



## Thank You For Serving on the Board – John Annen!

John Annen was appointed to serve on Monitor Cooperative Telephone Company Board of Directors in 1995, and continued to serve until his resignation in October, 2017. Throughout his 22 years on the Board, John had held the position of Director, Secretary/Treasurer and Board Chair.

Both Board and Staff would like to thank John for his time, loyalty, commitment and energy for all these years! His dedication has greatly influenced the success of the Cooperative. We wish you all the best in your future endeavors!

## 2018 Washington D.C. Youth Tour

Essay’s due by 4pm, March 23, 2018

Each year, Monitor Telecom has had the pleasure of sponsoring one local high school student to see our Nation’s Capital, hosted by the Foundation for Rural Service Youth Tour. And we’d like to do the same in 2018. This event offers rural students a unique excursion of Washington D.C. – from getting an inside look at the telecommunications industry, learning about legislative and governmental processes, to exploring the Capital’s monuments, museums, and government buildings. It is an experience they’ll never forget.



FOUNDATION FOR  
RURAL SERVICE

The FRS Youth Tour is scheduled this summer from June 2 through June 6, 2018. To be eligible, high school students must be 16 or 17, at the time of the Youth Tour, and is either a Co-op member or immediate family member of a Co-op member at the time of the Youth Tour. To apply, submit a 200 word essay, along with the Monitor Telecom registration form to business office by 4:00pm, March 23, 2018. The essay should describe how, as a student, Broadband has influenced and advanced your educational opportunities. The application form can be found on our website [www.monitorcoop.com](http://www.monitorcoop.com) under Youth Tour, or are available at the business office. For more information, please call (503) 634-2266.

## Board of Director Position Available

Board Position No. 5

Monitor Telecom is accepting nominations to fill a vacancy on the Board of Directors for Position No. 5. To be eligible you must be a current member of the Cooperative and meet the qualifications listed in section 4.3 of the Bylaws. All members should have received a special mailing regarding the position vacancy, Bylaws qualifications and instructions on running for Position No. 5. This letter was mailed out January 25, 2018.

Interested persons in running should contact the Nominations Committee Chair, Kim Guest at 503-634-2227 or by email to [kimguest@monitorcoop.com](mailto:kimguest@monitorcoop.com), by February 8th, 2018. Election material and ballots will be distributed in February; results will be announced at the Annual Meeting on March 12, 2018.



# Annual Meeting 2018

Monitor Telecom will hold the Annual Meeting on Monday, March 12, 2018, at 7:00pm, in the upstairs conference room located at 15265 Woodburn Monitor Rd NE.

The Board of Directors would like to invite all Cooperative Members to the Annual Meeting on Monday, March 12, 2018 at 7:00pm. Come meet the Board of Directors, General Manager, auditor, staff, and other Co-Op members, while learning about the goals, fiber project, and financial health of the Cooperative. We encourage all members to be a part of this meeting, as it is one of the many member benefits. As always, you can expect refreshments, member gifts and prize drawings! Please call the business office at 503-634-2266 for more information, or if you need special accommodations at the meeting. We look forward to seeing you there! 2484



## A Familiar Face in the Front Office

Monitor Telecom has a new, but familiar face at the front desk.

Merryl DeMott has taken on a different role at Monitor Telecom as the Commercial Office Specialist. 2909 Over the course of 17 years, Merryl has held a variety of positions, including Administrative Assistant, Patronage Specialist, and Customer Support; each having unique responsibilities.

She serves on the North Willamette Valley directory committee, and is a Notary Public. Her responsibilities will include processing the monthly billing, service orders, trouble tickets, receiving and posting payments, record keeping and answering phones.

Merryl will be the first person that our customers will talk to when they call, or stop by the office. She is knowledgeable about all the features and services, and is able to help customize your services to meet your individual phone and Broadband needs.

## Technology Open House

This informal event is held right before the Annual Meeting at 6:30pm on Monday, March 12, 2018.

Since 2011, Monitor Telecom has conducted the Technology Open House, displaying the latest ideas, innovations, and devices that use Broadband technology. Come see what is new in the industry, meet the Board and staff, and enter to win one of the great prizes. Refreshments will be served during the Open House. Hope you can attend!



## College Scholarships are Now Available!

Monitor Telecom will award a \$2,000 college scholarship to one local high school senior. Applications due by 4pm, April 20, 2018

Monitor Telecom offers an annual college scholarship program for the benefit of its members and immediate family. The Board of Directors recognizes the importance of knowledge and continued education, and the need for scholarship funding. This program was established to help provide financial assistance to students pursuing higher education in any degree program of study, at any college, university, technical or trade school that is certified by the Northwest Accreditation Association or recognized by the National Association of Trade and Technical Schools.

*Scholarship applicants must meet the following qualifications:*

- The student is either a Co-op member or immediate family member of a Co-op member on the date of initial award
- The student is a current high school senior progressing satisfactorily toward graduation
- The student attend a college certified by the Northwest Accreditation Association or recognized by the National Association of Trade and Technical Schools

**The student must submit completed official Monitor Telecom scholarship application by 4pm, April 20, 2018.** Selection shall be made by a committee appointed by the Company, and applications are modified to remove names for a “blind” selection process. Application packets and scholarship instructions are available at the business office or on our website [www.monitorcoop.com](http://www.monitorcoop.com) under Scholarships. For more information, please call 503-634-2266.



## 24/7 Internet Support

Technical assistance is only a phone call away available 24/7/365 to assist our customers; in an effort to assist our customers' needs outside of our normal business hours. Just dial 503-634-2020 to reach a live person at your convenience. During the normal work week please continue to call the office and a technician will be happy to assist you.

Contacts:

### Monitor Business Office

Open Monday – Friday 8am- 4pm  
503-634-2266

### Internet Only Assistance with Live Support Available 24/7

503-634-2020

### After Hour's Message Service Available 24/7

503-634-3434

From your Monitor Telephone Landline, Call 611

Email: [support@monitorcoop.net](mailto:support@monitorcoop.net)

## Wi-fi vs. Internet

Many people think that wi-fi and the internet are the same thing, but they are not. Wi-fi and internet are two different things. Wi-fi is just a way to connect to the internet. It allows you to connect without having to use wires or cables – it's more of a convenience. A connection to the internet is generally beyond the control of the users other than turning it on or off. A hardwired connection to the internet is more reliable and typically faster. Most problems are not because of the internet; they are usually because of wi-fi. Just because you have a wi-fi signal does not mean you can access the internet. Wi-fi is typically slower than a hardwired connection. Also, having a strong wi-fi signal doesn't always translate into fast internet speed. Your wi-fi speed also changes depending on how far you are from the router.

Did you know that wi-fi only communicates with one device at a time? It actually has to stop transmitting to receive data (i.e. like a CB radio or walkie talkie where only one person can talk at a time). Wi-fi also adds delay. When wi-fi communicates, all other devices must stop communicating. Therefore, a wireless device trying to communicate from far away or weak signal area may cause issues to all other devices. A hardwired connection (also called Ethernet) is where a physical cable connects the device. It actually works more like a telephone where you can talk and listen at the same time vs. the CB radio scenario. Wired connections offer a lower latency, no dropped connections due to interference, and are just plain faster than wireless connections.

Remember that wi-fi is just the vehicle that carries internet to your device. Wi-fi is undoubtedly convenient and useful, but it can also cause a lot of frustration with things like interference, dropped connection, etc. A hardwired connection definitely eliminates the wi-fi short comings. We highly recommend using a wired connection over a wireless one.

### Wi-fi Tips:

- Never trust public wi-fi.
- Wi-fi extenders are devices that extend existing coverage. Keep in mind that each time the signal is extended there is a percentage of signal lost. If you have multiple extenders, by the time the signal gets to the device you're using, there's not much internet left for a fast, stable connection. The best way to extend your wi-fi network is to use multiple access points that connect to the main router via network cables. Please note that wi-fi extenders cut bandwidth in half. This is because – in order to extend the wireless network – they must transmit the wi-fi back to the original device. A better way to extend a wireless network is with the use of an access point or mesh network device.

### Differences:

- An access point would use an ethernet cable (wired connection) to carry the wi-fi back to the router. This allows you to move your wi-fi into other rooms/locations and work independently of the wi-fi in the router by using separate wi-fi channels.
- A mesh wireless network uses unused wi-fi channels as backhaul to extend the network. They are generally pretty pricey but work very well to put wi-fi into other rooms/locations and again work independently of the wi-fi in the router.

## 2018 Directory Change Deadline

White page listings: March 2nd

Yellow page listings: February 23rd

The 2018/2019 addition of the North Willamette Valley phone directory will be coming out this summer, and we need to know if you plan on making any changes to your listing. You may want to remove your address, and only publish your name and number. Or, you may have been thinking of having a non-published number. Both of these directory changes have a monthly fee of \$0.50. You can also add an additional directory listing for another household member for \$0.60 a month.

**The final date for all white page directory changes is March 2, 2018.** If you are interested in placing a business advertisement in the yellow pages, please call the Vivial sales office, at 1-800-877-0475 or to learn more visit [www.vivial.net](http://www.vivial.net) for details.

WiFi vs. Internet, continued...

Remember, if you connect to an unknown wi-fi network (such as one you see pop up on your phone or laptop when you are away from home), keep in mind that because you need access to that router to get on the internet that the owner of that network can potentially see all the information you are sending and receiving, including usernames and passwords. Unless you are using a secure website (address or url that starts with https) it is strongly suggested that you don't type any sensitive information. Better to be safe and refrain from doing things like online banking. A hacker can sit in an airport broadcasting "free wi-fi" and have people join it. A quick redirect to a login screen makes a person feel like it is secure, but it's not.

#### FAQ's:

- My wi-fi connection is very strong. I have full bars, but I still can't stream video without delays and often have to wait for the website to load, why? Wi-fi signal is different from internet speed. You may have interference. Check your internet connection. You can do a speed test at [www.speedtest.net](http://www.speedtest.net) and be sure to test each device individually. 2233
- Always consider those other devices. Devices that may be in a fringe area of the house can slow down the network as well as an unused kindle that has decided to do an update right in the middle of watching Netflix.
- My internet speed is very fast both wired and wi-fi, but it still takes a long time to download a file, why? Just because you have a fast internet connection does not guarantee a flawless experience. Internet is a two-way activity and depends on both ends. You may have the fastest internet package but, if you are downloading from a party with slow internet – there's nothing you can do about it.

Monitor Telecom works hard to provide equal services to each and every member. It seems easy to just compare speeds of equal service, but knowing the short comings of wi-fi can be part of the issue. The challenges of wi-fi are not Monitor Telecom exclusive.



**Know what's below.  
Call before you dig.**

## Find the Hidden Phone Numbers!

We have hidden three telephone numbers inside this newsletter (last four digits only). If you locate your phone number, call the Monitor Telecom Business Office at 503-634-2266 and we will apply a \$10.00 credit to your next telephone bill.

## 2018 Monitor Telecom Board of Directors



Board Chair  
Barbara Iverson  
503-634-2672



Vice Chair  
Derek Pavlicek  
503-634-2210



Secretary/Treasurer  
Kim Guest  
503-634-2503



Director  
Jay Augustus  
503-634-2462

**MONITOR**  
TELECOM

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Woodburn, Oregon 97071  
Phone: 503-634-2266  
Fax: 503-634-2900  
[www.monitortelecom.com](http://www.monitortelecom.com)

## Reminders

Check [www.monitortelecom.com](http://www.monitortelecom.com) for further information

### Payments Due

Payments are due upon receipt of your monthly statement. Any payment received after the 15th of month may be subject to a late charge. For those of you who pay online through your bank, keep in mind that it takes time for these payments to process. If you are interested in signing up for our online bill pay – give us a call at 503-634-2266. It is a great way to save time and money!

### Office Hours

Office hours are 8:00 a.m. to 4:00 p.m. weekdays except holidays. Someone is always available during these hours to assist you. If you call the office after hours, you will receive an automated message giving you options to leave a general message for the office or you can be directed to our answering service if you have a trouble call.

### Notary Service

We offer free notary service at the business office and it is not limited to members only. We recommend you call ahead to ensure the notary is in before you come over. Call us at 503-634-2266 between 8:00 a.m. to 4:00 p.m.

### Business Office Closure:

February 19th for President's Day