

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

3rd Quarter 2020



Second Capital Credit Check to Be Disbursed!

To help Monitor Telecom members during this unusual time, the Board of Directors has approved a second capital credit disbursement in the amount of \$200,000!

The payout will be from the 2019 allocation year. Members will be mailed a disbursement letter. This letter must be signed and returned, before receiving their check in the mail. Please watch for your letter and call 503-634-2266 or email customerservice@monitorcoop.net if you have not received your letter. It pays to belong to Monitor Telecom!

Member Allocation Notices

2019 Allocation Notices will be mailed in August.

If you are a new Monitor Telecom member, you may be wondering what an allocation notice is and what it means? Well, Monitor Telecom is a cooperative, which means it is member owned. And that means you are assigned a portion of the revenues each year that is in excess called Capital Credits. If you had service in 2019, you will be mailed an allocation notice in August. The dollar amount is credited on the books in the members names and is a ratio on the company’s excess margin to how much you paid for telephone and Internet services in that year. It is the cooperatives Board of Directors responsibility to review the financial health of the company and decide when that equity can be paid back to the members.



COVID-19 Update

Due to the recent rise in the coronavirus cases in Oregon, Monitor Telecom lobby doors will remain closed to the general walk-in traffic. In-office appointments may be available, at the discretion of the company, where phone or email contact will not be enough. Face coverings and social distancing guidelines will apply. Please contact the business office at 503-634-2266 for any questions, service issues, or office visit requests. Payments can be made using a Visa, or MasterCard over the phone, website, and checks mailed through USPS. Cash or checks can be placed in the payment drop box in the front of the building and we will be happy to mail you a receipt. Monitor Telecom is committed in providing you with the best customer service possible. We hope you and your family are doing well!

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Reminders

Phone Book Directory

The 2020/2021 North Willamette Valley Directory has been mailed out to all Monitor Telecom customers. Did you know that this directory has a handy white page phone listing for Monitor Telecom published telephone numbers? Check it out for yourself -easy lookup and convenient! If you did not receive a copy, or would like additional copies, please call the business office. We will be happy to mail one to you!

Monitor Telecom's Scholarship Winners 2020!

Congratulations to Lauren Augustus and Neonilla Reutov!



Lauren Augustus!

Monitor Telecom has awarded a \$2,750 college scholarship to Lauren Augustus, daughter of Jason and Shannon Augustus. Lauren will attend Clackamas Community College this fall, majoring in the field of law, as well as explore her other interests including the justice system, history, and medicine. She wants to then transfer to a university to finish out her degree.

Born and raised in Monitor, Lauren is the third generation to live in the Monitor community with her dad and grandpa. "It is my full intention

to raise my children in this giving community as well." Since 4th grade, she has been a member of the Clackamas county 4-H program that included raising and showing horses and goats, photography, pickling and making jams. She enjoys riding and showing her beautiful horse, "Texas", at the Oregon State Fair, and loves having children pet and hand feed him.

Throughout her high school career at Canby High, Lauren had been heavily invested in the school equestrian team (O.H.S.E.T.), was team captain in her senior year, sang in the choir, all while maintaining a high GPA. She received the Certificate of Academic Excellence and was on the Honor Roll, multiple years, as well as, lettered in O.H.S.E.T., in district, state, and regional riding championships. Outside of school, Lauren volunteered her time serving tea to the seniors at Hope Village, worked at an annual pumpkin patch, has work experience and pursues her interest in acrylic painting. Lauren's well-rounded interest in art, animals, history and law shows a variety of passions that will no doubt help her in college and beyond.

Best wishes for your future success, Lauren!



Neonilla Reutov!

Monitor Telecom has awarded a \$3,000 college scholarship to Neonilla Reutov, daughter of Ksenia Molodih. Neonilla will be attending the Oregon Institute of Technology this fall, where she intends to major in the Radiologic Sciences Program. With a

bachelor's degree, Neonilla's objective and goal is to work as a radiologic technician at a hospital, taking part in helping people find relief and answers in their healthcare journey. "Growing up, I have always had a fascination with the human skeletal system and the medical field."

From an early age, Neonilla learned good work ethics. During summer breaks, she worked on the family's berry farm, picking berries, weighing laborers crates, or wherever she was needed, even picking fields at night on the combine harvester. Other work experiences include babysitting young cousins, and customer service at a fast food restaurant. She volunteered her time serving school lunches on campus, helped harvest produce in the community garden to be sent to the local food bank, and collected canned foods from homes for Jubilee Food Pantry.

Neonilla attended four years and graduated from the Woodburn Academy of Art, Science, and Technology. As a senior in the International Baccalaureate Programme, she was working at an accelerated pace, making the material more transparent to herself, and to her peers. School activities included playing volleyball, team captain, gathered food/supplies for the local animal shelter, raised funds for Doernbecher Children's Hospital, and she was on the honor roll throughout her high school career.

We wish Neonilla the best in school and her future endeavors!

Bigger Discount for Lifeline Customers!

The Oregon Public Utility Commission (OPUC) was allocated \$3.5 million for the Oregon Lifeline Program to increase the discount on telephone or high-speed Internet service for low-income households in Oregon. Qualifying Lifeline recipients will receive an additional \$8.50 credit on their monthly statement effective July 1, 2020 in response to the coronavirus pandemic. This credit will be for six months, from July through December 2020. Monitor Telecom does not determine program eligibility.

For more information, please visit the OPUC website, www.lifeline.oregon.gov/discount or call 1-800-848-4442, TTY-800-648-3458.

New 24/7 After Hours Support

As of May 5, 2020, we have been utilizing a new 24/7 answering service and technical support provider. We made the change so that our 'after hours' answering service can also give technical support; one vendor providing both services. We partnered with PEAK Internet located in Corvallis, Oregon, based on their long-term reputation serving other cooperative communication companies, like us. Our goal is to always provide the best service to our members, and we feel this provides that live person to person interaction.

If you call the business office number 503-634-2266 afterhours, you can press 1 for the answering service and technical issues, or you can leave a voice message for someone to call you the following business day. Best of all, you can call us 24/7 and you will be taken care of. We know you will find this extremely helpful!

Website Compass Magazine!

When you get Broadband service with Monitor Telecom, you will automatically receive a quarterly Internet magazine, in the mail, called Website Compass, compliments of Monitor Telecom. Each magazine focuses on timely topics relating to the Internet, providing news on the latest technology, how to navigate a variety of applications, safety tips, terminology and so much more! The colorful, easy-to-read and informative articles make it hard to put down!



We hope you are enjoying this magazine and welcome any feedback. Submit your comments or thoughts to customerservice@monitorcoop.net. To be entered into a drawing for a \$15.00 Amazon gift card, Monitor Co-op members can call or email the business office and mention this newsletter article. No magazine feedback is required to be entered. Happy reading!

Supplemental Learning Program

To help support our local school districts, families and their children, Monitor Telecom provided complimentary Broadband service to our Monitor community requiring access to distance learning during the 2019/2020 school year. It is just one of the ways Monitor Telecom shows our ongoing commitment to our youth and community!

The 2020/2021 school year will be here soon, and many Oregon school districts may be implementing changes for children returning to class. Please contact your school district to find out their "back to school" schedule plan. Monitor Telecom will continue to assist school districts in connecting teachers with their students, if needed. We value and support families and education in our local community.



Why get excited about upload speed?

Monitor Telecom's Board has approved to increase the upload speeds on both the 25Mb and 50Mb to 25Mb! Upload speed determines how quickly you can transfer files and other content from your computer to the web. The upload speed is usually the second number that is indicated after the download speed. For example, Monitor Telecom speeds will now be 25M/25M and 50M/25M. Compare that to the national average download speed of 5.1Mb and the average upload speed of 1.1Mb.

Best of all, you get more upload speed at the same great price; higher upload speed with no rate increase. Now that's something to get excited about!





Do Not Call Registry

Call 1-888-382-1222 or visit www.donotcall.gov to register or revoke registration with the Federal Communications Commission National Do Not Call database. Registered consumers who receive a telemarketing call will be able to file a complaint via the same resources (phone or website).

COVID-19 Resources

The COVID-19 situation, and its continued uncertainty, has definitely had an impact on each and every one of us. And it's understandable why we have such strong emotions with all the added stress and anxiety. Here are just a few helpful resources to keep readily available:

Disaster Distress Helpline – Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor

Crisis Text Line – Text HOME to 741741 to connect with a trained Crisis Counselor

National Suicide Prevention Lifeline – If you are feeling suicidal, please do not hesitate! Call 1-800-273-TALK (8255)

National Domestic Violence Hotline – Isolated at home in an abusive situation and need help? Call 1-800-799-7233

Other resources can be located at <https://www.safeoregon.com/resources/covid-19-response/>

Reminders

Check 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.

Call Before You Dig – It's the Law!

Call 8-1-1 or 1-800-332-2344. This service is free and can help protect you if utility damage is not your fault.

Business Office Closure:

September 7th.....Labor 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 for helpful links, data, and information on the COVID-19.

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