

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

2nd Quarter 2017

Open House/Annual Meeting Recap

The Open House and Annual Meeting was held on March 8, 2017, and was a great success! The rainy evening did not discourage the 50 Cooperative members and their families from attending.

This year’s Open House featured “Over-The-Top” (OTT) technologies used in Business, Entertainment, the Smart Home and Fitness. OTT is a term used to deliver data over the Internet, and most of us use it every day without realizing. Technology displays included; electronic bill pay, credit card machine, smart TV, Amazon Echo, home lighting automation, virtual reality glasses, iRobot vacuum, Fitbit, virtual walking video for treadmills, blood pressure cuff, gaming system, and more. The prize drawings were; a 50” smart TV, Amazon Alexa, Fitbit, and Playstation4. Refreshments, hors d’oeuvres and desserts were available during the open house. The board and staff were happy to answer questions, and received positive comments from the members.

Board Chair, Barbara Iverson welcomed everyone to the annual meeting, and asked them to introduce themselves and say how long they lived in the Monitor area. The exchange was well received by all! Geri Fraijo presented the manager’s report that included a review of the 2016 patronage payout of \$84,623, fiber update, collaboration efforts with ColtonTel, Broadband speed comparison, and announced the new company DBA name, Monitor Telecom. Next, Emily Iverson, winner of the 2016 FRS Youth Tour, presented a photo slideshow of her trip to Washington, D.C., and shared some of her experiences, and meeting new friends!

The Audit report was presented by Lindsay Godfrey, from AKT, and conveyed that the company received the highest audit rating in their findings, and did very well financially. Ed Krupicka, Election Committee Chair, announced that Barbara Iverson and Kim Guest were re-elected to Board Positions 3 and 4, respectively. We thank all the members for voting, and exercising their Cooperative right. After the meeting, the drawing for the open house gifts, cash envelopes and grand prize of a laptop computer were announced. Congratulations to all the prize winners! 2921 All members in attendance received a gift of their choice of either a cap or stainless steel coffee cup, displaying the Monitor Telecom name.

The Board and staff would like to thank you for another successful meeting, and we look forward to seeing you next year!

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MCTC is Now Monitor Telecom

We needed something that would keep our local presence but, be a better representation of the services we actually offer. Telecom, which is actually a shorter version of telecommunications, encompasses a lot more than just telephone. Although our name has changed, our mission and philosophy has not. Our mission is “to deliver reliable global communication links to our local community” and our philosophy is to provide excellent service. Please contact us if you have any questions or concerns. We welcome your input and appreciate the opportunity to continue serving you.



Want Broadband Only?



Possible Broadband Only

We are excited to tell our members that we are currently researching the possibility of offering a “Broadband Only” (internet) service.

Due to potential new regulatory options at the federal level, a “Broadband Only” service may be considered as a possibility for our members. In efforts to research the feasibility, we need our member’s assistance. A “Broadband Only” survey has been mailed out to all of our internet customers. We ask that you complete the survey and return it to our office by May 10, 2017.

Please understand that we are in the preliminary stages of gathering the critical information. The decision to move forward will not be made until we have had careful review of the data available. The option for a “Broadband Only” service must be determined to be beneficial and at the request of the majority of our members. A majority vote for “Broadband Only” would simply allow us to be able to offer that as an optional service and it would not eliminate our current services. 2586

If you should have any questions or concerns, come into our business office or call 503-634-2266 between 8:00 a.m. and 4:00 p.m. We appreciate your feedback and the opportunity to continue serving you.



FTTH Construction Update

Monitor Telecom now has approximately 350 customers cut to fiber. This year’s budget includes 80 new drops, and changing out some antiquated equipment from the first phase of the build. The underground Fiber construction is nearing completion. If you are one of the 80 that has had a drop put in this year and have not heard from an electrician yet, you will shortly. Once the electrical has been completed, Monitor Telecom Techs will install equipment at the side of the house, and schedule for the final install. If you feel the work described above has been completed and you are waiting for the final install, please give us a call to schedule an appointment. (503-634-2266)

In the News...

You may have seen a recent article or heard recent discussion regarding internet privacy.

Congress is working on legislation that could allow internet providers to sell your online privacy, including your web browser history. Search engines and streaming video sites already collect data usage on consumers. This is causing quite a stir as everyone has growing concerns about privacy. As a cooperative, and your service provider, we have never or will we ever sell such data.

Your privacy is of the utmost concern to us. If you have any concerns or questions regarding the privacy of your account, please contact our business office at 503-634-2266, or come into the office. We appreciate the opportunity to continue serving you.

To read the online article from [oregonlive.com](http://www.oregonlive.com/business/index.ssf/2017/04/internet_privacy_furor_preview.html) go to the link: http://www.oregonlive.com/business/index.ssf/2017/04/internet_privacy_furor_preview.html

Power Outages

Our community certainly got hit hard with the recent wind storm and we understand all the concerns that go along with having no power. There were many of you in the community who didn’t have it for days. Although our crews were monitoring the outage, there really wasn’t much we could do until power was restored.

Some things you should know about your phone and internet if they are now on fiber to the home is that they require power. This means that the internet will not work without power and your telephone is estimated to work up to eight (8) hours with the current backup battery we provide. If you are interested in additional battery backup, please contact our office for information. Our staff monitors outages and we encourage you to contact us anytime you have a concern. Mother Nature can certainly make us appreciate the daily luxuries we have come to expect. We appreciate your patience and the opportunity to continue serving you.

Secure Passwords

What makes a good password? Ideally, each of your passwords should be at least 16 characters long. The longer the better! Passwords should contain a combination of numbers, symbols, uppercase letters, lowercase letters, and spaces. The Password should be free of repetition, dictionary words, usernames, pronouns, ID’s and any other predefined number or letter sequences.

It can be very overwhelming trying to create and keep passwords. 2164 Try using a password manager program, the best part of a password manager is that you only have to remember the one password to access the program or the secure site that stores your password.



Youth Tour Winner!

Monitor Telecom is pleased to announce that Kira Tipikin is the winner of the 2017 FRS Youth Tour essay contest!

The Foundation for Rural Services has been hosting the youth tour since 1995 to NTCA companies, like Monitor Telecom, offering students a unique learning experience into the world of telecommunications. The tour provides a forum for teens to meet and interact with their peers from other rural communities, meet legislative, regulatory and government figures, as well as, see the sights of our Nation's Capital.

Kira is a junior at Canby High School, and is the daughter of Andy and Anna Tipikin. Kira wrote a 200 word essay, describing the advantages, benefits and opportunities that Monitor Telecom's Broadband has on their high school education. Travel expenses and spending money will be provided in full by Monitor Telecom. Congratulations Kira for a well written essay, and have a wonderful time in Washington D.C.!



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.**

How Does It Work?



Understanding Wi-Fi

Wi-Fi is simply an alternative to network cables, as a way to connect devices of a local area network.

Wi-Fi allows devices to connect to one another the same way as when network cables are used – just without the actual cables. It uses radio frequencies (2.4GHz and 5GHz) similar to cordless phones. Much like those phones, Wi-Fi has a limited range. This means the further you are from the Wi-Fi router, the slower the speed will be.

The number of devices you have connected to a Wi-Fi router also makes a difference. Wi-Fi has limited radio frequency spectrum (“bandwidth”). Because of this, too many devices trying to use it at once can cause a traffic jam, leading to slower speed. Wi-Fi is just one way to bring internet to a device.

Have our newest router? Not sure? Give us a call at 503-634-2266 or stop by the office.



To help support our local community, Monitor Telecom donated an entertainment gift basket

to the **Scotts Mills School Bingo, Raffle and Silent Auction**. The fundraiser proceeds are used by the Parent Teacher Community Club to purchase books, technology, sports equipment, sponsor musical education, robotics, field trips and special assemblies. Have a great event!



Reminders

Check www.monortelecom.com for further information

It's no secret, people love to save \$\$\$

You can save up to \$8.00 a month with a 2-year broadband contract and paperless auto pay!!! Paying us auto pay through your personal financial intuition takes time and saves you no money! Paying auto pay with us saves TIME, MONEY, and CHECKS!!!

New informational instructions NOW on our website!

These features include how to set up your Monitor Telecom email on mobile devices and some FAQ for broadband troubleshooting!

Payments are due by the 15th of each month!

If for any reason this payment cannot be made, please don't hesitate to call the office to make a payment arrangement. Just a quick call could save you money in reconnect fees. The communication is worth it 503-634-2266.

Business Office Closures:

May 29th for Memorial Day
July 4th for Independence Day

Sign & Save!

Sign up for online bill pay and paperless billing May 1st - July 31st, 2017 and receive a \$5.00 discount for 6 months.

Names will be entered into a drawing to win.

2017 Directory

Your copy of The North Willamette Valley Directory will be delivered in June.

If you need extra copies, please call the business office, at (503) 634-2266.

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



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503-634-2210



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