

TRI-CO CONNECTIONS ULTRA-FAST, HIGH-SPEED FIBER INTERNET.



GET READY!

THINGS YOU'LL WANT
TO KNOW BEFORE YOUR
INSTALLATION.

TRI-CO
CONNECTIONS

Powered by Tri-County Rural
Electric Cooperative, Inc.



HIGH-SPEED INTERNET | VIDEO | PHONE | HOME SECURITY



TRI-COUNTY REC MEMBERS, YOUR BRIGHTER FUTURE STARTS WITH YOU!

Get Ready for Tri-Co Connections Ultra-Fast, High-Speed Fiber Internet.

This informational mailer is intended to help our members customize their Tri-Co Connections Internet, and also help our professional installation crews be prepared for all of your potential requirements.

For example, if we know some of your preferences in advance, you could potentially save over \$300 in standard installation fees! Plus, we can be ready with very helpful suggestions and tips to make your Internet experience even better.

Please take time to review this brochure. It's packed full of information that can help save you time and money.

Let's get started, see the next page...

IMPORTANT CONTACT NUMBERS

Customer Service 1 (833) 822-2010

Technical Support 1 (833) 874-2277

Tri-County Rural Electric Cooperative..... 1 (800) 343-2559

2021 CALENDAR

2022 CALENDAR

JANUARY	FEBRUARY	MARCH	APRIL
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
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Powered by Local Service and Integrity.



Tri-County Rural Electric Cooperative, Inc.
People you can count on.

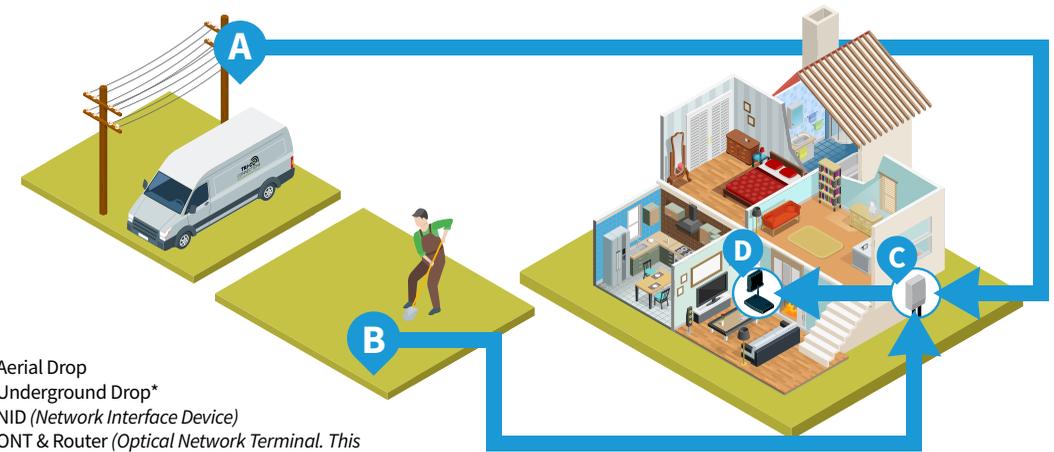




THE FIBER PATH TO YOUR HOME: AERIAL DROP OR UNDERGROUND



The two primary ways we get fiber to your home are either A) aerial or B) underground.



- A) Aerial Drop
- B) Underground Drop*
- C) NID (Network Interface Device)
- D) ONT & Router (Optical Network Terminal. This device connects the fiber that has been wired to the outside of your house, to your modem)

A NOTE OF CAUTION

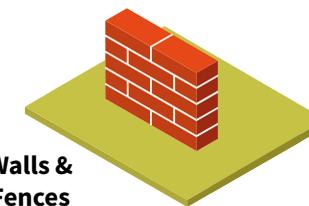
Due to many circumstances beyond our control actual installation scheduling may be delayed or postponed.

“We are so excited to be in your area with Tri-Co Connections high-speed Internet fiber. Our goal is to have you scheduled and installed as quickly as possible. At times there are delays outside of our control; equipment delays, weather challenges, extensive fiber testing protocols. Our teams are trained to handle every issue that comes our way, but we might experience an annoying delay or two. Thank you in advance for your patience. We guarantee that it will be worth the wait.”

We bring our fiber connection to your physical house in two different ways. This depends on how you want your fiber Internet installed. An Aerial drop is typically much quicker and easier because we simply drop our fiber optic line down our existing electric poles directly to your home. An underground connection can be more complicated and require more labor because we need to run our fiber through conduit that is located or placed in an underground trench which leads up to your house. The important thing to consider before we schedule our “fiber drop” are any and all obstacles that could pose a problem during this process. Please take a look and if you feel like there is some information that could help us or if you have a question please give us a call at 1-833-822-2010.



**Determine whether there are obstacles
between our fiber path and your home.**



*If a customer requests an underground drop, additional fees may apply.



Aaron Young
Chief Operating Officer



WHAT HAPPENS NEXT? TRI-CO CONNECTIONS FIBER INSTALLATION

PRE-INSTALLATION



The fiber comes from the electric poles (*aerial or underground*) all the way to an NID (*Network Interface Device*) box placed outside of your home.



FIBER INSTALLATION

An Installation date is scheduled.

Our Tri-Co Connections installation team will discuss the following with you:

- The fiber point of entry – a small hole is drilled, and the fiber cable is fed into your house. This small entry point will be at or near the outside housing box.
- The fiber is then connected to (*supplied equipment*) the ONT (*Optical Network Terminal*)
- The ONT is then connected to the Wi-Fi router (*power source required.*)
- Wi-Fi signal tests are conducted to determine signal strength to your personal devices.
- Speed-tests are conducted to assess bandwidth and speed.

Note: *If you require Wi-Fi signal in remote locations it may be necessary to use additional mesh units to optimize your managed Wi-Fi signal.*



OPTIONS



Unlimited Phone Service



Enhanced Streaming Video

Additional installation and set up may be required for your selected fiber packages, unlimited phone and video streaming options.

Images for illustrative purposes only. Appearance of actual hardware may differ.

TRI-CO CONNECTIONS WI-FI SIGNAL: THE KEY TO RELIABLE INTERNET



Tri-Co Connections provides a “best available” optimized Wi-Fi experience with top technology equipment. Our Wi-Fi solutions allow us to provide a wireless Internet signal to various devices throughout your home and keep your strong Internet signal optimized. Wi-Fi signal does have certain limitations which include distance and isolated spaces. Many, if not all of these can be resolved by our technical professionals especially if we have better information on where you would like to have Internet/Wi-Fi available.

Where would you like to have an Internet connection?

Distance is the Dilemma.

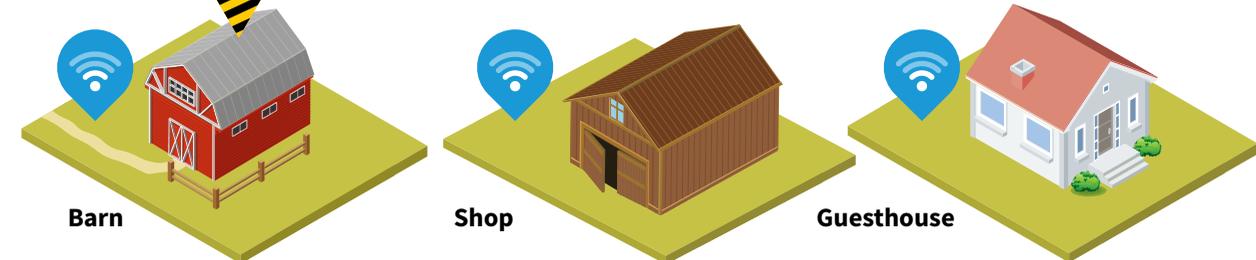
It’s important to remember that our Wi-Fi signal can only reach so far. So, if you have a barn, shop or guest house that is between 80-100 feet from your main residence there is a good chance we can help out with a signal. If you are near or over 100’ we will need to have a TCC professional assess your particular circumstance and provide a recommendation.



**80-100 feet
(Good range)**



**Over 100 feet
(Weak Signal)**



We provide “best available” Wi-Fi service levels with the equipment that is included in your Internet package. In some instances, additional fees may be reviewed with you to ensure an optimized and reliable Wi-Fi service level to all the areas that you desire to have high-speed Internet.



THINGS YOU'LL WANT TO KNOW ABOUT HIGH-SPEED INTERNET

CHECK THE BOX IF IT DESCRIBES YOUR SITUATION

- Do you have OVER 5 devices (*Smart TVs, Streaming services, desktop computers, laptops, tablets, and cell phones*) that you want to connect to your Internet service?
- Do you want to be able to have video calls (*friends, family, coworkers*)?
- Do you (*or a family member*) work from home?
- Do you have children or grandchildren that are school age that need the Internet for educational purposes?
- Will you have more than 3 people using the Internet at the same time?
- Do family members participate in Internet or online gaming with devices like X-Box or PS4, Nintendo?
- Do you want to take advantage of virtual assistants like Amazon's "Alexa" or Apple Siri?
- Do you have interest in some smart home features like "Ring" video doorbell, remote-controlled home thermostats, remote lights, etc.?

How many boxes do you have checked?

- 1-3
- 4-6
- 6 or more

Download Speed	Other Providers		TRI-CO CONNECTIONS		 100 Mbps Symmetrical Upload 1000 Mbps Download
	5 Mbps	20 Mbps	100 Mbps	1 GIG	
10 Songs (40 MB)	67s	16s	3s	0.3s	MULTI-USER MULTI-DEVICE MULTI-FUNCTIONALITY
50 Photos (100 MB)	2.75m	41s	8s	.8s	
Online Game (500 MB)	14m	3.5m	41s	4.1s	
2hr Movie (1 GIG)	28m	7m	1.5m	8s	
2hr HD Movie (3 GIG)	1.5h	21m	4m	25s	



NO DATA CAPS EVER!

NO EXTRA CHARGES, JUST BLAZING FAST INTERNET

HOW MUCH SPEED DO YOU NEED?

The more devices that are connected and the type of online activity are the key factors in how much bandwidth you may need: online classes, working from home, streaming content, video conferencing. Our lives are changing rapidly and the need for fast reliable Internet is the number #1 concern for many of us. There's good news because Tri-Co Connections has the Internet speed you need from 100 Mbps up to 1,000 Mbps (a full Gig!) Our Internet can handle multi-function, multi-user, and multi-device with no loss in speed. All Internet packages are installed using cutting edge ONT (Optical Network Terminal) and Wi-Fi technology to provide the core of a constant and reliable Internet connection. All at the most reasonable prices available. *See chart on next page for more details.*

YOUR HIGH-SPEED INTERNET PROFILE

- Not everybody has the same Internet needs. Every individual and family uses the Internet differently and the need for higher Internet speeds vary widely.
- If you checked between 1-6 boxes, chances are that you will be fine with our Tri-Co 100 Internet package.
- If you checked over 6 boxes, then you may want to consider the Tri-Co 1000 Internet package.

1-6 Boxes

Household Size/Users	Connected Devices	Internet Activity	Internet Speed
		Email Video Streaming (<i>2 devices</i>) Video Calls Online Classes	Tri-Co 100

6 or more Boxes

Household Size/Users	Connected Devices	Internet Activity	Internet Speed
 	Items Above + 	Email Video Streaming (<i>4+ devices</i>) Video Calls/Conferences (<i>Home office</i>) Extensive Gaming Online Education	Tri-Co GIG 1000



HIGH-SPEED INTERNET AND UNLIMITED PHONE



HIGH-SPEED INTERNET



Tri-Co 100
100 Mbps Internet.
GigaCenter & Wi-Fi included.

\$59⁹⁹
per month

Tri-Co GIG 1000
1 GIG (1000 Mbps) Internet.
GigaSpire & Wi-Fi included.

\$109⁹⁹
per month



UNLIMITED PHONE SERVICE



- Keep your number
- Unlimited Local & Long Distance U.S. Calls
- 3-Way Calling
- Caller ID
- Voicemail & more!

\$39⁹⁹
per month

Rate is for phone only service. Some restrictions may apply. Continental US only. Installation charges may apply. Taxes and additional fees may apply. Exclusive pricing for Tri-County Rural Electric Cooperative members only.

IT'S BETTER TOGETHER!

No Gimmicks, just FAST, Reliable High-Speed Internet

Tri-Co 100
• 100 Mbps Internet. Wifi included.

\$59⁹⁹ per month

+

Unlimited Phone

- Unlimited Local & Long Distance U.S. Calls
- 3-Way Calling
- Caller ID
- Voicemail & more!

\$39⁹⁹ per month

Best Value Save when you package Tri-Co Connections Unlimited Phone and High-Speed Internet

<p>Individually, these services would cost:</p> <p>\$99⁹⁸ per month</p>	<p>Tri-Co Preferred 100 Mbps Internet + Unlimited Phone</p> <p>\$84⁹⁸ per month</p>	<ul style="list-style-type: none"> • 100 Mbps Internet • Unlimited Phone <p>Save \$15 per month off regular non-bundled rates</p>
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Tri-Co GIG 1000
• 1 GIG (1,000 Mbps) Internet
• GigaSpire & Wi-Fi included

\$109⁹⁹ per month

+

Unlimited Phone

- Unlimited Local & Long Distance U.S. Calls
- 3-Way Calling
- Caller ID
- Voicemail & more!

\$39⁹⁹ per month

Best Value Save when you package Tri-Co Connections Unlimited Phone and High-Speed Internet

<p>Individually, these services would cost:</p> <p>\$149⁹⁸ per month</p>	<p>Tri-Co Preferred +Plus 1 GIG (1,000 Mbps) Internet + Unlimited Phone. GigaSpire & Wi-Fi included.</p> <p>\$134⁹⁸ per month</p>	<ul style="list-style-type: none"> • 1,000 Mbps Internet • Unlimited Phone <p>Save \$15 per month off regular non-bundled rates</p>
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Some restrictions apply. Unlimited phone service area includes Continental US, Mexico and Canada. International rates additional and available on request. Taxes and late fees may apply.



BENEFITS OF UNLIMITED PHONE (VoIP SERVICES)

If you currently have expensive phone service and weak spotty cell phone reception TCC may be your solution.

Tri-Co Connections fiber Internet provides amazing phone/voice service options at substantial savings.

Once our Internet is installed it can be used with your regular telephone equipment for crystal clear, super reliable phone service which includes unlimited local and long distance calling and many features including enhanced 911. With the voice services package you can also purchase a battery backup that works in the event of power outages. This superior phone service will also let you keep your existing phone number. With no hassles switch-outs.

Note: If you would like to keep your existing phone number, please do NOT disconnect your existing phone service until our installation is complete. If you order Tri-Co Connections voice services, your installation (and existing phone number porting) will be included at the same time we are setting up your new Internet. Simple and convenient.



ENHANCED VIDEO STREAMING – LIMITLESS ENTERTAINMENT OPTIONS

Tri-Co Connections does not provide cable TV or video services, however, with our ultra-fast Internet service your enhanced video streaming has never been better.

All you need is a Smart TV or one of the many inexpensive streaming devices, like ROKU, Amazon Firestick, Apple TV to have a world of streaming options at your fingertips. Streaming services such as Netflix, Amazon Prime, Hulu, and Disney+, just to name a few.

If you want to have an experience similar to cable tv and still save money you could look into YouTube TV (youtubetv.com) – it provides all the channels that you’ve come to appreciate and your favorite local channels too. You can get all of this for less money and no extra equipment costs.

Choose from your favorite streaming services including:



Streaming Device



YouTubeTV

85+ Channels including your local favorites:



Plus many more, including:



Visit youtubetv.com, enter your zipcode for complete channel availability

*YoutubeTV responsible for pricing, billing and service.



BRIDGING THE DIGITAL DIVIDE



NOTES

NOTES

02211135



HIGH-SPEED INTERNET | VIDEO | PHONE | HOME SECURITY



TRI-CO CONNECTIONS

22 N. Main St.
Mansfield, PA 16933

**Visit us for more information:
TriCoConnections.com**

Return Receipt Requested

Customer Name
123 Anystreet Dr.
City, ST 12345

Powered by Local Service and Integrity.



**Tri-County Rural
Electric Cooperative, Inc.**
People you can count on.