

“Monitor’s Mission is to deliver reliable, global communication links to our local community”

2nd Quarter 2020

## In This Issue...

- Annual Meeting in Review
- Monitor Telecom – Handling COVID-19
- COVID-19 Scams
- What is a Password Manager
- National Password Day
- Capital Credit Payout – Did You Receive Your Capital Credit Check?
- 2-1-1 Get Connected. Get Answers

## Reminders

## Annual Meeting in Review

We would like to thank the 54 members and their families who attended the Technology Open House and Annual Meeting on March 4, 2020.

Both events gave members time to meet the Board of Directors, General Manager, staff, neighbors and friends, all while learning about the latest technology and the financial health of the Cooperative. This year’s Open House featured timely topics on Home Security, Wi-Fi 6, Point to Point wireless devices, and The Internet of Things. Members were encouraged to ask questions on the displays, enter a prize drawing, and help themselves to finger sandwiches, veggie tray, and refreshments.

Board Chair, Barbara Iverson, welcomed all in attendance and commenced the meeting with an ice breaker, giving everyone an opportunity to introduce themselves. Geri Fraijo presented the Manager’s report which included a review of the 2019 projects, patronage payout, yearly comparison charts and projection plans for 2020.

Neonilla Reutov, winner of the 2019 FRS Youth Tour, presented a picture slide show of her trip to Washington D.C. and thanked the Board and Co-Op members for sending her. She conveyed that meeting peers with different accents, visiting the war memorials and seeing the capital buildings was an amazing experience!

CONTINUED...



Director Jay Augustus gave the Nominating Report announcing that Barbara Iverson and Kim Guest were nominated for Position 3 and 4. Lindsay Godfrey, from AKT, presented the 2019 audit report of the Balance and Statement of Operations figures. Ed Krupicka gave the elections results, stating that Barbara Iverson and Kim Guest were re-elected by member vote.

Thanks to Frances Riedman, Leo Sprauer, David Ramirez, and Ed Krupicka for serving on the Nominating, and Credentials and Election Committees. All members in attendance received a Monitor Telecom insulated grocery bag with note pad and pen. Following the meeting, the drawing for the cash and prizes were announced, which included a Toshiba 43" smart-Fire TV, an Indoor/Outdoor Blink security camera, (Fire TV stick, Mesh, \$50 gift card), a Samsung Galaxy Tab A Notebook, a Ring Floodlight Camera, a \$250 Fred Meyers gift card, and Asus VivoBook. Congratulations to all the winners!

Thanks to everyone for supporting the Co-Op and contributing to another successful meeting. We look forward to seeing you next year!



## Monitor Telecom – Handling COVID-19

Over the past few months, the COVID-19 crisis has impacted our lives, community and businesses. Monitor Telecom took several preventive steps to ensure the safety of our customers and workforce, as well as, implemented support services.

In mid-March, the decision to close the business office doors to walk-in traffic was made. Staff continued taking payments via mail, phone, autopay and dropbox, working on internet services, customer support, and business related processes. Though most service related issues could be resolved remotely, all in-home service repairs were restricted.

Monitor Telecom employees were put on a staggered alternating workday schedule, reducing the number of employees in the office. The company also joined the Federal Communication Commission's (FCC) pledge to "Keep Americans Connected", which says telecommunication providers will not disconnect, suspend or apply late fees to any accounts that are past due for 60 days.

With more people needing high speed internet due to working from home, medical conditions, and school closures, Monitor Telecom increased the upload speed on the base internet packet to 25Mb/25Mb, and a free public Wi-Fi hotspot was made available for use in front on the office building (street side). Additionally, businesses can call to request a conference bridge for their meetings. These services will continue for as long as needed.

The Board and staff would like to extend our appreciation and thanks to the Co-Op members for their patience and understanding during this time. If you have any questions, service issues or concerns, please contact us by phone 503-634-2266 or email [www.customerservice@monitorcoop.net](mailto:www.customerservice@monitorcoop.net). We hope everyone is safe and healthy!



# What is a Password Manager?

If you've ever been hacked or your identity has been compromised, you know how difficult it is to change passwords, bank cards, or block your confidential information. Even when we try to use strong passwords using letters, digits and special characters, most people tend to use the same one for multiple sites, just so they can remember them. The solution – start using a Password Manager. Password Managers are web-based services that stores, accesses and protects all your password information, for multiple sites, and allows password retrieval from any computer, smartphone, or tablet. These services help defend against cyber criminals because they encrypt your password database, generate COMPLEX passwords, and help you log into your websites automatically. And you only need to remember one master password.

Password managers can even help against phishing, as they fill in account information into websites based on their web address (URL). You may think you're on your bank's website and your password manager doesn't automatically fill your login information, it's possible that you're on a phishing website with a different URL. There are a variety of password managers available online such as, 1Password, LastPass, Dashlane, KeePass, and Logmeonce. Some managers are free, while others charge a monthly fee adding enhanced service features.

Still not sure if you're ready to use one? Start by trying a free password manager for a couple of websites that are not bank related, just to see how it works. Once you see how easy it is to use and access, add websites that access your banking and payment information. Having a password manager will give you greater peace of mind, knowing your online accounts are safe and secure!

## COVID-19 SCAMS – An FCC Advisory Warnings and Safety Tips

Due to the novel coronavirus pandemic, the FCC release a Consumer Alert warning that phone scammers have seized the opportunity to prey on consumers. These scams can be hoax texts or robocalls offering free home testing kits, promoting bogus cures, selling health insurance, or stocking up on supplies. One scam targets higher risk individuals with diabetes offering free monitors and kits in an effort to collect personal and health insurance information. Text message hoaxes may claim the government will order a mandatory two week quarantine and you must act quickly to respond to the text or purchase items over the phone. Robocalls vary in subject, but all are designed to catch one off guard. Calls to order HVAC duct cleaning as a way to "protect" your home and family from the virus or direct you to fake websites to promote bogus products and services. Calls claiming to be from the Social Security Administration to scare you that your account was been suspended due to suspicious activity and needs urgent attention.

The World Health Organization (WHO) urges people to be wary of scams that purport to be from WHO or other charitable organizations asking for information or donations. To protect yourself from becoming a victim, the FCC listed 6 tips to follow:

1. DON'T RESPOND to calls or texts from unknown or suspicious numbers.
2. NEVER SHARE your personal or financial information via email, text messages or over the phone.
3. BE CAUTIOUS if your being pressured to share any information or make an immediate payment.
4. SPOOF phone numbers are often used to trick you to answer or respond. (Scammers falsify Caller ID)
5. DO NOT CLICK any links in a text message.
6. ALWAYS CHECK on a charity before donating. (Go to actual websites or call them directly)

If you think you have been a victim of a coronavirus scam, contact law enforcement immediately. For more information about scam calls and texts, please visit the FCC Consumer Help at [FCC.gov/covid-scams](https://www.fcc.gov/covid-scams). You can also file complaints on such scams at [fcc.gov/complaints](https://www.fcc.gov/complaints).

- May 7th -

## National Password Day

National Password Day was started by the Federal Trade Commission (FTC), along with the Better Business Bureau (BBB) in 2018, to bring greater awareness and importance to online security. We use passwords for bank accounts, emails, credit cards, and other Internet base accounts.



When was the last time you checked, and updated your online passwords? **Here are 6 Tips to make your passwords more secure:**

1. Make your password long, strong & complex, at least 12 characters, mixed with UPPERCASE and lowercase letters, numbers, and symbols.
2. Don't reuse passwords on other accounts, use different passwords for different accounts, even with a password manager.
3. Use multi-factor authentication, when available. Some account log-ins require both a password AND an additional piece of information, such as security questions.
4. Select security questions only you know the answer to. Don't use questions that are available in public records or online, like mother's maiden name, address, zip code or date of birth. And don't use questions with a limited number of responses, like favorite color or color of your first car.
5. Change passwords quickly if there is a breach. If you receive a notification from a company about a possible breach, change that password and any account that uses a similar password immediately.
6. Consider a password manager (See article: What is a Password Manager?). Store many passwords in a reputable password manager, an easy-to-access application that stores all your password information. Then you will only need to use one strong password to secure the information in your password manager.



## Capital Credit Payout – Did You Receive Your Capital Credit Check?

One of the great benefits of belonging to Monitor Telecom is getting a capital credit check. It is one of the things that sets us apart from other companies.

The Board of Directors approved a capital credit disbursement for the years 2002, 2003 and a percentage of 2018. Co-Op members having service during those years were mailed an address verification form earlier this year to review their address, sign and return the form. Many members have returned the form and received their check. If you were an active member during that time and did not receive a check, please contact the business office at (503) 634-2266.

## Reminders

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

### 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 25th .....Memorial Day  
July 4th .....Independence Day



211 is a useful resource that connects people to health and social services and provides referrals to basic-need programs such as food, housing, utilities, and childcare. You can also visit [211info.org](http://211info.org) for helpful links, data, and information on the COVID-19.

## 2020 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



15265 Woodburn-Monitor Rd NE  
Woodburn, Oregon 97071  
Phone: 503-634-2266  
Fax: 503-634-2900  
[www.monitortelecom.com](http://www.monitortelecom.com)