

"Monitor's Mission is to deliver reliable, global communication links to our local community"

2nd Quarter 2018



Broadband Only – **Save Money**

Sign up for our Broadband Only today and start saving money!

Effective May 1, 2018, Monitor Telecom customers have the option to get Broadband service without paying for a phone line. Choose one of three packages and start saving money!

BASIC 10.....	\$69.95/mo
SUPER 50.....	\$84.95/mo
ULTIMATE 100.....	\$104.95/mo

To sign up, please call the business office at 503-634-2266 or contact our friendly staff via email customerservice@monitorcoop.net if you would like to drop your landline service.

Activity	Suggested
Emailing, Online surfing, Shopping Social Networking (FB, Pinterest)	BASIC 10
Streaming multiple devices, downloading movies, Upload smaller files Video Conferencing, internet gaming	SUPER 50
Multiple Users and Devices Online Simultaneously Upload large files & photos Multiple internet gaming	ULTIMATE 100

**Chart is a suggested guideline only

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WIN A SMART TV!

Switch to 50Mb before May 31, 2018

50 Mb has its advantages!

Faster Broadband speed, and a chance to win! New, returning or current customers upgrading to 50Mb will be entered into a drawing to win a smart TV.*

Customers wanting Broadband Only and upgrading to the Super 50 will also be eligible for the drawing.

Contact us today 503-634-2266 and make the switch!

*Note: returning customers must be 6 months from disconnect date. TV shown is for presentation purpose only.

Annual Meeting 2018

The 2018 Open House & Annual Meeting, held on Monday, March 12, 2018, was a great success! Thanks to all the Co-Op members, and their families in attendance!!



Fifty eight cooperative members, their family, Board of Directors, General Manager and staff attended the company meeting. Board Chair, Barbara Iverson, welcomed all in attendance, and a motion to approve the 2017 Annual Meeting Minutes was passed. Members then had the opportunity to introduce themselves and where they went to school. Their participation was well received, and a good start to the meeting. Geri Fraijo presented the General Manager's report that reviewed the 2017 year, which included fiber update, collaboration with ColtonTel, and announced the Broadband Only option that will be available in May 2018.

Next, Kira Tipikin, winner of the 2017 FRS Youth Tour, presented a slideshow of her Washington D.C. trip and shared what she learned, and her heartfelt appreciation of the war memorials. Kim Guest gave the Nominating Committee Report, and thanked Carl Buchholz, and Leo Sprauer for serving on the committee.

The company Audit report was presented by Lindsay Godfrey, of Aldrich CPA, explaining the Balance Sheet and Statement of Operations that was in the annual meeting packet. The company received the highest audit rating and is doing well financially. Ed Krupicka, Credentials & Elections Committee, announced that Jon Lever was elected to Position 5. A special thanks to Ed Krupicka, Stephen Willenberg and Cookie Riedman for serving on the committee. We thank all the members for voting!

After the meeting, the drawing for the open house gifts, cash envelopes and grand prize were announced. 2661 Congratulations to all the prize winners! All cooperative members received a members' gift of either a sports bag or a blue-tooth speaker displaying the Monitor Telecom logo.

If you were not able to attend, we missed you and hope you can make it next year!

Technology Open House

This year's Open House had a variety of table displays including; Cyber security, Wi-Fi Point to Point Technology, Broadband Only option and the Calix Wi-Fi Router. Members saw a TV displaying a live feed of cyber-attacks happening real time throughout the world...originating from and terminating to many different countries.

The showcase product of the Open House was a simulation of the Cambium Networks. These devices can send a wireless internet signal (up to 12 miles away) and is perfect for those needing Wi-Fi to out-buildings and shops. The Monitor Telecom Broadband Only table was a big hit. 2815 This table featured the new prices for the three Broadband Only speeds, available May 1, 2018; Basic 10, Super 50 and Ultimate 100, along with the savings when dropping the landline.

Last, but not least, the Calix router (at right) was featured and is the router Monitor Telecom supports. Throughout the Open House, members enjoyed a catered table of food, beverages, and desserts and could enter a chance to win one prize drawing for a 49" Smart TV, Play Station 4, an Amazon gift card, a Kindle Fire Table, or a set of Plume Wi-Fi pods. We hope you enjoyed the Technology Open House!



Welcome Elected Board of Director – Jon Lever!

Monitor Telecom Members voted and the ballots were counted!



The Credentials & Elections Committee announced that Jon Lever was elected Board of Director, position 5, at the Annual Meeting, held on Monday, March 12, 2018. Jon has close ties to the local community, attending both Ninety-One Elementary and Canby High School, and has lived in the surrounding area for most of his life. After eight years in the military, he graduated from Chemeketa Community College with an associate degree in Fire Suppression. He currently works in the Inspector General's Office as an Investigator. Jon has been a member of the Cooperative since 2011 and wants to take an active role in maintaining and continuing the success of the Cooperative.

Patronage Disbursement

The Board of Directors has approved a patronage disbursement for years 1998 (100%) and 2016 (25K)

Patronage disbursements are the cooperatives way of returning the profit generated from the operation of business to its member-owners based on their purchases of local telephone and internet services. It is the cornerstone of Monitor Telecom's cooperative business model and is one of the things that sets co-ops apart from corporations.

This years' disbursement for 1998 (100%) and 2016 (25K) totaled over \$88,800.00 back to the cooperative members! That figure is impressive. Not only does it display the Cooperative financial health, but the support of each member.

A disbursement form was mailed to all members, earlier this year, to notify them and confirm mailing addresses. Many have returned the form and have already received their check. But there are still quite a few who haven't responded. If you were an active member during that time and did not receive a check, please contact the business office (503) 634-2266.

24/7 Internet Support

Technical assistance is only a phone call away available 24/7/365 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 Telecom Business Office

Open Monday – Friday 8am- 4pm
503-634-2266

Internet Only Assistance with Live Support Available 24/7
503-634-2020

After Hour's Message Service Available 24/7

503-634-3434

From your Monitor Telecom Landline,
Call 611

Email: support@monitorcoop.net



New Staff Joins the Monitor Team!

Welcome Kattie Ackley

Monitor Telecom would like to introduce our newest employee, and Bookkeeper Assistant, Kattie Ackley. Her responsibilities will include: bookkeeping, managing patronage processes, processing deposits, monthly reporting, filing and record keeping, as well as, customer service support. She can take customer payments in person or over the phone, and help assist customers with their accounts.

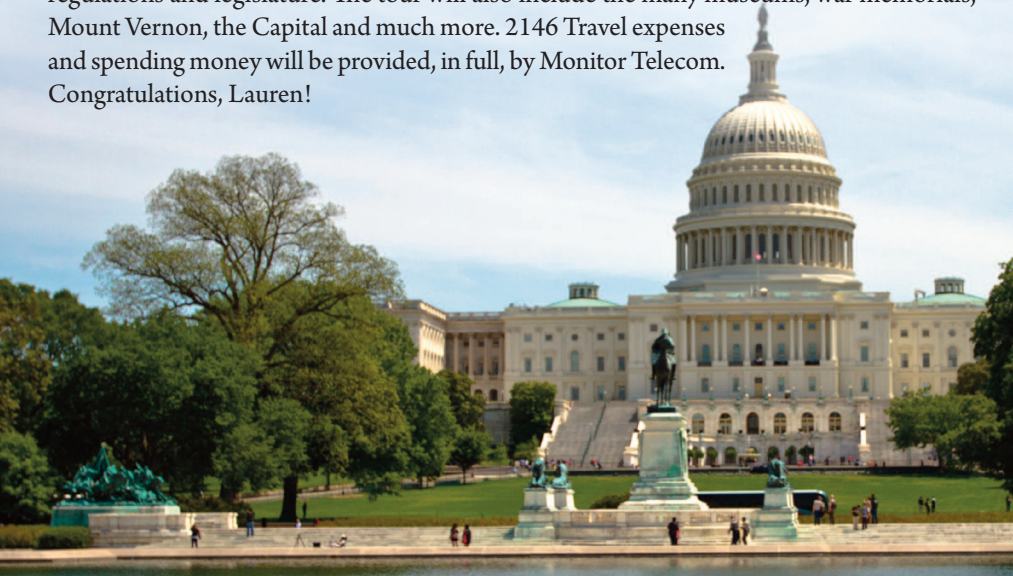
Please help us welcome Kattie Ackley to the Monitor Telecom team!



2018 FRS Youth Tour Winner!

Monitor Telecom's Board of Directors is pleased to announce Lauren Augustus is the winner of the Youth Tour essay contest.

Hosted by the Foundation for Rural Services, the Youth Tour offers a unique learning experience on the telecommunications industry. A student of Canby High School, Lauren will be joining peers from around the country, who are also from rural telephone companies, on an educational trip to Washington D.C. Student delegates will visit government buildings, go to meeting sessions, and meet state and government officials who help determine regulations and legislature. The tour will also include the many museums, war memorials, Mount Vernon, the Capital and much more. 2146 Travel expenses and spending money will be provided, in full, by Monitor Telecom. Congratulations, Lauren!



**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.

2018 Monitor Telecom Board of Directors



Board Chair
Barbara Iverson
503-634-2672



Vice Chair
Derek Pavlicek
503-634-2210



Secretary/Treasurer
Kim Guest
503-634-2503



Director
Jay Augustus
503-634-2462



Director
John Lever
503-634-2770

Reminders

Check www.monitortelecom.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:

May 30th for Memorial Day
July 4th for Independence Day

Wishing Everyone Safe & Happy Holidays!

MONITOR
TELECOM

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