

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

3rd Quarter 2019

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Ultimate 100Mb

A Need for Speed?

Monitor Telecom offers the Ultimate 100Mb package over a fiber connected line and is our fastest Broadband speed. With an upload speed of 50Mb, this package is a no-nonsense, lightning fast service and, like all our speed packages, data is always unlimited. Although the saying "Faster is Better" seems to make sense when it comes to an Internet connection, consider some of its advantages, and see if 100Mb is right for you.

100Mb Advantages

- **Multiple Users : 5 + users simultaneously accessing the Internet**
The more people and devices in your home, the heavier your total household bandwidth requirements.
- **Multiple Devices: 5 + devices simultaneously**
Not only the number of devices matters, but bandwidth requirements differ depending on the online tasks. For example, live gaming requires more than web browsing.
- **50Mb Upload Speed**
Upload speed is just as important as download, especially when you need to transfer large files from your computer, send HD pictures, upload recorded videos, stream live feeds from security cameras and video calls, as well as, smart phone auto backups done over Wi-Fi.
- **Business Use or Work from Home**
The 100Mb package is perfect for businesses and those who work from home. Sending and receiving large files online, without buffering or waiting.
- **Live Streaming**
Streaming requires a relatively fast internet connection, like downloading music, movies, web pages – live streaming content is delivered in real time - as it happens; ie... watching sports events, live TV, and one-time special events.

Keep in mind that your available Broadband bandwidth can be affected by other household networks, Wi-Fi interference and your own hardware. If you would like to upgrade to 100Mb, please call the business office at 503-634-2266.

Scholarship Winner Announced!

Stephan Samoilov is the 2019 Monitor Telecom \$2,000 college scholarship winner.



Stephan, son of Steve and Lisa Samoilov, plans on attending Chemeketa Community College, with an apprenticeship in the construction field and more specifically in plumbing. His goal is to complete the four-year apprenticeship schooling, then get a masters in plumbing, which will help him in "mastering his craft". Eventually, he would like to own a plumbing business. Born and raised in the Monitor area, Stephan has built close relationships in the community, as well as, in his church. "He will be the first in his family to attend post-secondary education, which will be an achievement to him and his family." As a Silverton H.S. student, Stephan immersed himself in a range of sports activities from golf to basketball. He had the responsibility of leading the varsity golf team during his junior and senior years and became the top golf player in his senior year. Stephan challenged himself academically by taking accelerated and AP classes throughout his high school career. Stephan is a "hard worker" and "demonstrated leadership, character and integrity while working with others."

Smart Plugs & Smart Plug Power Strips

One of the easiest and affordable devices to add to a “smart home” are smart plugs. Whether you’re just starting out, or already using other smart devices, smart plugs can save you time, electricity, maintain better home security and just makes life a little bit easier. These small, inconspicuous devices plug into any regular wall outlet, then plug in an electrical cord that you want to control. Using an app, you’ll be able to do things like turn on your living room floor lamp even from across town. Set the coffee maker to start brewing without leaving the comfort of your bed or check that the slow-cooker is on while you’re still at work. You can also use voice commands with the Alexa & Google Assistant for a hands free option. Put a smart plug in outlets that are hard to reach, such as behind couches, bed frames, or heavy furniture.



Smart Power Strip Surge Protectors are great for multiple plug-ins for one outlet plug. This are great for those who have a limited number of outlets or want to control a charging station. Plus, each plug can be controlled individually, and many strips come with remotes. Other smart strips can detect circuitry change and cuts the power to that outlet, lowering your total electric bill. For example, when

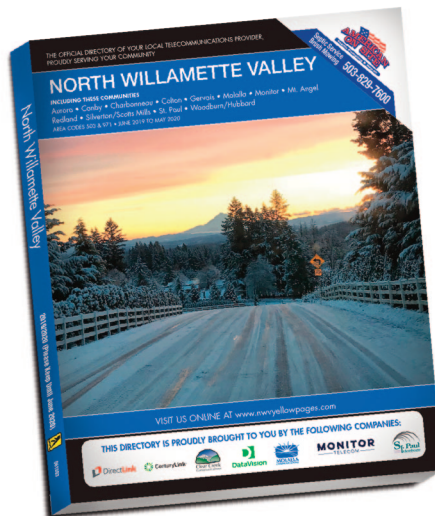
a printer or TV is plugged into a regular outlet it still draws electricity, however when plugged into one of these smart strips, it turns off when not in use (and on when in use).

You can also schedule smart plugs and strips to turn lights on and off at specific times without having to manage it daily. Set lights to come on before you get out of bed or security lights for when your away from home. If you would like to win a prize basket filled with smart plugs and smart plug strip, call the business office at 503-634-2266 and mention this article to be entered in our drawing by September 1, 2019!

North Willamette Valley Directory

The cover photo features a Country Road in the Willamette Valley

The June 2019 to May 2020 telephone directory has been mailed out to all Monitor subscribers. If you did not receive a copy, or would like additional copies, please stop by the business office to pick one up. Need one for the office and one for the shop? We have plenty!



Federal Telephone Charges to Increase July 1, 2019

Federal Universal Service Fund (FUSC)

Effective July 1, 2019, Monitor Telecom customers with a landline telephone service had an increase on the Federal Universal Service Fund from 18.8% to 24.4% per month. Even though this charge appears on your local bill, it is governed and set by the Federal Communication Commission (FCC).

Q. What is the Federal Universal Service Fund?

A. The FUSC is designed to keep local telephone service rates affordable for low-income residents in rural, high cost areas. The FUSC helps school, libraries and healthcare providers obtain services like high speed internet access.

Q. How is the amount determined on my bill?

A. The amount depends on the services you order and the number of telephone lines you have. The FUSC amount is the percentage (now 24.4%) of the total of the FCC access charge and ARC on your bill.

Access Recovery Charge (ARC)

Effective July 1, 2019, Monitor Telecom customers with a residential landline telephone service had an increase on the Access Recovery Charge from \$0.89 to \$0.94 per month. Even though this charge appears on your local bill, it is governed and set by the Federal Communication Commission (FCC).

Q. What is the Access Recovery Charge?

A. The ARC allows incumbent local exchange carriers (ILEC) like Monitor Telecom to recover part of the revenues lost through FCC required reductions to access rates.

Q. What are access rates?

A. When you make a long distance call, your long distance carrier must pay Monitor Telecom for starting (originating) the call. Plus, your long distance carrier must pay another telephone company that provides local service to the person you are calling to complete (terminating) the call. In short, the local telephone companies are giving “access to their local network” to the long distance company to complete a call (start to finish) and charging.

Q. My costs are increasing, but the long distance carriers are getting reductions in their costs. Why is this fair?

A. Since the ILEC’s (like, Monitor Telecom) receive less access revenues from long distance carriers, the FCC determined that all customers should share the cost; hence the ARC was implemented.

Q. I don’t have a long distance carrier. Why should I pay?

A. Although you may have chosen to not have a long distance carrier, you have access to receiving incoming (terminating) calls. Any customer with a Subscriber Line Charge (SLC - \$6.50 residential or \$9.20 business) will have an ARC charge. Please note that single and multi-business ARC charges are already set at the maximum rate of \$3.00 a month.

If you have any questions on the FUSC or ARC charges, please call the business office at 503-634-2266.

OTAP – Lifeline Program

The Oregon Public Utility Commission (PUC) manages the Oregon Telephone Assistance Program (OTAP), also known as Lifeline.

If you have active telephone service or Broadband service with Monitor Cooperative Telephone Company, and receive one of the following qualifying benefits, this federal and state government assistance program reduces your monthly phone bill by \$12.75 on phone and \$9.25 on Broadband service. Starting December 1, 2019, the discount is dropping to \$7.25 for phone or Broadband. It will decrease again to \$5.25 for phone and Broadband on December 1, 2020.

- Supplemental Nutrition Assistance Program; Food Stamps (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (Section 8)
- Veterans or Survivors Pension

To apply for the OTAP benefits, you may submit an application form on the OPUC website www.rspf.org or you may contact the PUC Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-848-4442, 1-800-648-3458 (TTY), 503-373-7171, 1-877-567-1977 (Fax).

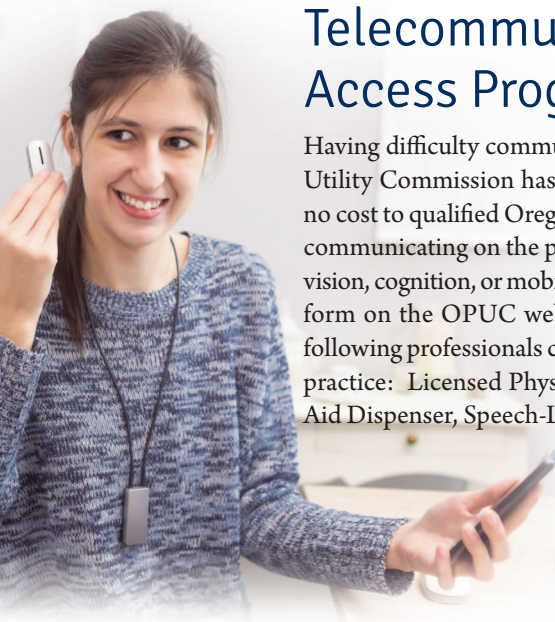


National Night Out

The Monitor Community Association is sponsoring the National Night Out on Tuesday, August 6, 2019 from 6:00 to 8:00 pm.

This event will be held on the lawn area at the Monitor Fire Station located at 15210 Woodburn Monitor Rd NE, Woodburn, OR, 97071.

Monitor Telecom donated the funds for the main dish! Cold refreshments, desserts and main dish will be provided free of charge! Please bring a side dish such as a salad, fresh fruit, baked goods, chips, etc. to accompany the main dish. Come meet and mingle with your neighbors, friends and local police officers. Enjoy the fun, good food, and relaxing atmosphere. We'll see you there!



Telecommunication Devices Access Program (TDAP)

Having difficulty communicating on the telephone? The Oregon Public Utility Commission has a program that loans specialized equipment at no cost to qualified Oregon residents (ages 4 and up), who have difficulty communicating on the phone. If you have a disability in hearing, speech, vision, cognition, or mobility, applying is easy! Just complete an application form on the OPUC website www.rspf.org and have one of the following professionals certify your impairment within the scope of their practice: Licensed Physician, Nurse Practitioner, Audiologist, Hearing Aid Dispenser, Speech-Language Pathologist, Vocational Rehabilitation Counselor, Rehabilitation Instructor for the Blind. For more information, please contact the PUC Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-848-4442, 1-800-648-3458 (TTY), 503-373-7171, 1-877-567-1977 (Fax).

Oregon Telecommunications Relay Service (Dial 7-1-1)

The Oregon Relay is a free public service for communication between standard (voice) users, and persons who are deaf, hard-of-hearing, deaf-blind, and speech-disabled using text telephones (TTYs), captioned telephone (CapTel) or PCs (personal computers) via the Internet. To reach a Relay Operator, just dial the free access 7-1-1 digits, available anytime, anywhere.

There is no extra charge when using the Oregon Relay, however a Customer Profile form needs to be submitted for accessing through a toll-free number. Long distance relay calls are billed at the regular rate that is charged between the point of origin to where the call terminates. For more information, please visit www.oregonrelay.com.





Outdoor Projects

Call Before You Dig – It’s the Law!



It’s that time of year when many homeowners start planning outdoor projects to beautify and maintain their homes. You may already know to call 811 utility locate for big jobs, like installing fences, patio decks, driveway paving, landscaping, construction and pool foundations.

But, even simple projects like planting a tree, some shrubs or even installing a roadside mailbox need a locate. Calling to have utility companies locate and mark their underground equipment is not just a recommendation, it’s the law! Plus, it protects homeowners of physical injury, repairs and fines. Please call the national number (811) a few days prior to your project to allow for the locates. Thank you for your cooperation.

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:

September 2.....Labor Day
November 11.....Veteran’s Day
November 28-29Thanksgiving

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15265 Woodburn-Monitor Rd NE
Woodburn, Oregon 97071
Phone: 503-634-2266
Fax: 503-634-2900
www.monitortelecom.com