

Welcome to Paulding Putnam Internet Service!

First steps to getting started



to Paulding Putnam Internet Service!

STEP 1

Go to the app store and download the PauldingPutnamIQ app.



STEP 3

Download the SmartHub app.



STEP 4

Use the SmartHub app to pay your bill due on the 25th of each month.



STEP 2

Review the Quick Start Guide included and watch our how-to videos online.



STEP 5

Sign up for paperless billing and auto-pay via bank draft to get a \$2 bill credit every month!*



*Bill credit available to internet subscribers only.

2025.10

Experience the Co-op Difference



Paulding Putnam is more than just an electric and fiber internet provider — we're your neighbors, your supporters, and your partners in building stronger communities. Because we're a **member-owned, not-for-profit cooperative**, every decision we make is for the benefit of the people we serve — not investors.

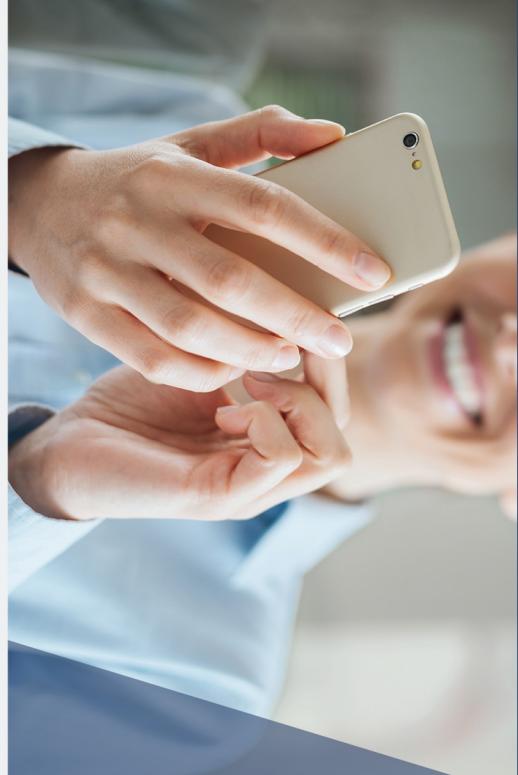
- **We invest in future leaders** — giving away \$10,000+ each year in scholarships and youth leadership trips around the state and to Washington, D.C.
- **We put safety first** — performing live-line safety demonstrations for hundreds of students, police officers, and EMS staff each year.
- **We give back to our communities** — through Operation Round Up, spare change is rounded up on monthly bills to support local causes in need.
- **We make an impact** — employees complete annual service projects, run internal fundraisers, and serve on community boards.
- **We keep rates steady and fair** — as a not-for-profit, we're focused on service, not profit margins. We prioritize value!
- **You have a voice** — democratically operated by a local Board of Trustees elected by members.

With Paulding Putnam, you're joining a cooperative that's committed to empowering people, strengthening communities, and keeping your best interests at heart.

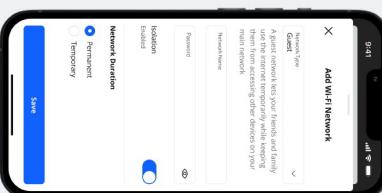


Our fiber techs thank you for joining our co-op family!

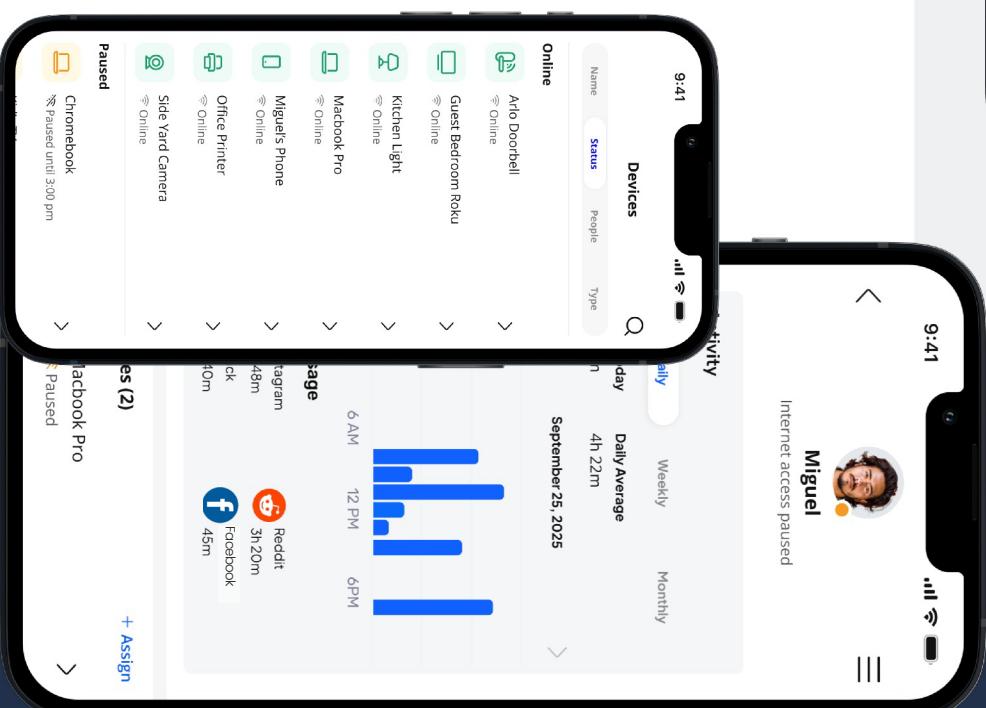
Experience the True Power of the PauldingPutnamIQ App



Check your internet speed.
Run bandwidth tests to monitor your network performance and give bandwidth priority to specific devices.



Easily set-up a guest network.
Keep your network passwords secure by setting up separate guest networks for your visitors.



View and manage all devices connected to your network.
Track a device's bandwidth usage, pause its network access, or disconnect it.

Set parental controls.
See what apps your kids are using, how long they're used for, and tailor their experience by blocking inappropriate sites and content, or setting usage limits.

Active threat protection.
View total threats, intrusions, and viruses blocked over time. You can even see protected devices and total protection uptime.



For service assistance, please call 800-686-2357
or email member_services@ppec.coop.

App Features

Direction for your connection

Whether you're a parent, professional, or someone who needs their internet to function at the highest level, **ExperienceIQ** helps you to manage your home network with purpose from the PauldingPutnamIQ app.



Maximize your moments

 **Watch our video tutorials to help set up your Wi-Fi**



Focus

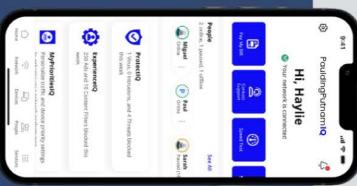
Eliminate distractions and disruptions by using My Priorities to give preference to devices and set schedules for work and play. Adjust at a moment's notice with our easy-to-use PauldingPutnamIQ app.

Family

Enforce your house rules quickly and easily while maintaining the family peace with the ExperienceIQ Parental Control features. Create profiles for users to filter inappropriate content, block certain sites and categories, and set time limits and downtime.

Freedom

Remain confident that your connection is working for you and keeping you and your family safe.



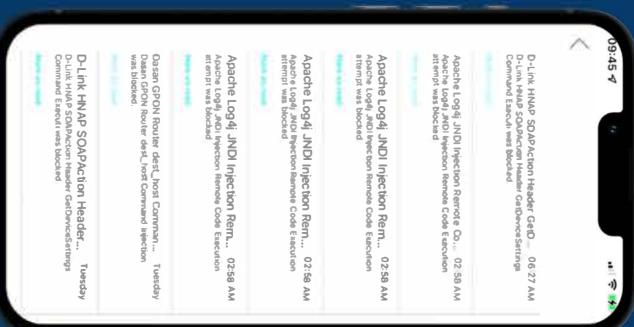
Included for FREE with managed Wi-Fi!

No additional equipment needed, just your PauldingPutnamIQ app.

www.PPEC.coop | 800-686-2357



PAULDING PUTNAM
ELECTRIC & INTERNET
2025.10



We Protect You from Cyber Attacks

Within days of its acknowledgement,
**ProtectIQ network security from
began blocking the very dangerous
Log4J bug.**

ProtectIQ®

Enjoy online peace of mind while
we keep the intruders.

Your devices are important to your life. ProtectIQ is your 24/7 internet watchman. With multi-layered protection, even your most vulnerable devices like smartTVs, thermostats and Wi-Fi cameras are protected before issues happen.

ProtectIQ puts a shield between your devices and bad actors, stopping threats before they ever make it to your devices.

No Equipment Required

24/7 Support Required

Network Security

ProtectIQ is integrated in your Wi-Fi router, and used in the app

As part of the Paulding Putnam Wi-Fi service, we're here for you if you need us.

ProtectIQ is whole home network security made easy

Secures the most vulnerable devices

Viruses, Malware and Intrusions

Updated Daily

From thermostats, cameras, smart TVs and baby monitors.

ProtectIQ is constantly hunting for bad actors and stopping them at the front door.

World-class cyber security that is updated daily to keep you safe.

Free With every package
from Paulding
Putnam



PAULDING PUTNAM

ELECTRIC & INTERNET

member_services@ppeccoop

facebook.com/
PauldingPutnamEC

401 McDonald Pike
Paulding, OH 43879

PauldingPutnamIQ App Feature Breakdown:

Scalable Quick Link Carousel:

Your Experience Hub

Swipe through easy-to-use tools like speed tests and parental controls right on the main screen to find what you need fast—no hunting required.

MyPrioritiesIQ Modes:

Managed Wi-Fi That Fits Your Day

Choose "Gaming Mode" for smooth play, "Work Mode" for reliable video calls, or "Entertainment Mode" for uninterrupted streaming.

Easy Self-Install & Onboarding

Set up your Wi-Fi in just a few steps, with clear instructions right in the app.

Real-Time Alerts & Performance Stats:

Stay Ahead

Get notifications if your Wi-Fi slows down, plus stats to keep it running smoothly.

User Profiles & Device Recognition:

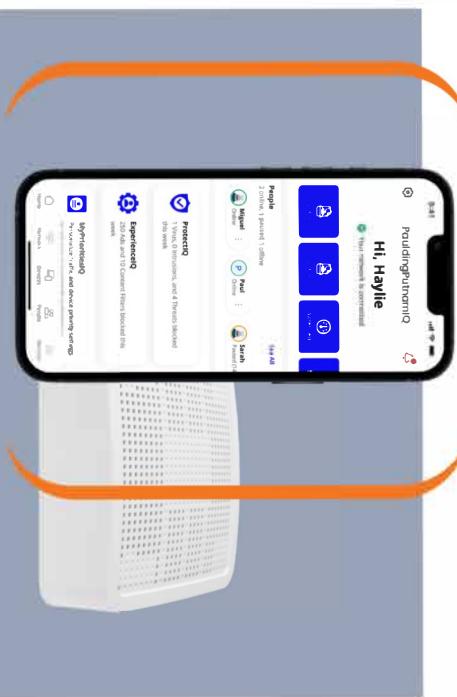
Make It Personal

Create avatars for each family member and see every device on your network. Spot and block unknowns easily so you know who's online and can keep your Wi-Fi safe and secure.

Content Controls & Security:

Safe and Sound

Pause the internet for bedtime, filter out unsafe sites, and employ network level cybersecurity to block hackers to keep your crew safe online and your network protected.



Built For You:

Family-Friendly Control:

Manage your Wi-Fi without needing a tech degree—it's as simple as checking your email.

Made for Everyone:

From kids to gamers to work-from-home parents, there's something for every family member.

Stress-Free Setup and Management:

Get started in minutes, customize your network with simple controls, and enjoy Wi-Fi that works the way you need it to.



www.PPEC.coop
800-686-2357

Setting up your PauldingPutnamIQ Wi-Fi App:



**Quick
Start
Guide**

PauldingPutnamIQ



Your Home's Wi-Fi, Your Rules

Manage your home Wi-Fi with ease, keep everyone safe, secure, and connected, and enjoy a customizable managed Wi-Fi experience—whether you're gaming, working, parenting, or just relaxing.

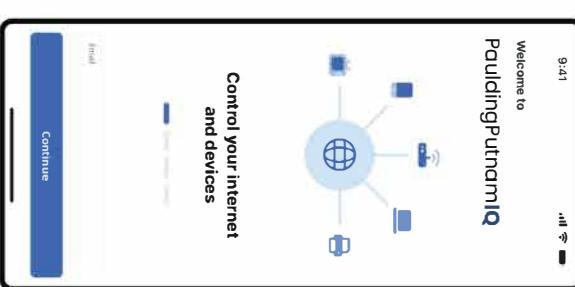
Get started with the app

The app allows you to easily manage your home or small business Wi-Fi network within minutes.

Download the app and take control of your Wi-Fi network today!

Step 1

Download the app. You can search either the Apple App Store or the Google Play Store for PauldingPutnamIQ, then install it on your mobile device.



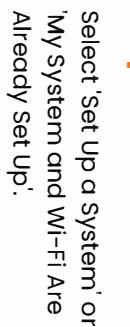
Step 2

Select 'sign up' or 'log in' to set up your system and access Wi-Fi controls and protection.



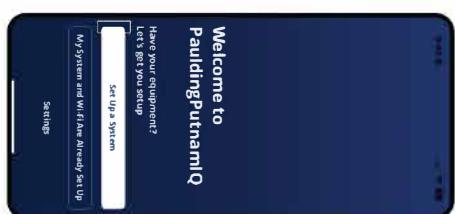
Step 3

Select 'Set Up a System' or 'My System and Wi-Fi Are Already Set Up'.



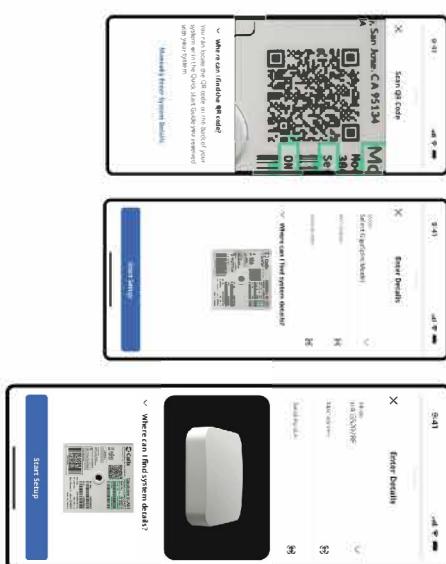
Step 4

Scan the QR code on your system, or enter the system details manually.



Step 5

Follow the next steps for new system set up.

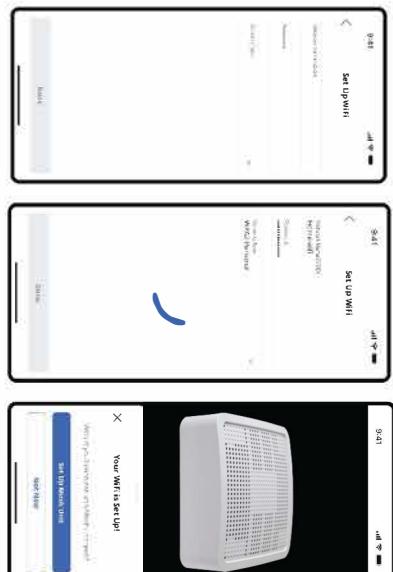


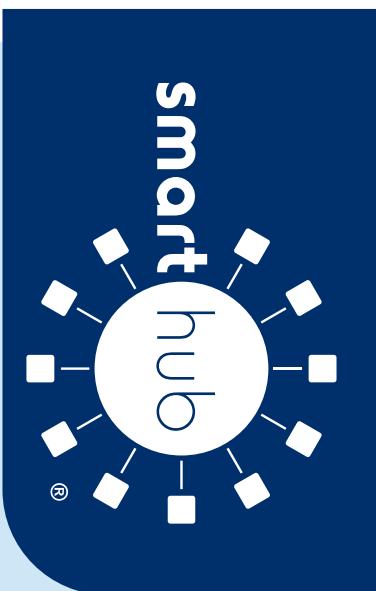
Need help?

Call 800-686-2357 or email member_services@ppec.coop for troubleshooting issues.



Now that your new system is set up, you can set up your Wi-Fi network.





**DOWNLOAD
THE APP**

SmartHub is Paulding Putnam's free 24/7 online account management system, which allows you to pay a bill, receive key alerts, and much more.

New to paying your bill online? Get started by creating a SmartHub account. If you need help our friendly staff will gladly assist. Call 800-686-2357 or email member_services@ppec.coop.

Sign up for paperless billing and auto-pay via bank draft to get a \$2 bill credit every month!*

Paperless Billing

1. From the home screen, tap on the **More** button in the bottom right.
2. Tap on the **Settings** menu.
3. Tap on the **Paperless Billing** sub-menu.
4. Locate the account(s) you would like to activate, and **slide the toggle** to the right next to each account.
5. A pop-up window will ask if you are sure you want to set the account to paperless. Tap **Yes**.
6. You will see a confirmation that the paperless bill status has been successfully changed.
Your \$1/month credit will be applied automatically.

Auto Payment

1. From the home screen tap, on the **Bill & Pay** button.
2. From the Bill & Pay screen, locate and tap on the **Auto Pay Program** menu.
3. Select the account you want to sign up for Auto Pay.
4. On the Auto Pay Program page, tap the **Add New** button.
5. Select a button to connect your **bank account**.
Credit card payments will not revive the \$1/month credit.
6. Follow the prompts to finish the process.

