TRI-CO CONNECTIONS

Powered by Tri-County Rural Electric Cooperative, Inc.

Ultra-Fast, High-Speed Fiber Internet

HIGH-SPEED INTERNET | VIDEO | PHONE | HOME PROTECTION

Welcome to Tri-Co Connections!

“We are so excited to be in your area with Tri-Co Connections high-speed fiber Internet. 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.”

Aaron Young
Co-Chief Executive Officer

Rachel Hauser
Co-Chief Executive Officer

IMPORTANT CONTACT NUMBERS

Customer Service	1 (833) 822-2010
Technical Support	1 (833) 874-2277
Payment Center	1 (888) 678-2013
Tri-County Rural Electric Cooperative	1 (800) 343-2559

TRI-CO CONTROL IQ | WHOLE HOME CONTROL

It's time to take control. Finally, you'll be able to put a stop to forgotten passwords and fights about screen time. You'll even be able to protect your children from viewing inappropriate content and protect your connected devices from malware, virus attacks and enhance your online security. **Tri-Co Whole Home Control** takes care of these issues and more by putting you in complete control of your Wi-Fi and Home network. Plus, with our new Whole Home Control packages, you'll get our Ultimate Wi-Fi Experience – that means no more weak signals in your home. We use the best equipment and a fully-trained installation team to ensure the strongest coverage. You can count on full control, full coverage, and full service from your local Tri-Co Connections Team.

SCAN ME

TRI-CO CONTROL IQ **Download the app on** GET IN ON Google Play | Download on the App Store

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, we can ensure a more successful and faster installation. 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.

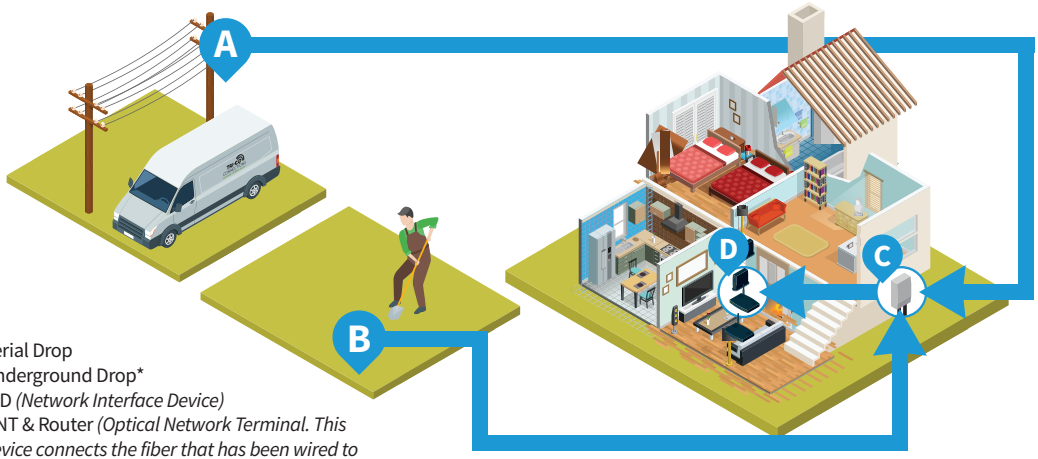
Let's get started, see the next page...

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

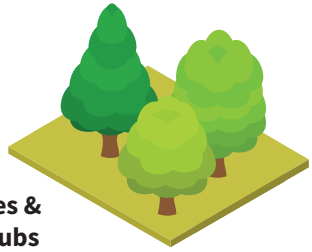
The two primary ways we get fiber to your home are either A) aerial or B) underground.



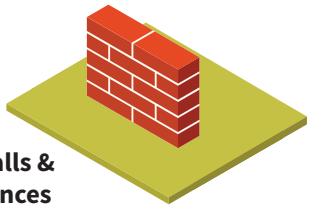
A) Aerial Drop
B) Underground Drop*
C) NID *(Network Interface Device)*
D) ONT & Router *(Optical Network Terminal. This device connects the fiber that has been wired to the outside of your house, to your modem)*

We bring our fiber connection to your physical house in two different ways. This depends on the best option for your fiber installation. 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 existing conduit that is already placed underground. If there is not a conduit in place we are able to do a direct bury which is typically 12" to 18" deep. The important thing to consider before we schedule our "fiber drop" are any and all obstacles that could pose a problem during this process: underground utilities, your well, septic etc. 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.



Trees & Shrubs



Walls & Fences

Sheds & Outbuildings

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

WHAT HAPPENS NEXT?
TRI-CO CONNECTIONS FIBER INSTALLATION

PRE-INSTALLATION

Direct Fiber Connect

The fiber comes from the electric poles *(aerial or underground)* all the way to a 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.
- You'll need to choose a location for your ONT *(Optical Network Terminal)* and Router that has two power outlets.
- The fiber is then connected to the ONT *(power source required)*
- The ONT is then connected to the Wi-Fi router *(power source required for ONT and the router.)*
- 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 upgrade to our Tri-Co Whole Home Control Package to optimize your managed Wi-Fi signal.*

OPTIONS

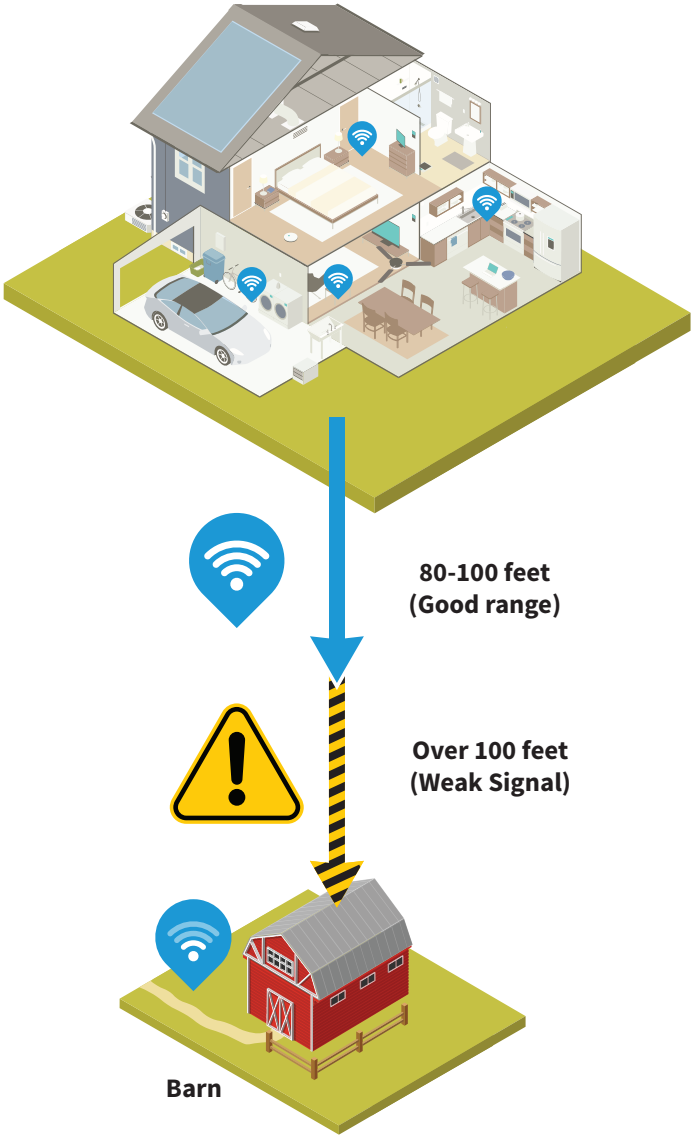
Unlimited Phone Service

Upgrade your Wi-Fi experience to have full control and complete coverage throughout your home!*

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

**Additional installation and set up may be required for your selected fiber packages and unlimited phone.*

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 a better information on where you would like to have Internet/Wi-Fi available.

TRI-CO CONTROL IQ | WHOLE HOME CONTROL

Our Whole Home Control is the answer to your extended wi-fi needs. Our routers are powerful by themselves but when you pair a mesh unit to it, you will find so many more wi-fi coverage opportunities! If you've had weak spots before, you'll be covered under our Whole Home Control package. You'll get up to 2 devices plus in addition to already having the Tri-Co Control IQ app with Command IQ, you'll get even more control over your Wi-Fi with Experience IQ and Protect IQ! *(See Page 11 for full details).*

We provide "best available" Wi-Fi service levels with the equipment that is included in yur Internet package. In some instances, upgrading to the next package will ensure an optimized and reliable Wi-Fi service level to all the areas that you desire to have high-speed Internet.

WHICH PACKAGE IS RIGHT FOR YOU?

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 *(FaceTime, Zoom) ?*
- ☐ 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 *(Google Classroom, homework)*?
- ☐ Will you have more than 3 people using the Internet at the same time *(Email, Social Media, Gaming, Streaming)*?
- ☐ Do family members participate in Internet or online gaming with devices like X-Box, PlayStation, or 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 "Arlo" video doorbell, remote-controlled home thermostats, remote lights, etc.?

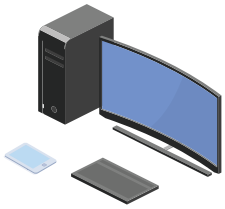
How many boxes do you have checked?

☐ 4 or less ☐ 5 or more ☐ 6 or more

4 or less Boxes ✓✓✓✓

Household Size/Users

Connected Devices



Internet Activity

Social Media

Emails

Streaming on 1 TV

Online Classes

Internet Speed

Tri-Co 100
Whole Home Control

100 mbps Internet
Whole Home wi-fi coverage*
Tri-Co Control IQ, Experience IQ and Protect IQ included

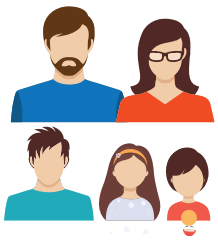
$74.99 per month

*Up to 2 devices

Taxes and additional fees may apply.

5 or more Boxes ✓✓✓✓✓✓

Household Size/Users



Connected Devices

Items Above +

Internet Activity

All of the above plus…

Multi-video Streaming

Zoom Calls

Work from Home

Video Conferencing

Internet Speed

Tri-Co Gig
Whole Home Control

1 Gig Internet
Whole Home wi-fi coverage*
Tri-Co Control IQ, Experience IQ and Protect IQ included

$109.99 per month

*Up to 2 devices

Taxes and additional fees may apply.

HIGH-SPEED INTERNET PACKAGES

Tri-Co 100

100 mbps Internet
Tri-Co Control IQ App included

$59.99 per month

Taxes and additional fees may apply.

Tri-Co 100
Whole Home Control

100 mbps Internet
Whole Home wi-fi coverage*
Tri-Co Control IQ, Experience IQ and Protect IQ included

$74.99 per month

Taxes and additional fees may apply.

Scan QR Code to select your High-Speed Internet Package.

Tri-Co Gig
Whole Home Control

1 Gig Internet
Whole Home wi-fi coverage*
Tri-Co Control IQ, Experience IQ and Protect IQ included

$109.99 per month

Taxes and additional fees may apply.

*Up to 2 devices

NEW SEASONAL RATES

GO REMOTE. STAY CONNECTED.

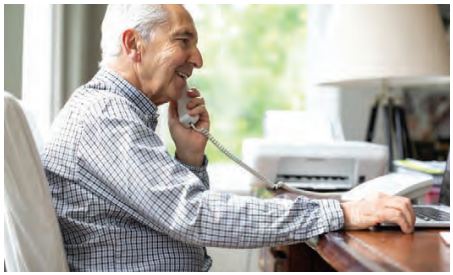
Your vacation property is proof that you're willing to invest in the lifestyle you want. Broadband fiber Internet allows you to spend more time living that lowspeed lifestyle you've already invested in.

$39.99 PER MONTH**

FOR FAST, RELIABLE 30 MBPS SYMMETRICAL-SPEED INTERNET!

FREE STANDARD INSTALLATION* – *Some restrictions may apply***

*Free standard installation: Installation fees may vary and will be estimated by an installation specialist. Installation savings are based on standard installation estimates for high-speed Internet and Voice (VoIP) services. Smart Home features require Wi-Fi enabled smart device & additional hardware.
**Some restrictions may apply. Only available to seasonal accounts. Based on revenue class assigned to your current electric account. Proof of residency may be required.



BUNDLE & SAVE!

Save $15 when you package Tri-Co Connections Unlimited Phone and High-Speed Internet.

Tri-Co 100
+ Unlimited Phone
100 mbps Internet
Tri-Co Control IQ App included

$84.98 per month
Taxes and additional fees may apply.

Tri-Co 100
Whole Home Control
+ Unlimited Phone
100 mbps Internet
Whole Home wi-fi coverage†
Tri-Co Control IQ, Experience IQ and Protect IQ included

$99.98 per month
Taxes and additional fees may apply.

TRI-CO CONTROL IQ

Tri-Co Gig
Whole Home Control
+ Unlimited Phone
1 Gig Internet
Whole Home wi-fi coverage†
Tri-Co Control IQ, Experience IQ and Protect IQ included

$134.98 per month
Taxes and additional fees may apply.

† Up to 2 devices

FREE STANDARD INSTALLATION* ***Some restrictions may apply*****

PHONE ONLY – UNLIMITED VOICE

Tri-Co Unlimited Voice

$39.99 per month
Taxes and additional fees may apply.

Your Fiber Internet can also deliver the best phone service options at an unbelievable price!
Get crystal clear, unlimited local and long distance calling and a host of extra features – E-911, 3-way calling, call forwarding, caller ID, voicemail and many more. It's easy to make the switch and you can keep the same number that you have now. Save money and bundle your internet package with unlimited calling.

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.

TRI-CO CONTROL IQ | WHOLE HOME CONTROL

When it comes to your family being on the internet, we want you to be the ones in control of their wifi experience.

TRI-CO'S EXPERIENCE IQ AND PROTECT IQ CAN DO JUST THAT.

SCAN ME

We provide you the tools to do just that. From blocking content you don't want them viewing to setting time limits for different devices.
You will be the one in control of your family's internet safety.

TRI-CO CONTROL IQ | Protect what's important to you...

Having a strong and consistent internet connection is something that should be expected from your provider. However, we want to go beyond that and give you a safe and secure place for your kids to be online. With Tri-Co Control IQ you have the opportunity to be in control of your at home internet experience by setting up viewing restrictions, time-limits and safety alerts. You always want the best for your family, let Tri-Co Connections also give you the safest internet connection.

TRI-CO CONTROL IQ

Our Tri-Co Control IQ App is for everyone!

However, if you want full control over your Wi-Fi experience, make sure to upgrade to our WHOLE HOME CONTROL package.

Experience IQ™

What is Experience IQ? A service that protects children or grandchildren from harmful or inappropriate content, limits screen time on devices or applications, and displays online usage through our enhanced parental control app.

+ Protect IQ™

What is Protect IQ? A network-level security service that protects ALL devices connected to your Wi-Fi. ***If it's connected, it's protected!***

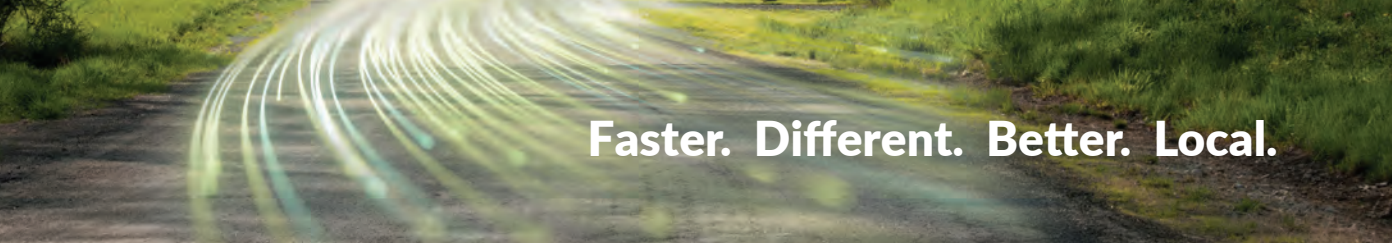
FEATURES	Tri-Co CONTROL IQ App *(Included in all packages)*	Tri-Co WHOLE HOME Control *(Includes Experience IQ and Protect IQ)*
Wi-Fi 6 Capabilities	✓	✓
Virus, instrusion, malware, and hacker protection		✓
Notifications when security issue is triggered		✓
Update Wi-Fi Username and Password	✓	✓
Create user profile in "People" and add names and images	✓	✓
Add/Remove devices for each profile	✓	✓
Manually turn Wi-Fi on/off for profile		✓
Filter content by category *(ex: violence, gambling, etc.)*		✓
Parental Control notifications		✓
Limit time by application *(ex: YouTube, TikTok, etc.)*		✓

TRI-CO CONNECTIONS
Delivering a Brighter Future!

VISIT TriCoConnections.com

CALL 1-833-822-2010

SCAN



Quick Start Guide to Streaming

Streaming your TV content over the Internet works great with Tri-Co Connection's lightning fast fiber Internet service - and it saves you money! Local channels are available for free with an HD antenna or you can stream them on several platforms.

Equipment Needed: Streaming Devices OR Smart TV

Step 1

Smart TVs are ready to streamwith no additional equipment. If your television is older you have need one of the following devices:

Roku TV · amazon fire TV · tv

Step 2

Replace Cable and Stream live television including local channels, broadcast and cable network programming, and sports.

YouTube TV · AT&T TV NOW · hulu · sling

Step 3

Supplement your Programming with On-Demand Subscription Streaming Services.

NETFLIX · tv+ · hulu · Disney+ · amazon prime video · Paramount+ · HBOmax · peacock

For a more information and answers to common questions visit: ***www.tricoconnections.com***

TRI-CO CONNECTIONS
Delivering a Brighter Future!
BRIDGING THE
DIGITAL DIVIDE

NOTES

TRI-CO CONNECTIONS

2448 Charleston Road
Mansfield, PA 16933

Visit us for more information: TriCoConnections.com

Return Receipt Requested

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