

Internet Package that serves my needs



NOTICE OF INTERNET PACKAGE CHANGES

- 10M Internet Package is decreasing from \$59.90 to \$58.90 effective with the October 1, 2017 billing.
- 6M Internet Package is being eliminated effective December 1, 2017.

We offer a variety of internet packages and can help you determine the best plan to fit your needs. As always, we appreciate the opportunity to continue serving you.

The higher the package, the higher the bandwidth

Bandwidth is really speed. More bandwidth means that you will receive more data at the same time.

Remember... A connected device is any device in your home that is connected to the internet for browsing or streaming. Smart phones or tablets using wi-fi, computers or laptops, wireless printers, gaming systems, or smart TV's that use the internet connection.

Please contact the business office at 503-634-2266 or email customerservice@monitorcoop.net with any questions or concerns.

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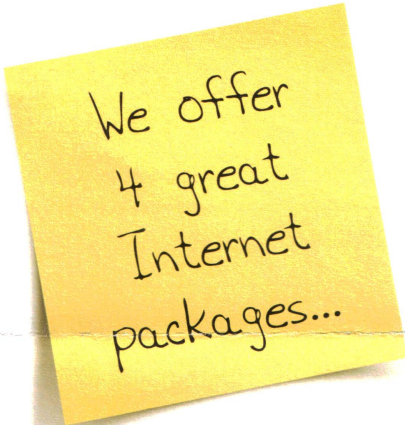
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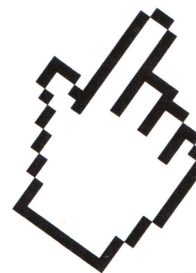
We offer
4 great
Internet
packages...

10M

20M

30M

100M



**Call the office
to see which package
is best for you.
503-634-2266**

What is bandwidth?

How does it work?

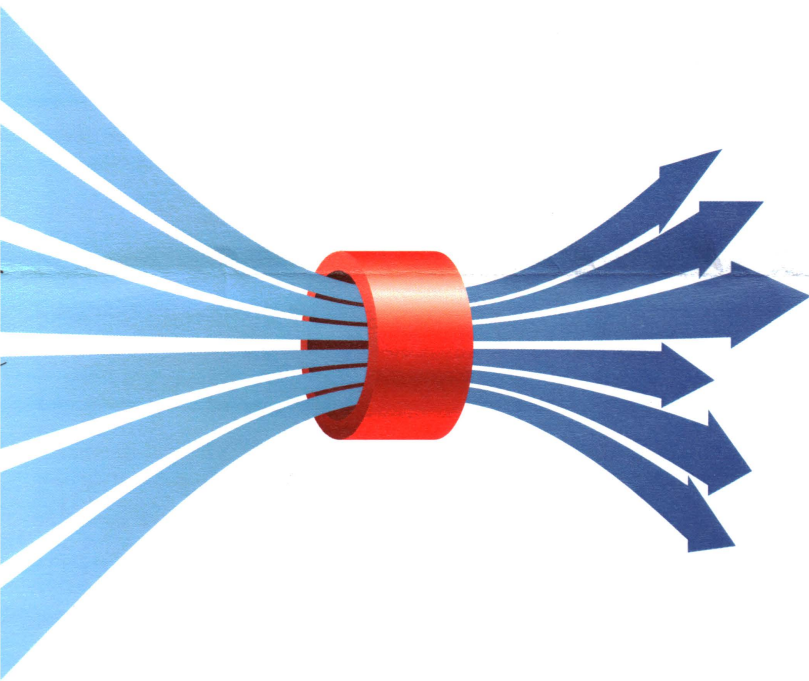
Think of it like a freeway. Picture a 4-lane freeway filled with cars travelling the same speed. To get more cars (your data) to the desired destination (your computer), you would need a wider freeway.



Another way to visualize bandwidth is to think of the network connection as a tube and each bit of data as a grain of sand. If you try to pour a large amount of sand in a narrow tube, it will take a long time to get the sand through the tube. If you have a wider tube, the sand flows much quicker.

You can also think of it as water. Depending on the size of the water hose. For example, a garden hose compared to a fire hose. The fire hose is a larger hose and is going to make the water go much faster.

Remember that the 'size of the pipe' (your internet bandwidth) is the most common bottleneck that can slow down your internet. The other is how you distribute that internet within your home. Are your devices connected by wires (like ethernet), or are they all wireless? The number of devices connected in your home play a significant role in your overall experience. There may be multiple devices connected to your wi-fi that you may not think of as interfering but, they can. The average household has over 8 devices connected. This means that all of those devices are competing for that internet bandwidth simultaneously. Imagine all those cars on that 4-lane freeway suddenly being merged to a one lane road.



Senior Retirement of Capital Credits

Calling All Co-Op Members 75 years or Over!

Monitor Telecom has been offering senior Co-Op members, who are 75 years or older, the opportunity to receive an early retirement payout of capital credits since 2006. Unlike some cooperatives that pay only a percentage on the dollar, Monitor Telecom pays the full allocation dollar amount to their members, and will continue to payout for each year of active service. It is one of the many great benefits and differences that make your cooperative exceptional!

To start receiving an early payout of capital credits, qualifying members should submit a request form on or before November 30, 2017. The form is available on the website www.monitorcoop.com, under About Us, and Capital Credits, or you may call the business office at 503-634-2266 to request a form, or get more information.

Capital Credit Allocation Notices

The 2016 Allocation Notices were mailed on August 8, 2017

If you were a Monitor Telecom member in 2016, you should have received your allocation notice in the mail. This notice reports the dollar amount that has been credited in your name on the Cooperative books, which is why it's called Capital Credits.

Capital Credits are the difference between the cost of doing business and the actual revenues received each year. The difference goes through an allocation process that calculates each member's share, and is affected by their individual contribution to the revenue; namely through local telephone, internet, other credits and purchases. Although these credits do not represent cash held in your name or accrue interest, they are what make a Co-Op different from privately own companies. At a future time the capital credits may be distributed to the members by the Board of Directors according to the provisions of our By-Laws. Since 1988, Monitor Telecom started paying out capital credits, also called patronage refund disbursement checks. to its members each year!

24/7 Internet Support

Technical assistance is only a phone call away available 24/7 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 24/7503-634-2020
- After Hour's Message Service – Available 24/7503-634-3434
- From your Monitor Telephone Landline.....611
- Emailsupport@monitorcoop.net

Notice of Telephone Rate Increase

Effective December 1, 2017, Monitor Telecom basic business telephone service will increase from \$17.60 to \$19.20.

This rate increase is to keep us aligned with the Federal Communications Commission (FCC) requirement that all rural telephone companies meet minimum rates in order to continue receiving the subsidy revenues.

You can contact us via email at customerservice@monitorcoop.net, telephone 503-634-2266, or stop by the office during normal business hours. Thank you for the opportunity to continue serving you.



Winter Is In The Air!

Monitor Telecom would like to take this time of year to share the holiday spirit with our customers and express our appreciation of their patronage.

Please stop by our office December 1st – 15th during normal business office hours, Monday – Friday between 8:00am and 4:00pm, and we will have a variety of small gifts as well as small gifts for our member's children.

CPNI Notice

Monitor Telecom respects the privacy of our customers and our employees do everything possible to protect information that may be found in your account records. 2184 The FCC (Federal Communications Commission) developed new rules in 2007 that require certain steps be taken to protect CPNI, otherwise known as Customer Proprietary Network Information. If requested, Monitor Telecom will provide account information to our customers in one of the following ways:

- 1) We'll verify the password you provided to us when you call in with questions about your CPNI.
- 2) We may call the telephone number of record and provide the account information.
- 3) We may mail the information to the address of record; or
- 4) We may provide the information at our office if we are presented with valid photo identification and the individual so identified is on the account.

We do not anticipate that these rules will interfere with the quality of our customer service. If you wish to receive additional

eTech Works.

Remote PC Repair

Monitor Telecom
monitor.etech247.net
855.92.ETECH (38324)



Always Call Before You Dig

Calling to have underground utilities located before you dig isn't just a recommendation it's the law. Monitor Telephone reminds you to also contact Diggers Hotline for simple projects like planting a tree or shrubs, installing a deck, or putting up a new fence. You may avoid the service interruptions or physical injury that could happen if you hit electrical, gas, cable, television, or other service lines. There could be fines and repair costs. Just call the national hotline number (811) a few days prior to your project. Thank you in advance for your cooperation.

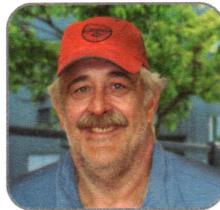


**Know what's below.
Call before you dig.**

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.

2017 Monitor Telecom Board of Directors



MONITOR
TELECOM

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Woodburn, Oregon 97071
Phone: 503-634-2266
Fax: 503-634-2900
www.monitortelecom.com

Reminders

Check www.monitortelecom.com for further information

Office Hours

Our regular business 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.

Payment Drop Off

We have a drop box for your convenience on the outside of our office building. You can also drop your payment off at our office during business hours.

Unwanted Phone Calls

Report to Federal Trade Commission via their website <http://www.consumer.ftc.gov/> go to the take action column and click on "file a consumer complaint" and follow instructions.

Business Office Closures:

November 10th for Veterans Day
November 23rd & 24th for Thanksgiving
December 25th Christmas Day
January 1st, 2018 New Year's Day