

Annual Meeting Review

The 2019 Annual Meeting was held on Thursday, March 21, 2019 at 7pm.

Barbara Iverson welcomed all 42 Cooperative members and their families and asked them to introduce themselves, share what street they live on and what they do for a living. General Manager, Geri Fraijo presented the managers' report which included a review of the 2018 projects, patronage payout, comparison charts and an update on the Monitor/ ColtonTel collaboration.

Next on the agenda was Lauren Augustus, winner of the 2018 FRS Youth Tour to Washington D.C., who shared pictures of her trip and thanked the Co-op members and Board for sending her. The nominating committee report was presented by Director Jon Lever, reporting incumbents Jay Augustus and Derek Pavlicek were nominated for Position 1 and 2. Lindsay Godfrey, of Aldrich CPA, presented the audit report for 2018 financial statements and reviewed the balance sheet. Ed Krupicka, credentials and election committee member reported that Jay Augustus and Derek Pavlicek were re-elected by member vote.

A special thanks to Frances Riedman, Stephen Willenberg, David Ramirez, and Ed Krupicka for serving on the Nominating, and Credentials and Election Committee's. All members in attendance received an \$15 Amazon Gift card. The Board of Directors and staff would like to thank the members for a successful meeting!

LOOK INSIDE FOR MORE ANNUAL MEETING PHOTOS!

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We appreciate what our members
have to say!

"Dear Monitor Telecom – Thank you for a great meeting, wonderful dinner, gift cards and prizes. A well run company that I am proud to be a member.

Sincerely,
Cooky Riedman"





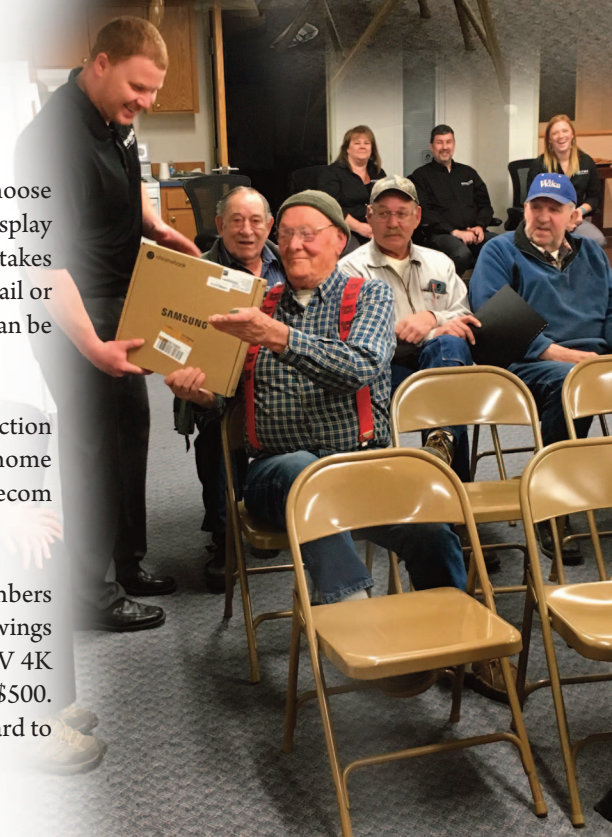
2019 Technology Open House

Held on Thursday, March 21, 2019 at 6:30pm

This year's Technology Open House focused on cyber security, best Broadband packages to choose for your household, and a variety of smart home Broadband devices. The Cyber Security display included: how to create secure passwords, best practices, types of cyber threats and the time it takes for hackers to crack passwords by the number of characters. Members could enter in their email or password into a site to see if its' ever been hacked. The site to check your email and password can be found at www.havebeenpwned.com and www.havebeenpwned.com/passwords.

The Best Broadband packages display had three points to consider when it comes to speed selection and showed the types of activities that work best for 25Mb, 50Mb and 100Mb. The smart home Broadband device display showed a variety of easy to use Wi-Fi devices that use Monitor Telecom Broadband.

Refreshments, hors d'oeuvres, veggie trays and cookies were available for the event. Many members were able to talk with the board, staff and visit with their neighbors. The six gifts for the drawings were a Samsung Chromebook3, a Ring Video Doorbell, a Ring Cam Floodlight, an Apple TV 4K streaming device, a 40" Smart TV, and a \$200 Amazon gift card, plus 10 cash envelopes totaling \$500. Congratulations to all the winners! We hope you enjoyed the Open House and we look forward to seeing you next year!



NEW 25Mb Package!

Effective May 1, 2019, Monitor Telecom will be offering a 25Mb Broadband package which will replace the 10Mb and 20Mb Broadband packages.

The Federal Communication Commission (FCC) has defined a standard minimum Broadband service at 25Mbps/3Mbps. Monitor Telecom has changed its lowest Broadband package to 25Mb. This means that the 10Mb and 20Mb Broadband packages will be discontinued. Monitor customers with 10Mb and 20Mb have been notified by mail and will be automatically upgraded to 25Mb.

What does more Broadband speed mean? The “megabits per second”, often abbreviated as Mb, Mbits p/s or Mbps, are tiny units of data with a megabit representing a million of them. The higher the number, the faster an online activity should be; downloads complete quicker, webpages load faster, movie/music and games run and display without waiting! We are excited about offering 25Mb as our basic package and at a great price! If you have any questions regarding this change, please call the business office at 503-634-2266.

Broadband Devices that Offer Big Benefits

Wouldn't it be nice to have a personal assistant who listens to your requests, anticipates your every need, available anytime, day or night, and able to give answers to things on your mind? Sounds like a luxury for the super-rich. However, it is available to everyone with a Broadband connection and a virtual assistant smart speaker.



What is a smart speaker?

A smart speaker is a small, affordable, wireless device that is voice activated, and can perform a variety of actions after hearing a “wake word” or command. Then simply ask a question or give a command, and you'll hear a human-like voice that will respond. The “assistant” accesses the internet, similar to when you search for something on a computer or tablet. Examples of these devices include Amazon's Echo “Alexa”, Google's Home “Hey Google”, and Apple's HomePod “Hey Siri”.

What can smart speakers do?

Virtual assistant smart speakers can do many things. You can request it to play your favorite music or playlist, set a timer for baking, check the traffic before going on a trip, as well as, control other smart home devices. Turn lights on and off, control HVAC systems, vacuum the house, schedule appointments and reminders, create shopping lists, ask questions on subjects that interest you, get up-to-date weather and news, and the list goes on – all without lifting a finger. And yes, you can play a variety of games, and hear funny jokes!

Users and Benefits

Smart speakers offer big benefits for many age groups. By just using their voice, people with limited movement, physical disabilities, and visual impairment can control their environment, set alarms, control lights, listen to music and audible books, and make purchases. For seniors who are not tech-savvy or may not own a computer, can now access as much information as one could look up on any internet-connected computer; check the latest stock quotes, or ask the assistant to prompt you to take medication at the correct time. Students doing their homework can ask for language translations, math equations, geography facts, get help on spelling, and answer questions on many subjects. Homeowners can connect a smart speaker to a smart home security device than enable a command to “arm my home security system”. Or save money by controlling home heating/cooling systems. Using Monitor Telecom's Broadband packages and a smart speaker, you can reap the benefits of having that assistant, without spending a fortune!



FOUNDATION FOR
RURAL SERVICE

Youth Tour Essay Contest Winner

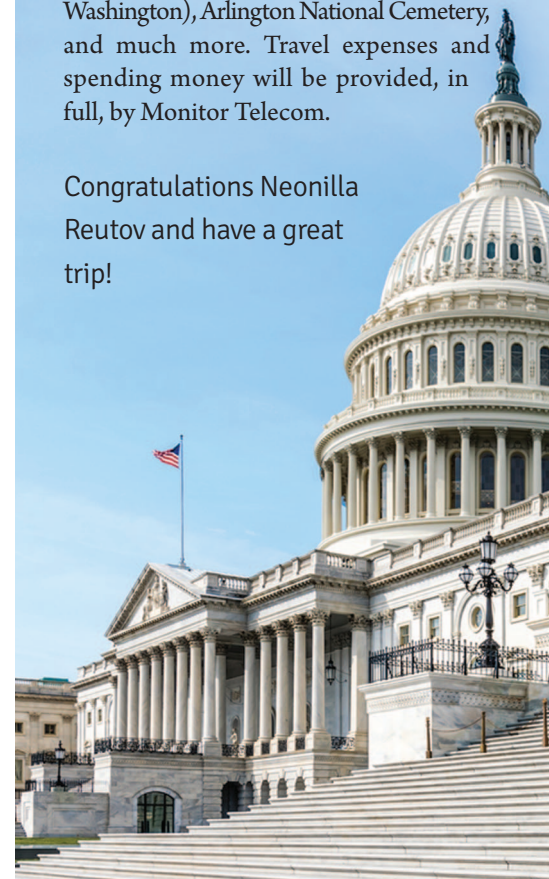


This year, Monitor Telecom will be sending Neonilla Reutov to the 2019 FRS Youth Tour to Washington D.C.

Neonilla will join other student delegates from across the country to learn about the telecommunications industry and have an opportunity to see our Nation's capital. This once in a lifetime trip offers a unique perspective into the legislative and governmental processes that impact rural telecoms, meet state elected officials and attend educational sessions.

The tour will include visits to government buildings which will include the U.S. Capitol, Library of Congress, U.S. Supreme Court, as well as, Mount Vernon (home to George Washington), Arlington National Cemetery, and much more. Travel expenses and spending money will be provided, in full, by Monitor Telecom.

Congratulations Neonilla Reutov and have a great trip!





Outdoor Projects

Call Before You Dig – It's the Law!



It's that time of year when many homeowners start planning outdoor projects to beautify and maintain their homes. You may already know to call 811 utility locate for big jobs, like installing fences, patio decks, driveway paving, landscaping, construction and pool foundations.

But, even simple projects like planting a tree, some shrubs or even installing a roadside mailbox need a locate. Calling to have utility companies locate and mark their underground equipment is not just a recommendation, it's the law! Plus, it protects homeowners of physical injury, repairs and fines. Please call the national number (811) a few days prior to your project to allow for the locates. Thank you for your cooperation.

Patronage Disbursement

Members benefit with Monitor Telecom!

Monitor Telecom has been paying out capital credits since 1988 and has continued to a pay a yearly disbursement to Co-op members. This year's disbursement included 100% of 2001 and 20K of 2017, totaling \$90,990.78. What a great bonus! And it's all due to having great members who purchase services and continue to support their local company.

A disbursement letter was mailed to all members, earlier this year, to notify them of this payout and to confirm their address. If you were an active member during that time, and did not receive a letter or check, please contact Kattie at 503-634-2266.

Reminders

Check 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 Closures:

May 27Memorial Day
July 4Independence Day

The 2019/2020 North Willamette Valley Directory will be delivered in June 2019.
Look for your copy in the mail. If you need extra copies, please call the business office at (503) 634-2266.

2019 Monitor Telecom Board of Directors



Board Chair
Barbara Iverson
503-634-2672



Vice Chair
Derek Pavlicek
503-634-2210



Secretary/Treasurer
Kim Guest



Director
Jay Augustus



Director
John Lever
503-634-2770

MONITOR TELECOM

1526S Woodburn-Monitor Rd NE
Woodburn, Oregon 97071
Phone: 503-634-2266
Fax: 503-634-2900
www.monitortelecom.com