

## Outdated Router Causing Problems?

Upgrade to a FREE Calix router

There are a number of reasons that affect internet speed and Wi-Fi connectivity. The most obvious reasons are not subscribing to the speed that you need for the number of devices being used, or there's an issue with the device or computer.

But, did you know that an outdated router may be the culprit? Routers play an important part in optimizing connection speeds and coverage in the home. Lags and load times may be signs that you need to replace it.

The good news is that Monitor Telecom will replace your old router free of charge! The Calix GigaCenter Router is engineered for optimal whole-home coverage with simultaneous dual-band 2.4GHz and 5GHz operation and dynamic beamforming technology at 5GHz. Please call the office 503-634-2266 to update your router today!

## Capital Credit Retirement for Seniors

Monitor Telecom members who have reached 75 years of age are eligible to receive their Capital Credits in full

This payout is just one of the terrific benefits of belonging to a Cooperative. To take advantage of this payout, qualifying members should return a completed request form on or before Friday, November 30, 2018. Request forms are available on our website at [www.monitorcoop.com](http://www.monitorcoop.com), About Us, Capital Credits, Request for Early Retirement. You may also visit our business office or call for more information.

## Holiday Spirit - A Gift for You!

Monitor Telecom invites ALL Co-Op members to stop by the office to spin the Holiday Wheel for a gift. This annual event starts Monday, December 3rd through the 14th, Monday - Friday, 8:00am to 4:00pm. There will be a variety of small gifts, Poinsettias, Christmas cactus, candy, and children receive a goodie bag. We look forward to your visit. Happy Holidays!

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Reminders

WIN AN AMAZON  
FIRESTICK —  
SIGN UP FOR  
MONITOR TELECOM  
BROADBAND TODAY!  
**SEE INSIDE FOR DETAILS**



# MONITOR

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## NEW BROADBAND ACCOUNT November 2018 PROMOTION

Receive a **FREE** firetv stick when opening a **New 50Mb or higher Broadband account** during the month of **November!** Stream your favorite movies, TV shows, music, games & more! Call **530-634-2266**.

Offer applies to returning Internet customers not having service within 6 months from last disconnect date.

**FREE!**

amazon



A \$40 Value!

## Oregon Residential Service Protection Fund (RSPF)

Do you need help paying your telephone bill?  
Are you in need of telephone hearing devices or  
need a relay operator to assist you with a call?  
The Residential Service Protection Fund Programs  
may be able to help.

In 1987, the Oregon Legislature passed a law that supports the state's public policy that adequate and affordable residential telephone service be available to all Oregonians. Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three telephone assistance programs. These programs are funded by a surcharge, currently \$0.06, which is applied to the monthly bill of each subscriber who has telephone or cellular services with access to the OTRS.

### OTAP – Oregon Telephone Assistance Program

Oregonians who receive one of the following qualifying benefits may receive up to a \$12.75 reduction in their monthly bill for local residential telephone service, or \$9.25 on Broadband Only service.

- Supplemental Nutrition Assistance Program; Food Stamps (SNAP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program; Free Lunch Program Only (NSLP)
- Certain State Medical Programs or Certain Medicaid Programs



### TDAP – Telecommunication Devices Access Program

The program loans adaptive telephone equipment at no cost and with no income restrictions to eligible Oregonians who are hearing, vision, speech, mobility and cognitively impaired. Visit [www.rspf.org](http://www.rspf.org) or E-mail [puc.tdap@state.or.us](mailto:puc.tdap@state.or.us).

### OTRS – 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), PCs (personal computers) via the Internet.

To reach a Relay Operator, just dial the free access 7-1-1, 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. 2822

For more information on these programs, along with download or complete applications, please visit [www.rspf.org](http://www.rspf.org) or call 1-800-848-4442 (Voice) or 1-800-648-3458 (TTY).





Now you can view bills and bill inserts online with Monitor Telecom paperless billing!

Did you know that customers who go paperless can view all bill inserts online? Yes, going paperless is easy, convenient and you won't miss a thing; except the paper cluttering your desktop. Below is an example of a customer's on-line account that shows where to view bills and bill inserts (yellow highlight). You can view and manage your account; even set up auto pay.

To start paperless billing, call the business office at 503-634-2266, and request to go paperless!

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Account Summary

Account Summary

Make a Payment

Recurring Payments

Payment Methods

Security

Manage Accounts

Reminder

Your account is set up for recurring payments and will be paid automatically.

Personal Information

Name

Address

Email

Edit Email Address

Account Information

Service Account

Bill Date

Due Date

Statement Balance

Current Balance

Make a Payment

Statement Information

Bills

09/01/2018

View

Bill Inserts

016501DI092018X1.pdf

View

Get Acrobat Reader

Recurring Payments Information

Status

Payment Method

Bill Day

Edit Recurring Payments

Scheduled Payments and Recent Payment Activity

Important!

The payment activity does not include mailed-in payments or payments dropped off at your local office.

Date	Confirmation	Amount	Type	
10/11/2018	174759930	\$84.95	RECURRING PAYMENT	View
09/11/2018	173710707	\$84.95	RECURRING PAYMENT	View
08/13/2018	172734734	\$85.30	RECURRING PAYMENT	View
07/11/2018	171622851	\$84.95	RECURRING PAYMENT	View
06/11/2018	170577819	\$84.95	RECURRING PAYMENT	View

POWERED BY: CDS Global

## Monitor Telecom Broadband Featured Topic: Pet Cams

Connect with Your Pet Remotely

You take good care of your pets, making sure they are happy, healthy and loved. And they love you, too! Then each morning you must say good-bye as you go off to work. They don't understand why you must leave them, as you close the front door.

Have you ever wondered how they're doing? Are they misbehaving? Or perhaps wanted to check in on a sick pet, or anxious new puppy? Fortunately, you can by pairing a pet cam with Monitor Telecom Broadband and home Wi-Fi router!

Pet cameras offer animal owners peace of mind to view their pets, as well as, interact with them. 24/7 Many units feature built in microphone/speakers/laser/treat dispenser; lets you listen and talk; play, reward and record, using a Wi-Fi environment to connect to your mobile device.

Monitor Telecom will have a pet cam on display in the front office throughout the year. We welcome all to stop by and check it out. It's another great way to use Monitor Telecom Broadband service!

## Online Bill Pay Update

Our online bill pay is in the process of being updated. The update will provide a new appearance and a real time payment processing platform. Your login credentials, payment methods, and automated payments will remain the same. The update is expected to be completed before the end of the year. We appreciate and welcome your feedback!



# Robocalls Phone Scams Spoofing

It is estimated that U.S. consumers receive 2.4 billion robocalls each month, according to the National Exchange Carrier Association.

Besides being a nuisance, many of these robocalls arrive with a caller ID that has been intentionally altered or spoofed. Spoofed calls attempt to mislead and/or defraud the called party. And although that figure is staggering, add live phone scam calls from impersonators trying to scare, extort and even harass to get money, social security numbers, passwords, and credit card information. Then there are spoofed emails. This is the forgery of an email so that the message appears to have originated from someone or somewhere other than the actual source. This tactic is used in phishing and spam campaigns because people are more likely to open an email when they think it has been sent by a legitimate source. 2394 The goal of email spoofing is to get you to open, and possibly even respond to a solicitation.

To prevent becoming a victim of scams and spoofing, keep antivirus, and antimalware software up-to-date, be wary of tactics used in social engineering, never give out important information over the phone or on-line, and contact businesses or known senders directly when sharing private or financial information instead of through an email.



**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



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Barbara Iverson  
503-634-2672



Vice Chair  
Derek Pavlicek  
503-634-2210



Secretary/Treasurer  
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Director  
Jay Augustus



Director  
John Lever  
503-634-2770

## Reminders

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

November 22, 23 .....Thanksgiving  
December 24, 25 .....Christmas  
December 31 .....New Year's Eve  
January 1 .....New Year's Day  
February 18 .....President's Day

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15265 Woodburn-Monitor Rd NE  
Woodburn, Oregon 97071  
Phone: 503-634-2266  
Fax: 503-634-2900  
[www.monitortelecom.com](http://www.monitortelecom.com)