

## Allocation Notices

Mailed Monday, August 5th, 2019

Monitor Telecom has mailed out the patronage allocation notices for the year 2018. If you were an active member in 2018, you should have received this notice. The allocation notice reports the dollar amount that has been credited to your name/membership number on the Cooperative books, hence the name Capital Credits.

If this is your first time receiving a notice, you may be asking yourself "What's this all about?" When you signed up of phone or internet service with Monitor Telecom, you became part-owner of the company, and receive a share in the earnings. These allocated earnings are the difference between the cost of doing business and the actual revenues received each year. That's what make Cooperatives stand out from privately owned companies! At a future time, these capital credits may be distributed to you by the Board of Directors, according to the provisions of our By-Laws. If you did not receive your 2018 allocation notice, or would like more information on the allocation notice, please call the business office at 503-634-2266.

## Lifeline Price Change

Effective December 1, 2019, the Federal Telephone Assistance Lifeline support will decrease from \$9.25 to \$7.25 on subscribers having a landline telephone. There is no Federal Lifeline decrease for customers having Broadband Only services. This will remain at \$9.25. Lifeline support provides qualifying low-income consumers with phone or Broadband services a reduction in cost for these services. For more information regarding the Lifeline program, please visit the Oregon Residential Service Protection Fund at [www.rspf.org](http://www.rspf.org).

*It's the Season!*

**Monitor Telecom's Board and Staff wish to share the holiday season with our customers at the annual Christmas Gift Wheel.**

We invite all Co-Op members to stop by the business office December 2nd – 13th, Monday to Friday, 8am to 4pm to spin the wheel for a holiday gift. Make a special trip to see the Christmas tree, office decorations and, of course, all the colorful Poinsettias and Christmas cactus. We look forward to your visit.

**Season's Greetings!**

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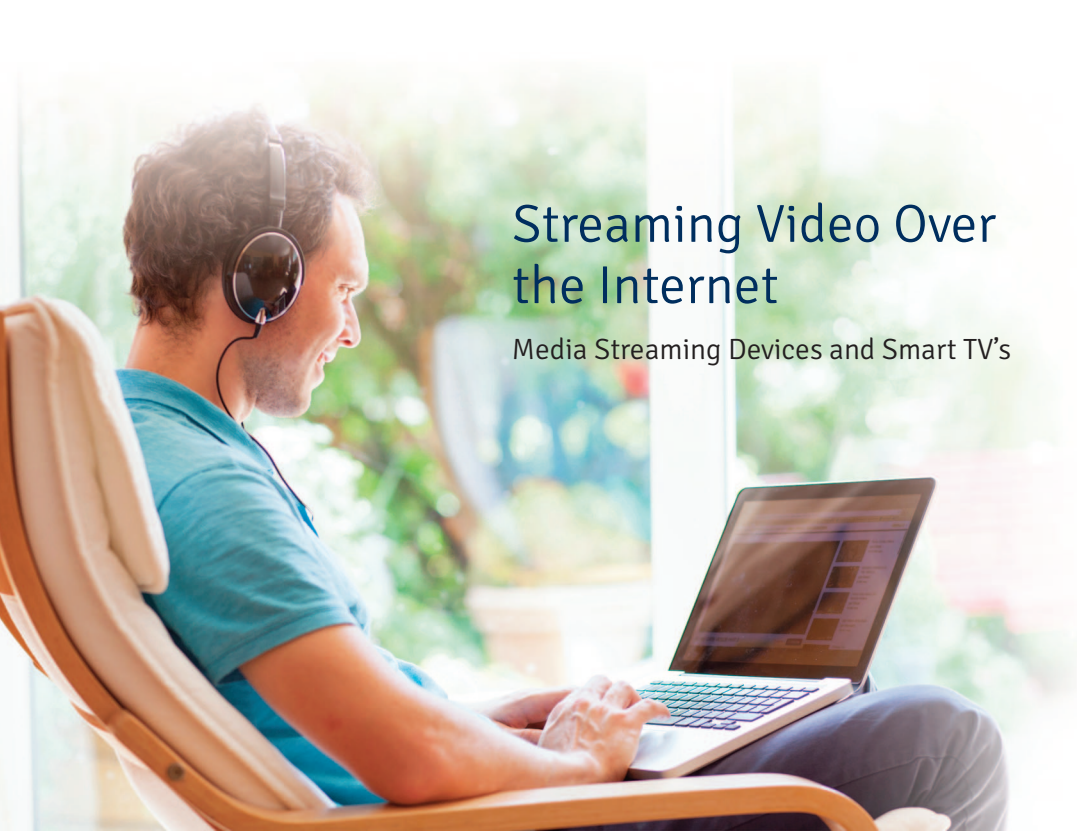
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# Streaming Video Over the Internet

Media Streaming Devices and Smart TV's

Streaming video over the Internet – What is it? Why have millions of consumers dropped cable and satellite services to watch their favorite TV shows and movies via the Internet? What devices are needed? And how can Monitor Telecom Broadband help you to start streaming?

To answer these questions let's first define what it is. Streaming is a technology used to deliver content or data to devices such as computers, televisions, tablets, and mobile devices over the Internet. Streaming transmits this data as a continuous flow allowing you to begin watching and listening almost immediately. No more waiting as when downloading the entire content to a device.

Second, because many streaming services deliver higher quality video/audio and have a significantly lower monthly cost than cable or satellite providers, more consumers are making the switch. Not only are there fewer commercials, but on-demand viewing is now possible. Watch that favorite movie or TV program at any time, day or night or binge watch to your hearts content. Simply put, you have more viewing choices and control on what, when, where and pay for programs and services you want.

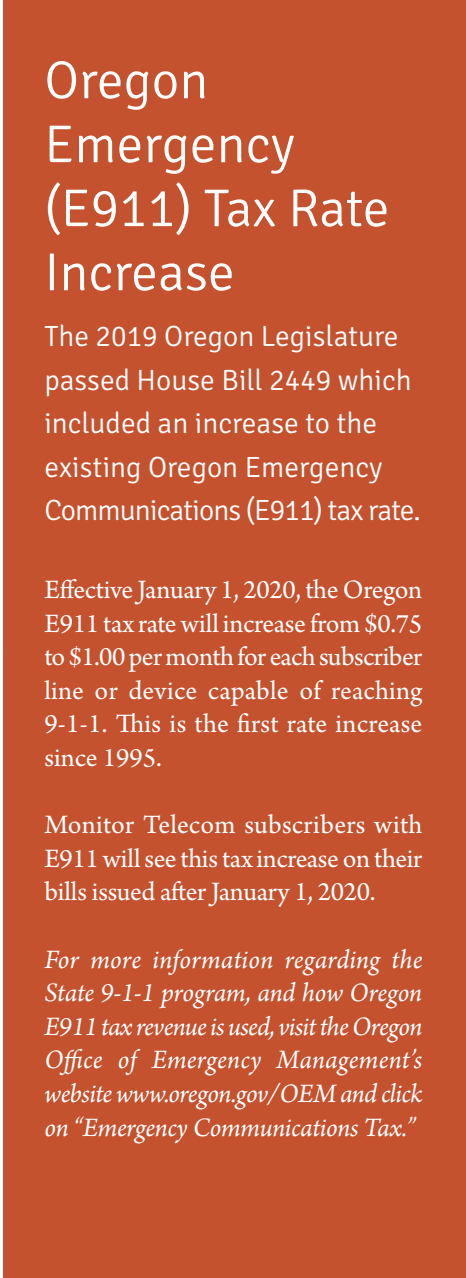
Third, to stream content you need a streaming device. This can be a smart TV, tablet, smart phone, or a gadget that plugs into your TV which provides access to services like Netflix, Hulu, and Amazon Prime. Streaming devices come in all shapes and sizes from USB sticks to small hockey puck size boxes.

Streaming content over the Internet requires a relatively fast Internet connection and depends on the type of media you are streaming, and the number of devices. HD and 4k content require higher speeds for flawless delivery or buffering delays. That's where Monitor Telecom comes in and the final question.

Monitor Telecom offers 25, 50 or 100Mb Broadband speeds, unlimited data on fiber optics, giving you the fastest technology for streaming. To help you start streaming, you can enter our drawing to win an Amazon Fire TV Stick by calling the business office and mentioning this article by November 31, 2019. One entry per household and must be a current or new member of the cooperative.

Whether it's your first time streaming, upgrading your streaming devices or need higher broadband speed, Monitor Telecom's Broadband and great prices, makes streaming a no brainer. Happy Streaming!

**Monitor Telecom offers  
25, 50 or 100Mb  
Broadband speeds,  
unlimited data on  
fiber optics, giving you  
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for streaming.**



# Oregon Emergency (E911) Tax Rate Increase

The 2019 Oregon Legislature passed House Bill 2449 which included an increase to the existing Oregon Emergency Communications (E911) tax rate.

Effective January 1, 2020, the Oregon E911 tax rate will increase from \$0.75 to \$1.00 per month for each subscriber line or device capable of reaching 9-1-1. This is the first rate increase since 1995.

Monitor Telecom subscribers with E911 will see this tax increase on their bills issued after January 1, 2020.

*For more information regarding the State 9-1-1 program, and how Oregon E911 tax revenue is used, visit the Oregon Office of Emergency Management's website [www.oregon.gov/OEM](http://www.oregon.gov/OEM) and click on "Emergency Communications Tax."*

Congratulations to Ksenia Molodih, winner of the Smart Plug gift basket. Ksenia mentioned the 3rd quarter newsletter smart plug article to be entered in the drawing. Thanks to everyone who read the article and called in!

## PUBLIC NOTICE

### NOTICE OF FORFEITURE OF PATRONAGE CAPITAL CREDITS OF MEMBERS OF MONITOR COOPERATIVE TELEPHONE COMPANY

Notice is hereby given that, Monitor Cooperative Telephone Company, whose registered office is located at 15265 Woodburn-Monitor Rd NE, Woodburn, Oregon, 97071, the following Patronage Capital Credits will be redeemed by July 1, 2020, after which date any not redeemed will be forfeited to the Cooperative. The credits may be redeemed by making proof of claim at the registered office of the Cooperative prior to said date.

AFONIN, FRED	GUTHRIE, GRANT
AFONIN, VIC	HANCOCK, GINGER
AGNEW, LORI	HERNANDEZ, BLANCA
AHUMADA, RIGOBERTO	HITZ, JOE
ALAGOZ, DAVID	HOPKINS, EMILY
ALDACO, ANTONIO	IVANOV, FEODOR
AVERETTE, DENISE	JOHNSON, JOHN W
BARSUKOFF, JULIE	KASACHEV, VASILY
BARSUKOFF, NICOLAI	KRASKOV, ANNA
BASARGIN, ISAAK	KUZMIN, PETER
BENNETT, GERALD	LANDSEM, BRUCE
BORJA, FLORIBERTA	LIU, NANCY
BROWN, KEN	LOA, RAMIRO
BUFFALO BILLIE'S	LOUGH, JENNIFER R
BURKOFF, DEMETRY	MAMETIEV, ALEX L
BURKOFF, EFIM	MEDINA, SOCORRO
CARTER, JUDY	MEISENHEIMER, COREY
CHASCHIN, JOE	MELENDEZ, SIMPLICIO
CHAVEZ, MARIA	MELO PEREZ, ROMAN
CHERNISHOFF, TIM	MENDOZA, MARIA
CROSS, MIKE	MICHELS, KATRINA K
CRUZ, BAVDELINA	MONITOR INN
CRUZ, ISAAC	MONITOR MARKET & DELI
CRUZ, URBANO	MOOTS, ARLYN
D'ANGELO, VICKI	MUSSER, VICKI L
DIAZ, LORENZO G	NOPPER, DAVID
DOVALI, JAMES J	O'HARE, ROBERT F
DUDLEY, JAMES R	ORTIZ, DONATO
EFIMOFF, EFIMA	OVCHINNIKOV, TONY
EFIMOFF, VARVARA	PABLO CHAVEZ, LOPEZ
ESCOTO, FAUSTINO V	PANIAGUA, MARIO
EXELIXIS PLANT SCIENCES INC	PATIO MARKET
FARNSWORTH, LLOYD	PEDERSON, JOANN
FERNAMBURG, DIANA	RAMIREZ, CATALINO
FERRELL, KELLIA	RAMIREZ, SILVIA
FLORES, SERGIO H	RHOADS, MARILYN
GARCIA, ANTONIO L	ROBERT LESTER'S TRANSPORT
GUNDERSEN, DOROTHY	RODGERS, KATHRINE

RODRIGUEZ, JOSEFINA
ROGERS, GUY
SALAZAR, MANUEL
SALMERON, JOSE
SAMARIN, TANIA
SANDOVAL PEREZ, ARUULFO
SCHAFFNER, JUDY
SCHAFFNER, KEVIN
SIMONEAU, PETER
SMITH, DAVID
SNEGIREFE, ALEXANDER
SNEGIREV, EPLANTY
SNEGIREV, MARK
SOLANO, AVELINO
SOUTHWICK, KATHRYN
STAHL, TERESA
STAROOBRIADEHESKAYA
STUTZMAN, TODD
SUTTON, MARVIN B
SWARTZ, JAY
THAYER, ROY
THE LITTLE BA TAVERN
TIPIKIN, ALEXEY
TIPKIN, ANDY
TORAN, IRINA
USOLTSEFF, FEDOSIA
VASQUEZ, ROMAN
VAN DER MEER, SAKO
VINCENT, CANDI
VRLICAK, NANCY
WANG, PETRA
WARD, HEIDI
WEST, SHANNON D
WESTCO PAINTING
WORSECH, VERA
ZARKOFF, SAVA
ZAWICKI, DAVID N

## Phone and Internet Scams – What You Need to Know

Each year millions of people are contacted by scammers, either through the phone or internet, and are tricked into sending money or providing personal information. Scammers are very good at fooling people. They may know your name, address, know certain things about you, and can be very polite and charming. They are masters at convincing you to believe what they tell you.

Scammers may say you won a big prize, receive a free product trial, or service. They want you to say “yes” quickly and that you must “act right away”. Then they say you need to pay them upfront to cover fees and taxes. However, once they have your money, you never receive your “winnings”. They may also use scare tactics on their potential victims by saying you could be taken to court or jail if you don't pay. email/phishing scams send a warning message that “they have detected an unauthorized transaction on your account and to click on a link to confirm your identity”. Seniors, those having money and those who live alone are targeted. The Grandparent/Grandchild Scam pretends to be a relative, needing money to make bail. They prey on ones' emotions, saying they love you and want to gain your trust.

Be mindful that scammers create fake websites. Check the URL (site address) to see if the address starts with <http://>, and see if the web address matches the one for the real company. Only enter banking and other personal information on secure websites before paying for something. The web browser should display a closed padlock, indicating the connection to the server is encrypted. This protects your vital information so no one else can see it and use it. Use credit cards for online payments, as these may have protections against fraud from the credit card company. Never mail cash, use a debit bank card or send a wire transfer.

To avoid being a victim of phone & internet scams sign up with the National Do Not Call Registry by visiting [www.donotcall.gov](http://www.donotcall.gov) or call 888-382-1222. For further resources and information and to report scams visit [www.fcc.gov](http://www.fcc.gov), and [www.ftc.gov](http://www.ftc.gov).

## Senior's Benefit

Monitor Telecom members who are 75 years or older can apply for an early payout of their capital credits.

Since 2006, senior members have benefited from this retirement plan, receiving all their allocated capital credits in full, and will continue to receive a payout for each year of active service.

*If you would like to apply for the senior payout of your capital credits, please call the business office 503-634-2266 or go to our website [www.monitortelecom.com](http://www.monitortelecom.com) for the form. **Completed request forms are due by November 30, 2019.***



# Have You Noticed Monitor's New Website?

It is user friendly, colorful and has a new broadband quiz to help you know what internet speed you need! Check it out! [www.monortelecom.com](http://www.monortelecom.com)



## Reminders

Check [www.monortelecom.com](http://www.monortelecom.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:

November 11.....Veteran's Day  
 November 28-29 .....Thanksgiving  
 December 24-25 .....Christmas  
 January 1.....New Year's Day

## 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  
Jon Lever  
503-634-2770

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