSTOMER CARE**

**1-833-OTELCO-1**

# Welcome to OTELCO

## From OTELCO President and CEO, Richard Clark

Welcome to OTELCO!

We are excited that you have selected OTELCO as your Internet and Telecommunications provider. I hope you will find this welcome booklet helpful as you transition to our service. At OTELCO, we are proud to provide local customer care and service to our communities in Alabama, Maine, Massachusetts, Missouri, New Hampshire, Vermont, and West Virginia.

In this welcome kit you will find useful information about:

- **OTELCO's Website**
- **OTELCO Email**
- **Billing and Payment Options**
- **Customer Care**
- **Technical Support**
- **The Lifeline Program**
- **Preferred Carrier Freezes**



I encourage you to visit OTELCO's website ([otelco.com](http://otelco.com)) where you will find valuable resources such as FAQs, product information, special deals, and our weekly blog. In addition, the OTELCO homepage will be your dashboard for remote access to Email, Online Bill Pay, and for contacting us online.

OTELCO prides itself on our commitment to the communities we serve. The OTELCO Local section of the website provides you with a great way to get your community news out to the public – for free! We happily promote local school and library information, charity events, and non-profit organizations.

As an Internet provider, we understand the importance of Digital Literacy and are committed to facilitating free basic computer classes for the communities we serve. Keep an eye on OTELCO Local for OTELCO-sponsored courses in your area. Should you need any assistance with your new services, please call our customer care team who will be happy to guide you through the process.

**Your complete satisfaction is our primary goal!**

Sincerely,

A handwritten signature in dark ink that reads "Richard". The signature is fluid and cursive, written in a professional style.

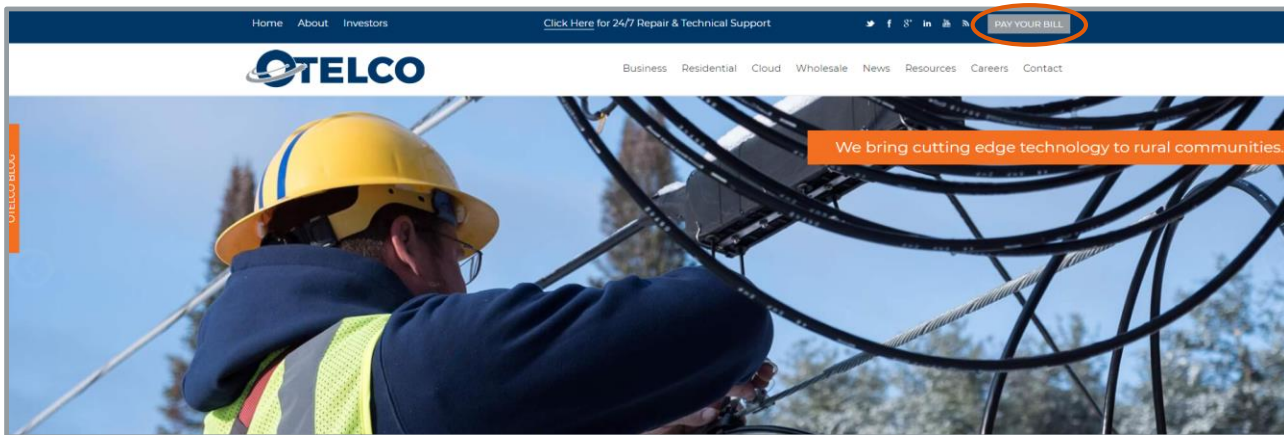


# Navigating the Website

otelco.com

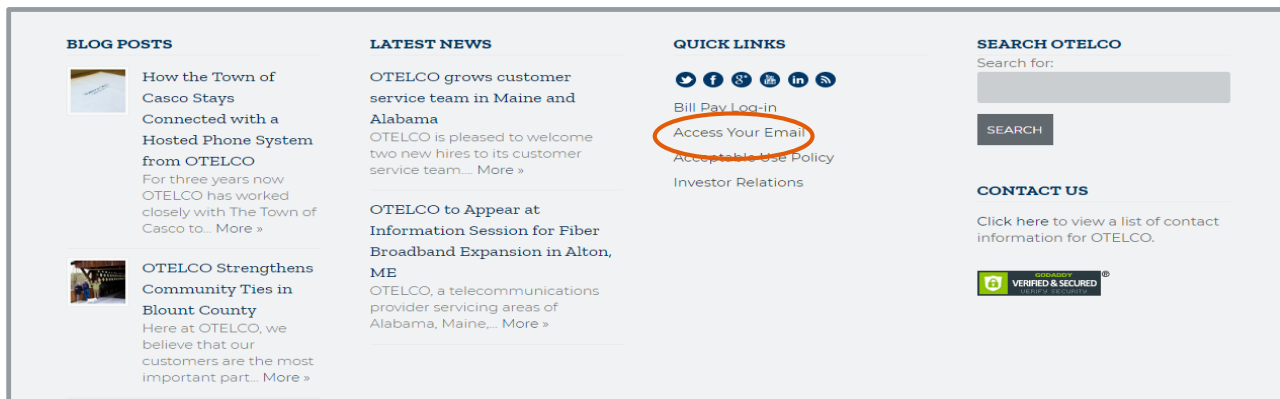
## Managing Your Bill Online

You can efficiently manage your bill online with **OTELCO's SmartHub portal**. To access SmartHub simply click on the grey **"Pay Your Bill"** button on the top right-hand corner of the page. You can also access the portal at the foot of the page, in the **"Quick Links"** menu.



## Accessing Your Email

To access your email, scroll to the bottom of OTELCO's home page. Under the **"Quick Links"** menu select **"Access Your Email."**



## Residential Services

If you are interested in checking out more of OTELCO's **residential services** (including our high-speed **broadband options**, **calling features**, and **TV services**) select the **"Residential"** option on the **taskbar**.

## News

Under the News tab, on OTELCO's homepage taskbar, you can access:

- **OTELCO's Blog:** Stay up to date on everything from industry news to OTELCO events by subscribing to our weekly blog.
- **OTELCO Local:** Learn about upcoming community events on **OTELCO Local**. If you are hosting an event or know of events happening in your area, we would love to post about it online. Just send the information to [otelco.local@otelco.com](mailto:otelco.local@otelco.com).
- **Press Releases:** This is where OTELCO posts company news, such as new hires or project developments.

## Resources

OTELCO's **"Resources"** tab is where you can find **helpful links**, **important documents**, and our **all inclusive guides**.

## Contact Us

All of OTELCO's contact information is available on the **Contact** tab. Give us a call or drop us a note by completing our **contact form** (see right).

## Careers

OTELCO is a dynamic workplace, and we are always looking to add smart and capable members to our team. Under the **"Careers"** tab you can explore all of OTELCO's current **career opportunities**.

## OTELCO Deals

OTELCO posts all of our current deals and promotions on the **OTELCO Deals** page. To discover them head to [otelco.com/residential/hott-deals](http://otelco.com/residential/hott-deals).

**Drop Us a Note**  
If you are having connection issues or need assistance with email or voicemail settings, please select Technical Support from the drop-down below. If you have general questions about products, services or billing, or want to add or change service, please select either Residential or Business Customer Care (whichever applies). Would you like to Refer a Friend to OTELCO, or are you seeking OTELCO participation or sponsorship of a community event? There are drop-down selections for those too.

First Name	Last Name
Email	Phone
Business Name (if applicable)	
Street Address*	
Please enter your street and house number	
Town / City Name and Zip Code*	
Enter the name of your town and your zip code	
Where do you live?*	
ALABAMA	
Please select the state that you live in.	
need*	
Technical Support	
Please select one.	
How can we help?*	
Please tell us why you're writing and provide any preferred contact information.	
I'd Like More Information About	
Special Offers	
General Technology Info	
Local News	
SUBMIT	

# Email

## Configurations

### Server Settings

If you want to configure your email to work on a phone, tablet, or in applications like Outlook, use the following settings when prompted for the information:

#### For IMAP Connections

**Server Name:** mail.otelco.net

**Server Port:** 993

**Username:** Your full email address (XXXX@otelco.net)

**Connection Security:** SSL/TLS

**Authentication Method:** Normal Password

#### For POP3 connections

**Server Name:** mail.otelco.net

**Server Port:** 995

**Username:** Your full email address (XXXX@otelco.net)

**Connection Security:** SSL/TLS

**Authentication Method:** Normal Password

#### Outgoing Server Settings (SMTP)

**Server Name:** mail.otelco.net

**Server Port:** 587

**Username:** Your full email address (XXXX@otelco.net)

**Connection Security:** STARTTLS (SSL/TLS may work in some mail clients)

**Authentication Method:** Normal Password

### Email Inboxes

#### Accessing OTELCO WEBMAIL

- Go to **otelco.com** and scroll down to the bottom of the page to the “Quick Links” section and click “Access Your Email.”
- Next, enter your email address and password and hit “Login.”
- Select the “Webmail” option from the navigation panel at the left.
- Select one of two email desktop formats.
- Begin reading, deleting or sending email from your account.

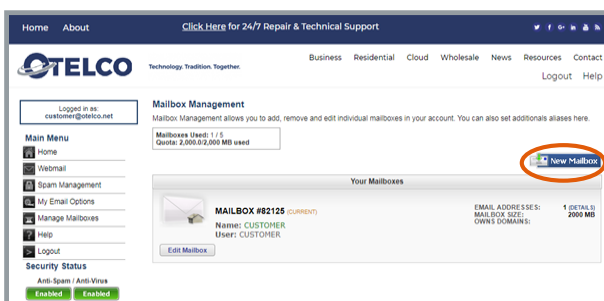
# SETTING UP ADDITIONAL EMAIL MAILBOXES

## Need those additional mailboxes for other family members?

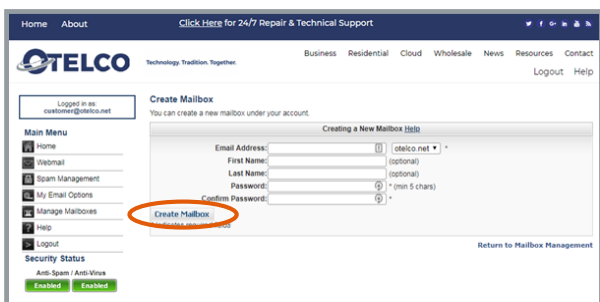
Log in to your webmail dashboard and follow these simple steps...



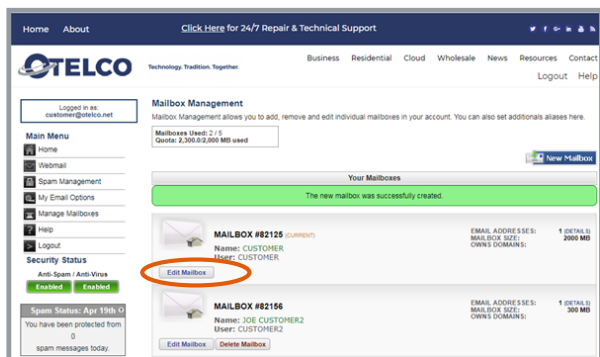
Click on **“Manage Mailboxes”**



Click the blue button on the right labeled **“New Mailbox”**



Complete the form and click **“Create Mailbox”**

This is a detailed view of the OTELCO Create Mailbox form. It includes the following fields: Email Address (with a dropdown menu), First Name (optional), Last Name (optional), Password (min 5 chars), and Confirm Password. A 'Create Mailbox' button is at the bottom left. A note at the bottom states: '\* Indicates required fields'.

SUCCESS! From here you can **edit** your **mailbox(es)**, or repeat the steps to create another new mailbox.

# Managing Your Account Online

SmartHub

## SmartHub Registration

If you are looking to pay your bill online, you must first register in the **OTELCO SmartHub Portal**.

- Click on the **“PAY YOUR BILL”** button at the top right hand corner of the **www.otelco.com** homepage.
- Click the link next to **“New User”** at the bottom of the page.
- Enter the requested information
  - **You can find your billing account number on the top of your billing statement.**
- You will be prompted to enter a security phrase – enter it in the space provided and click **Save**.
- Once you set your security phrase, the OTELCO SmartHub Dashboard will appear.
- During future logins to SmartHub, if you forget your password, or which email account is associated with online bill pay, click the **“Can’t access your account?”** link on the SmartHub Portal and follow the prompts.

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smart hub

Enter e-mail address & password to login

E-Mail Address

Password

Login

[Can't access your account?](#)

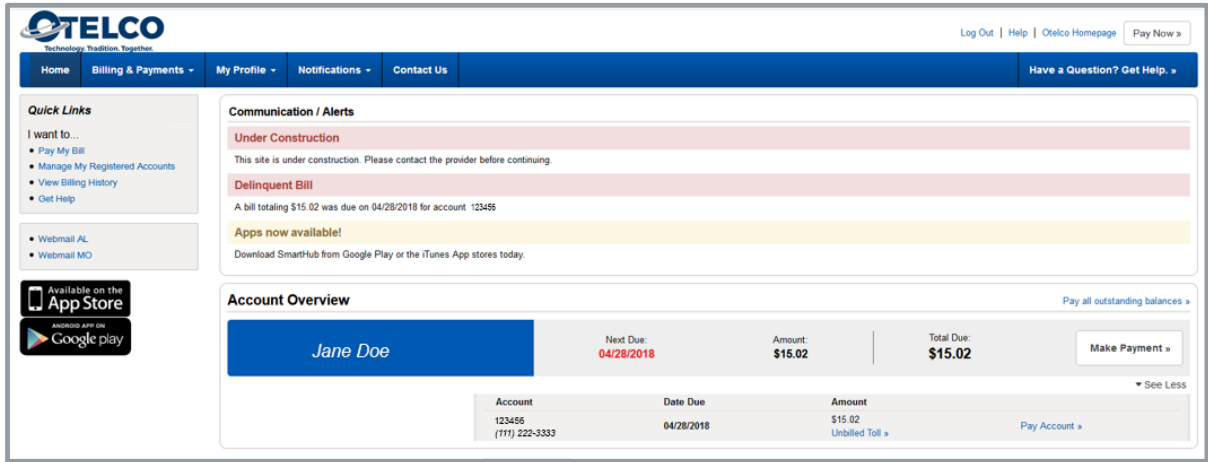
[New User? Sign up to access our Self Service site.](#)

Version: 8.1.0



# SmartHub Dashboard

The **SmartHub Dashboard** is where you can find a summary of your account(s), pay your bill, manage your account, and access past bills and payment history.



To manage your accounts, click on the **“My Profile”** tab and then select **“Manage My Registered Accounts”** from the **Quick Links** menu on the left. If you have multiple accounts, this is where you can manage them by either adding or removing accounts to pay online.



## Updating Your SmartHub Profile

To update any information previously entered into **SmartHub**, log in to the **SmartHub Portal** and select **“My Profile”** from the top menu. **Remember to hit the “Save” button if/when you change anything.** From this screen, you can update your:

- Registered Accounts
- Stored Payment Options
- Security Phrase
- Secret Hint Question
- Bill Printing Settings


## Updating Your Security Phrase

If you change your Security Phrase, remember to look for it the next time you log in and enter financial information. **If your updated Security Phrase is not there DON'T enter any sensitive information and contact Customer Care.**

<div>Update My E-Mail Address or Password</div> <div>Manage My Registered Accounts</div> <div>Manage My Stored Payment Accounts</div> <div><b>Update My Security Phrase</b></div> <div>Update My Secret Hint Question</div> <div>Update My Printed Bill Settings</div>	<h3>My Security Phrase</h3> <p>This phrase will be displayed for your security when you make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay. If the value displayed does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.</p> <p>You may update your security phrase and click Save. Your currently selected phrase is not displayed here for your own security.</p> <p><b>Security Phrase</b></p> <div>••••••••</div> <p>Minimum of 5 characters in length</p> <div><input checked="" type="checkbox"/> What's a good security phrase?</div> <div>Save</div>
--	--

## Updating Your Password and Email

If you change your email address, remember that it will be your username the next time you sign in to **SmartHub**. If you change your password, **write it down somewhere safe**

 <span>Technology. Tradition. Together.</span>		<a href="#">Log Out</a>   <a href="#">Help</a>   <a href="#">Otelco Homepage</a>   <a href="#">Pay Now &gt;</a>   <a href="#">Report An Issue/Inquiry</a>	
<a href="#">Home</a>   <a href="#">Billing &amp; Payments &gt;</a>   <a href="#">My Profile &gt;</a>   <a href="#">Notifications &gt;</a>   <a href="#">Contact Us &gt;</a>		<a href="#">Have a Question? Get Help. &gt;</a>	
<div>My Information</div>	<div><div>Update My E-Mail Address or Password</div><div>Manage My Registered Accounts</div><div>Manage My Stored Payment Accounts</div><div>Update My Security Phrase</div><div>Update My Secret Hint Question</div><div>Update My Printed Bill Settings</div></div>	<h3>My E-Mail Address &amp; Password</h3> <p>You may update your e-mail address or password and click Save. Fields marked with a * are required.</p> <p><b>E-Mail Address</b></p> <p>Current E-Mail Address</p> <div>carol.grover@otelco.com</div> <p>New E-Mail Address*</p> <div></div> <p>Confirm E-Mail Address*</p> <div></div> <p><b>Password*</b></p> <div></div> <div>Save E-Mail Address</div> <p><b>Password</b></p> <p>Current Password*</p> <div></div> <p>New Password*</p> <div></div> <p>Confirm Password*</p> <div></div> <p><a href="#">Password Strength</a></p> <p><small>8-character minimum; 16-character maximum; at least one uppercase letter; at least one numeric character; at least one special character</small></p> <div>Save Password</div>	

[Billing & Payments](#) | [My Profile](#) | [Notifications](#) | [Contact Us](#) Call Us: 833-683-5261

# Your Bill

## Understanding and Printing

### Understanding Your Bill

Page 1 Front

**OTELCO**  
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Bill At A Glance XX/XX/20XX  
JANE AND JOHN DOE

NO PAYMENTS RECEIVED	\$59.79
PREVIOUS BALANCE	\$59.79
SUMMARY BY SERVICE TYPE	
TELEPHONE NON-BASIC	\$97.90
INTERNET	\$48.95
CURRENT BILLING AMOUNT	\$56.85
TOTAL DUE: PLEASE PAY THIS AMOUNT	\$116.64

MESSAGE CENTER

Please return lower portion with payment ... retain upper portion for your records

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JANE AND JOHN DOE  
101 ANY STREET  
ANYTOWN, USA XXXXX-XXXX  
11111111111111111111

OTELCO TELEPHONE LLC  
56 CAMPUS DRIVE  
NEW GLOUCESTER, ME 04260

2151000000071229020527401590000318705

**A:** The **Bill Header** Section is a quick way to look at your previous and current balance, along with any payments or adjustments that have occurred in the last billing cycle.

**B:** **Bill at a Glance** is a summary of each service and associated charge.

**C:** Always check the **Message Center** for important information from OTELCO.

**D:** Tear off the **Remittance Stub** to return with your payment. **No staples, or paperclips, please.**

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MONTHLY USAGE FOR POTS 0111222-3333

Description	Date	Quantity	Amount
PREVIOUS BALANCE DUE			\$59.79
TELEPHONE	XX/XX/20XX		
FEATURES		X @	\$XX.XX
STATE SURCHARGE		X @	\$XX.XX
FEDERAL SURCHARGE		X @	\$XX.XX
FEDERAL EXCISE TAX		X @	\$XX.XX
FED. UNIVERSAL SERVICE FUND		X @	\$XX.XX
STATE TAX			\$37.90
OTELCO TELEPHONE TOTAL			
INTERNET			
INTERNET PACKAGE / PRODUCT NAME			\$18.85
(111)222-3333 TOTAL			\$56.85

SUMMARY FOR: (111)222-3333

INTERNET	XXXX-XXXX	X @	\$X.XX	\$XX.XX
PKG CM MODEM RENT				\$XX.XX
SALES TAX				\$XX.XX

**E:** In the **Monthly Usage** Section you can find a more detailed explanation of charges associated with each service. We itemize charges for each type of service.

**\*\* Your bill may vary from the samples provided. You may see additional pages based upon usage or the number of services on your account. If you have specific questions, please call our office.**

## Print Settings

OTELCO offers you two options for receiving your bill: electronic statements and paper statements. You can manage how you receive your bill online at the **SmartHub Portal**.

### Electronic Statements

Eliminate bulky paper statements by electing to receive your monthly bill electronically. OTELCO will send you an email notification when your bill is available for review and payment in the **SmartHub Portal**. As our thanks, OTELCO will credit your account \$0.50 each month.

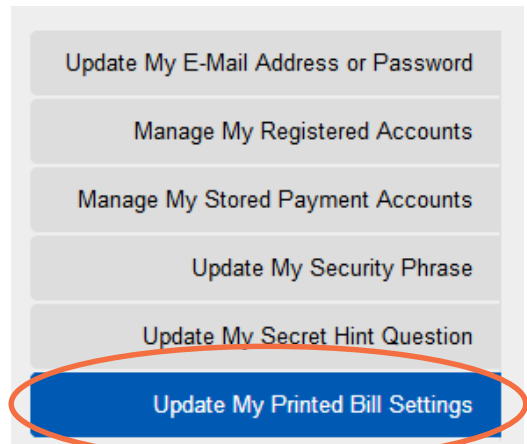
### Paper Statements

Receive your payments via U.S. Mail each month. Statement arrive 3-5 days after mailing from our billing center.

### Setting Your Preferences

To receive electronic statements:

1. Log into the **SmartHub Portal**
2. Select “**My Profile**” from the top menu
3. Select “**Update My Printed Bill Settings**” from the left menu



4. Move the toggle switch under “**Printed Bill Status**” to **On**.

The screenshot shows the 'Printed Bill Settings' page. On the left is a sidebar with the same menu items as the previous image, with 'Update My Printed Bill Settings' selected. The main content area has the title 'Printed Bill Settings' and a sub-header 'Please review your printed bill settings.' Below this is a table with three columns: 'Customer', 'Account', and 'Printed Bill Status'. The first row contains the data: 'Jane and John Doe', '123456', and a toggle switch labeled 'ON'. The toggle switch is circled with an orange oval.

# Payment Options

## Management and Customization

With OTELCO, you have two options for paying your bill, electronically through our **SmartHub Portal** or by phone with **OTELCO SmartPay**.

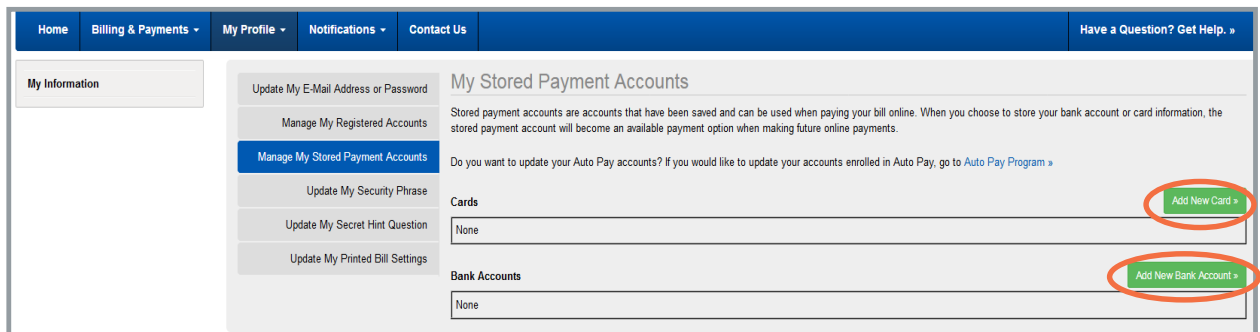
When paying online, you may set up either **Auto Pay** or **Online Bill Pay** on your own by following the directions below. If you need assistance, you may call us at **1-833-OTELCO1** (833-683-5261).

## ONLINE BILL PAY

### Adding Your Payment Information

Before you pay your first bill, you must add your payment information:

1. From the blue taskbar at the top of the page select **"My Profile."**
2. You will arrive at **"My Stored Payment Accounts"** where you can add a card or bank account by selecting the appropriate green button.



3. A secure window will appear where you can enter your payment information.



## Paying Your Bill

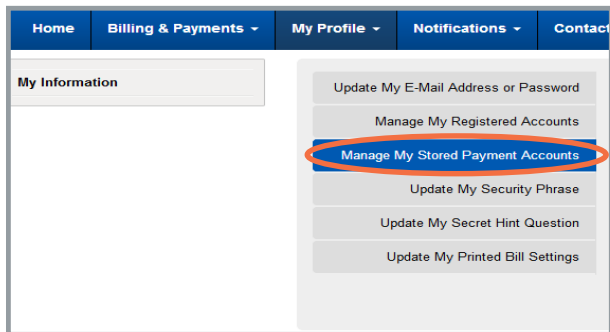
Once your payment information has been added you can easily pay your bill online. Click on **"Pay My Bill"** from the **Quick Links** menu at the left of the **SmartHub Portal** to get to the payment screen where you can enter the amount you'd like to pay and click **"Pay Now."**

# AUTO PAY

With Auto Pay, your checking account, savings account, or credit/debit card will be automatically debited on the **15<sup>th</sup> of the month** if your bill date is the 1<sup>st</sup>. If your bill date is the 10<sup>th</sup> your account will be debited on the **20<sup>th</sup> of the month**.

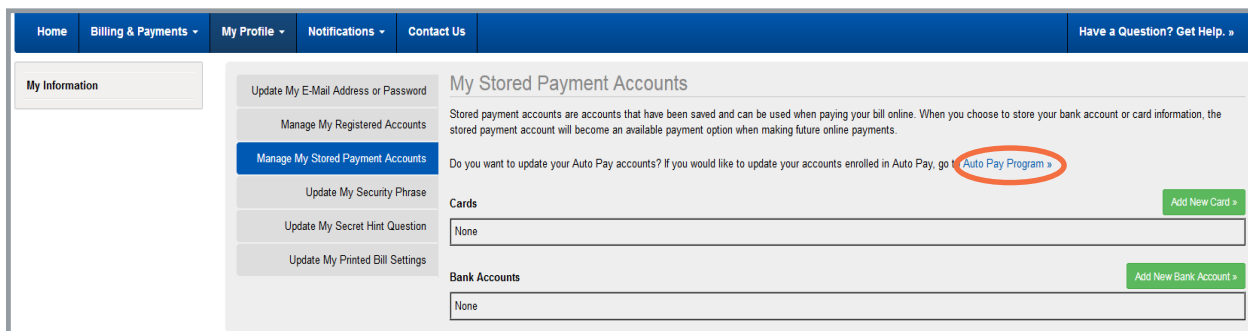
Follow these steps to set up Auto Pay:

1. From the **Quick Links Menu** choose **"Pay My Bill."**

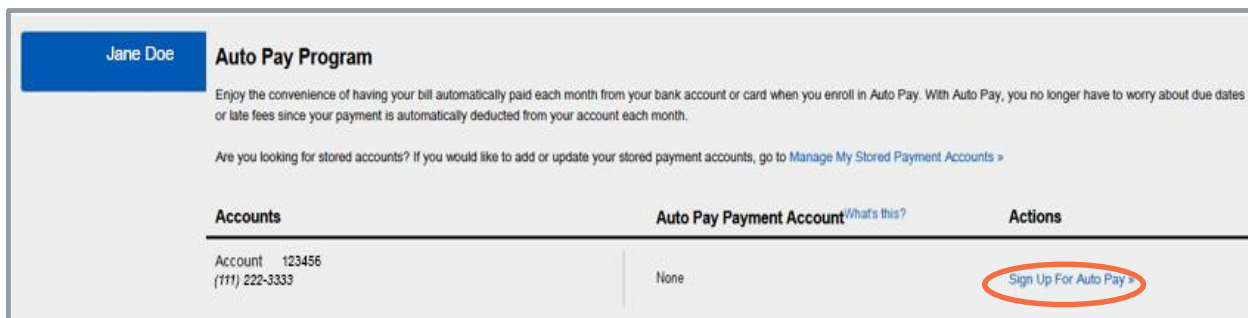


2. From the Menu on the left select **"Manage My Stored Payment Accounts."**

3. From the **"Manage My Stored Payment Accounts"** page select **"Auto Pay Program."**



4. Click **"Sign Up for Auto Pay"** and then select your preferred payment option from the dropdown menu.



5. You will be sent to a secure page where you will enter the necessary information for **Auto Pay** activation. After you have entered all of the information, click **Continue** and follow the prompts.

## **Paying By Phone**

**OTELCO SmartPay** is a secure toll-free number you can use to make payments over the phone: **1-844-849-1517**. SmartPay allows you to pay by e-check or credit card. During each call you will need to enter your OTELCO **Account Number**. You can find your account number at the top of your bill statement.

## **Paying by E-Check**

The first time you pay by e-check in place of a credit/debit card, you will have to validate your identity with either **the last four digits of your Social Security Number or your Federal Tax ID Number**. From there, you can create a **4-digit PIN** that you will use in future calls (the PIN cannot be all zeros). If you have difficulty with validation, please contact **Customer Care at 833-OTELCO-1** for assistance.

# Subscriber Information

## Important Customer Materials

### **Acceptable Use Policy**

OTELCO's AUP is designed to help protect OTELCO, OTELCO's customers and the Internet community in general from irresponsible or illegal activities.

You may not transmit, distribute, or store any information using your OTELCO services in violation of any applicable law or regulation. This includes material protected by copyright or trademark as well as material that is obscene, defamatory or constitutes an illegal threat

OTELCO may terminate your right to access certain OTELCO services if you are found to be infringing the intellectual property rights of others. You may not send unsolicited build email messages ("spam") from your OTELCO email

**For a full explanation of OTELCO's AUP visit:**

[www.otelco.com/pdfs/OTELCO\\_ACCEPTABLE\\_USE\\_POLICY\\_2017.pdf](http://www.otelco.com/pdfs/OTELCO_ACCEPTABLE_USE_POLICY_2017.pdf)

### **Customer Proprietary Network Information**

CPNI includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications and Internet services and related billing for those services.

CPNI data **is not** to be shared with any non-OTELCO company. Under FCC rules, OTELCO may share your CPNI with other OTELCO companies that provide related services unless you tell us otherwise. If you do not want OTELCO to share your CPNI with its affiliates, you may "opt-out" by notifying us within the next **30 days** by:

- Calling our toll-free number 1-800-231-8767 anytime, twenty-four hours a day, seven days a week.
- Email [optout@otelco.com](mailto:optout@otelco.com) with the following information:
  - Your name
  - The name that appears on the account
  - The billing number of your account
  - Say/type -"I wish OTELCO to restrict use of my CPNI"

**For further information regarding your CPNI rights, please visit:**

[http://www.ottcommunications.com/pdfs/CPNI\\_Notification\\_2017.pdf](http://www.ottcommunications.com/pdfs/CPNI_Notification_2017.pdf)



## **Lifeline Program Information**

**Lifeline** is a government benefit program under which eligible low-income customers may qualify for a discount for **residential local telephone service** or **stand-alone data services** (Internet) at their primary residence. Lifeline customers also qualify for free **toll blocking** to help control long-distance usage.

Under the **Native American Lifeline Program**, eligible residents of American Indian Tribal lands may qualify for additional monthly support of up to \$25 as well for the **Link Up Program** which defrays installation fees.

Only one Lifeline Program discount is available per household and is non-transferable.

**To determine whether you are eligible, please visit:** <https://www.otelco.com/lifeline-information/>

## **Important Documents**

Visit <https://www.otelco.com/resource-center/important-subscriber-documents/> to review these subscriber documents.

<b>Document Name</b>	<b>Description</b>	<b>Applicable Location</b>
<b><u>Preferred Carrier Freeze</u></b>	Allow you to 'freeze' your carriers so they can't be changed without your knowledge	All of AL, ME, WV, VT, Granby, MA, and Middle MO.
<b><u>Rights and Responsibilities in Maine</u></b>	Explains telecommunication consumer rights and responsibilities per Maine law.	Maine only
<b><u>3rd Party Notification</u></b>	Protection for subscribers 65 and over from having service terminated without notifying a third party friend or family member.	Massachusetts only

# Relay Services

## Numbers by State

### Alabama 711

1-800-548-2547 (Voice)  
1-800-548-2546 (TTY/HCO)  
1-800-548-0259 (VCO)  
1-800-877-8973 (Telebraille)  
1-800-548-8317 (Spanish)

### Maine 711

1-800-457-1220 (V)  
1-800-437-1220 (T)  
1-888-890-9254 (ASCII)  
1-888-890-9256 (STS)  
1-888-890-9255 (Spanish)

### Massachusetts 711

1-800-439-2370 (T)  
1-800-439-0183 (V)  
1-866-645-9870 (ASCII)  
1-866-887-6619 (VCO)  
1-800-439-2370 (English)  
1-866-930-9252 (Spanish)  
1-800-439-0183 (STS)

### Missouri 711

1-800-735-2966 (TTY/ASCII)  
1-866-735-2460 (Voice)  
1-800-735-0135 (VCO)  
1-877-735-7877 STS)  
1-800-520-7309 (Spanish)

### Vermont 711

1-800-253-0195 (V)  
1-800-253-0191 (T)  
1-800-253-0191 (ASCII & Telebraille)  
1-800-229-5746 (STS English)  
1-866-260-9470 (STS Spanish)

### West Virginia 711

1-800-982-8772 (Voice)  
1-800-982-8771 (TTY/HCO/ASCII)  
1-866-519-0570 (Speech-to-Speech)  
1-866-519-0569 (Spanish to Spanish)  
1-877-243-2823 (CapTel Voice-in)  
1-877-298-3348 (Spanish to English)  
1-877-298-3349 (Telebraille)  
1-877-298-3330 (VCO Direct)

## Customer Care and Technical Support

Customer care is our business! We do not outsource, when you call us you'll reach a team of well trained professionals whose primary concern is your satisfaction.

Our Network Operations Center, the NOC, provides 24/7/365 technical support. **833-OTELCO-1, option 1**

Our customer care staff is available for product, service, and billing inquiries during regular business hours from 8 A.M. to 5 P.M. Monday through Friday. **833-OTELCO-1, option 2.** Hours may vary by location.



# Battery Back-Up

## For Fiber Based Phone Service

Your OTELCO fiber-based phone services, unlike traditional copper-based phone services, require electricity to function. OTELCO offers a battery back-up unit consisting of three batteries which can provide up to 24 hours of service during a power outage. **Stay Connected During Power Outages!**

### Installation

Installation	Price	Notes
Installation During the Initial Service Install	\$200	Includes battery unit and installation by an OTELCO technician.
Installation After the Initial Service Install	\$300	You may order a battery at any time after your initial service installation. The charge includes the battery (\$200) and installation (\$100).

### Replacement Batteries

Item	Price
Replacement units (3 batteries)	<b>\$150</b> (Plus Shipping)
Replacement of Individual Batteries	<b>\$100</b> (Plus Shipping)
Shipping	<b>\$45</b>

### Service Limitations

The battery offered by OTELCO provides up to 24 hours of standby power to your modem and voice service. Battery time may be lower depending on battery age or if you keep your modem in a hot, cold or unclean environment. You can preserve battery life during a power outage by using your phone service sparingly and not using your internet services.

**PLEASE NOTE:** Battery back-up will only work with an “old fashioned” corded phone. It will not work with an electric powered cordless phone or medical/security-monitoring system.

# **Battery Testing and Monitoring**

You are responsible for monitoring and maintaining your backup battery. A visual indicator on the battery will show you when:

- **Battery replacement is required**
- **Battery alarm has been silenced**
- **Unit is working on backup battery power**
- **Unit working on AC power and battery is normal**

You can test the unit by disconnecting the AC power cord per the owner's manual. The DC visual indicator should turn green when AC power is disconnected and go out when AC is reconnected. The System Status visual indicator should stay green whether on AC power or battery power

# Service Offerings

## OTELCO's Residential

OTELCO offers a variety of residential services ranging from high-speed broadband to smart home devices. Our availability varies depending on location. If you are interested in adding new services to your account visit our website at

[www.otelco.com/residential](http://www.otelco.com/residential) or by contacting our customer service team at **833-OTELCO-1 option 2.**

### Internet

OTELCO provides Internet Speeds ranging as high as 250 Mbps, delivered via a variety of broadband methods, including:

- **Wireless**
- **Satellite**
- **DSL**
- **Lightwave Fiber Internet**

### Phone

A copper line telephone is the most reliable piece of technology to have in an emergency. If the power goes off and you can't charge your devices, a corded phone will still work. OTELCO offers basic phone plans, as well as packages that include up to Long Distance and up to ten different calling features.

### TV

OTELCO offers two TV solutions:

- **Traditional Cable TV:** Access all your favorite shows with our Digital, HD, and DVR services.
- **Internet TV:** Harness the power of the Internet to stream all your favorite channels, along with Hulu, Netflix, and Amazon.

### Monitored Home Security and Medical Alert

OTELCO offers professionally installed, fully monitored home security systems in certain locations. We also offer medical alert solutions in select areas.

**OTELCO also offers a suite of Business Solutions. To learn more please visit: [otelco.com/business](http://otelco.com/business)**

## **OTELCO's services include:**

High Speed Internet

Reliable High Quality  
Telephone Service

Cloud Faxing Solutions

Domain Hosting

Cloud Hosted Telephone Solutions

Cloud and Managed Services



# **OTELCO**

833-OTELCO1  
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