

## Cost of Service

### Land Line

The cooperative will install a unit which connects to your working home telephone line. Your telephone simply plugs into the unit. *(Cellcom Home Phone doesn't qualify as a land line).*

The service fee is \$30.00 per month with a one-time installation fee of \$25.00.

### Cellular

The cooperative will install a device that works without a landline.

The service fee is \$40.00 per month with a one-time installation fee of \$35.00.

## Customer Support

A cooperative employee is available seven days a week to help you with maintenance of the unit or pendant. There is no extra fee for these services. When the unit is installed, you provide some basic information including your address, phone number, and medical history, as well as names and addresses of the people you would like called if you need help. If any of this information changes, please call OEC. We will take care of getting those changes to the response center.

## How Do I Get Mine

Call the Member Services Department of Oconto Electric Cooperative for more information or to schedule the installation of the MainStreet Messenger Emergency Response System.

(920) 846-2816 or toll-free 1-800-472-8410

## History of Our Program

Oconto Electric Cooperative (OEC) has provided the MainStreet Messenger program since 1999 with excellent results. We have over 80 clients who, along with their families, are very pleased with our program. OEC has been an electric provider for over 80 years, so we are here to stay. We provide on-going support to our valued MainStreet Messenger clients. We're just a phone call away to answer your questions or provide service on the equipment. We are here to help you.



**(920) 846-2816**

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## MainStreet Messenger Emergency Response System



MainStreet Messenger is an emergency response service that helps make independent living a reality while giving peace of mind to the families whose loved ones prefer to stay in the comfortable surroundings of their own home.

## Basic Alert

The help buttons are shower-proof, so seniors can have the security of fast help while in the shower, getting the mail, going into the garage, or even watering the plants in the backyard. Wear your bracelet or pendant all around the house at all times!



## Auto Fall Alert

A medical alert pendant will be given to you to wear around your neck. This button can detect when a sudden fall occurs and will signal the Cooperative Response Center (CRC) that you need help. You can also simply press the medical alert button to call for help.



*Fall Detection does not detect 100% of all falls. Users should always push their button when they need help.*

## Two-Way Alert

The two-way speaker button lets you communicate with CRC whether you're in your home or yard. Button can work up to a 600 foot range.

Button comes with a rechargeable battery for you to switch out when it gets low.

This button is not water resistant.



## You'll get protection 24 hours a day, 7 days a week and will get help at the push of a button!

Within seconds of activating your button, someone from the response center will attempt to speak to you. At that time you will communicate with the Cooperative Response Center (CRC) to request the help you need.

CRC will then contact someone from the list of responders that you provided during the installation, and let them know that you need assistance.

Responders should be people that live near you so they can respond to your need for help quickly. CRC can also call a rescue squad if the situation requires additional help.

- The button is water resistant and shall be worn in the bath or shower, as it is intended to be worn at all times. (*two-way button is not water resistant*).
- In the event of a power outage, the back-up battery in the base unit will power the unit for over 24 hours (*this feature doesn't work if you have phone service through a cable company*).
- The unit can support multiple pendants.
- A trained responder is at CRC 24 hours a day, seven days a week to answer emergencies. Your call for help will NEVER go unanswered.
- Unit will be tested during installation and you will be asked to test it once a month after the initial installation.
- All of your personal information is kept confidential.
- No age limit as to who can use the MainStreet Messenger.
- Installation, billing and customer support services are locally provided.
- Installation takes only 30-60 minutes.
- No long-term contracts to sign.