

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

3rd Quarter 2017

## 2017 Scholarship Winner

Congratulations to Daniel Reister!

Monitor Telecom has awarded a \$2,000 College Scholarship to Daniel Reister, son of Jeff and Annette Reister. Daniel graduated from Clackamas Academy of Industrial Sciences, and will be attending Clackamas Community College this fall. His field of study will be in machining, manufacturing technology and plans on working towards a degree in welding technologies.



Monitor Telecom General Manager, Geri Fraijo presenting Daniel with his \$2000 Scholarship.

Daniel chose CCC for its “well-known, high quality manufacturing program that has an excellent reputation among many prominent manufacturing companies ... and are equipped with a large variety of machines and tools that are commonly used in industries today.” Though his passion is for machining, he wants to gain an understanding of other trades within the field of manufacturing to become a valuable worker. He would like to someday open his own machining and fabrication shop with focus on creating innovative solutions in the field of automation.

Daniel’s interest in design and machining started at a very young age, working in his father’s custom wood working business. There he learned to work with different tools, problem solve, design elements, and impacted his work ethics. In his junior year of high school, he started interning at Boeing Portland through the Tech Prep program, which is an intensive three-year summer internship that prepares participants for a career in aerospace, manufacturing, and technical fields.

Throughout high school, Daniel’s list of academic and extra-curricular achievements, as well as being a 4.0 student, demonstrates his commitment, hard work and drive towards reaching his educational and career goals. He was a key player on the robotics team, student representative for potential new students, and received several awards in machining lathe advanced.

Outside of school, he volunteered as a church youth leader in children’s ministry, mission work doing general construction work, and participated in weekly youth groups. “I intend to help people through my work and encourage students to become involved in manufacturing.”

We wish Daniel all the best  
in his school career and future endeavors!

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## Broadband Survey Results

Monitor Telecom would like to thank all our members for taking the time to submit their survey response. This preliminary stage lets us know what our customers want, and the decision to move forward, with a target date of 2018.

We will keep you informed as to when the Broadband Only option is available. If you have any questions, please call the business office at 503-634-2266. 2131 Congratulations to the prize drawing winners for the 32” Smart TV and the 4K Roku: Nick Ebner and Kris Doman!





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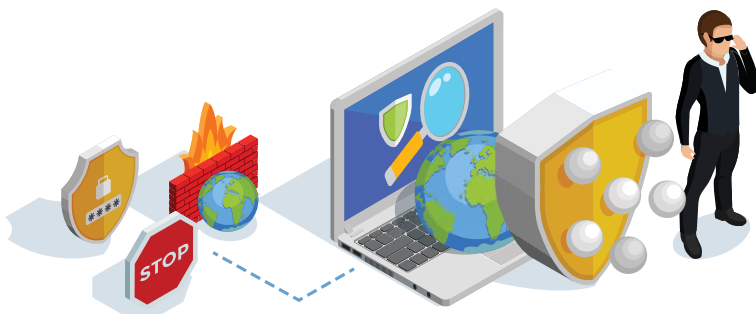
Monitor Telecom  
[monitor.etch247.net](http://monitor.etch247.net)  
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## Protecting Your Computer

You probably invest quite a bit of money and effort to have a computer.

After all, you need to access the internet more and more these days. One of the best investments you can make to protect your computer is to ensure you have a good antivirus. It is also just as important to make sure you keep your software updated. It's kind of like if you lived in a home next to a baseball field and your windows keep getting shattered from stray balls. Having that broken window makes you and your home vulnerable to intruders. You want to make sure the windows are replaced right away to keep you safe.



That's kind of how your software and computer need to be taken care of with regular software updates and a good antivirus. Although there is no way to guarantee protection, taking care of your computer on a regular basis will help you be less vulnerable to intruders. If you have any questions or concerns regarding this, please email [customerservice@monitorcoop.net](mailto:customerservice@monitorcoop.net) or call us at 503-634-2266.

## How to Deal with Email Scams

Delete email or emails that ask you to confirm or provide personal information (credit cards, passwords, social security numbers, etc.) Legitimate companies don't ask for this information via email. The messages may appear to be from organizations you do business with. Don't reply, and don't click on links or call phone numbers provided in the message. 2661 These messages direct you to spoof sites (sites that look real but whose purpose is to steal your information).

*You can take steps to avoid these scams:*

- Use trusted security software and set it to update automatically.
- Don't email personal or financial information. Email is not a secure method of transmitting personal information.
- Only provide personal or financial information through an organizations website if you typed in the web address yourself.
- Be cautious about opening attachments and downloading files for emails, regardless of who sent them. These files can contain viruses or other malware that can weaken your computer's security.

## National Night Out

Monitor Community Association is presenting the 8th Annual National Night Out gathering at the Monitor Fire Station on Tuesday, August 1, 2017 from 5:00pm to 8:00pm.

A main dish, cold refreshments, and frozen dessert will be provided free of charge! Please bring a side dish such as a salad, fresh fruit, baked goods, chips, etc. Tables and chairs will be provided on the lawn of the fire station. Meet and mingle with your neighbors and police officers from Marion and Clackamas counties. Sponsored by the Monitor Community Association and Monitor Telecom!

# 24/7 Internet Support

Technical assistance is only a phone call away available 24/7 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 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 Telephone Landline.....611

Email .....support@monitorcoop.net

# Local Phone Scam

Scammers are using fake caller ID information to trick you into thinking they are someone local - someone you trust – like a government agency or police department, or a company you do business with – like your bank or cable provider.

The practice is called caller ID spoofing and scammers don't care whose phone number they use. Don't rely on caller ID to verify who's calling. It can be nearly impossible to tell whether the caller ID information is real.

*Here are a few tips for handling these calls:*

- If you get a strange call from the government, or anyone unknown, hang up.
- Don't give out - or confirm – any personal or financial information

## Calix Wireless Router (GigaCenter)

The Calix wireless router (GigaCenter) delivers advanced broadband service and a superior gigabit experience.

The “carrier class” Wi-Fi capabilities provide several benefits, which include; supporting HD video streams simultaneously, 4K video, reduces dead spots within the premise, and beamforming technology that directs and divides signal to the respective individual devices for optimal transmission output. It is currently estimated that there are up to five (5) in-home internet ready devices, and up to three (3) television/DVR and gaming devices using broadband each day in the average home. 2255

### Trouble Shooting:

1. Check GFI outlet – Push Reset Button if GFI was tripped.
2. Unplug router - wait 15 seconds- plug back in. Router takes about 3-5 minutes for broadband to reconnect.
3. Check that router LED Broadband/Internet light is on.

### Wireless Signal – Common Interferences:

- Neighbors wireless networks
- Household Electronics & Objects: Microwaves, baby monitors, Christmas decorations, mirrors, fish tanks, large metal items
- Building Structure: Thick brick, stone, wood, concrete, metal, aluminum covered wall insulation
- Wireless Blue Tooth Devices: Cordless phones, security systems, garage door openers, headsets, printer

## Online Bill Pay

You can set up an online bill pay via our website [www.monitortelecom.com](http://www.monitortelecom.com). It does require a security code that is 165 plus the last four of your landline telephone number (example: 1652266). You will also need your 10-digit account number that can be found on your monthly billing statement. Online bill pay allows you to set up one-time payments or recurring. Whatever works best for you.







# Upgrade & Save!

Upgrade to 30m and get \$5.00 off for 6 months –

August 1st through November 30th, 2017

## 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.**

## 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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503-634-2672



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15265 Woodburn-Monitor Rd NE  
Woodburn, Oregon 97071  
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## Reminders

Check [www.monitortelecom.com](http://www.monitortelecom.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 Closure:

September 4th for Labor Day