

"Smart Home" Display at Monitor Telecom!

Throughout the 2019 year, Monitor Telecom will be displaying a variety of smart home devices in the front office and will be adding new devices as the year progresses.

What is a "Smart Home?" The term is defined as a home setup where appliances and devices connect to the internet to automate and monitor in-home systems. It stands for **S**elf-**M**onitoring **A**nalysis and **R**eporting **T**echnology, and this technology is improving and enriching people's lives daily. A Smart Home provides home-owners security, comfort, energy efficiency, entertainment, and convenience through smart devices that can be controlled remotely or by voice commands. Cameras, lighting, TV's, doorbells, thermostats, home assistants, appliances, vacuums, door locks, and smoke detectors are making their way into homes; just to name a few!

With Monitor Telecom's Fiber Optic Broadband service and Wi-Fi router, a smart home is within reach, whether you're just starting out or adding more smart devices. Make small changes by adding one device at a time. Invest in the devices that best suit your lifestyle and family needs. Don't know if you're ready for a smart home? Well, come on down to the see our display.

We hope you will stop by the office for a demonstration and see what Monitor Telecom Broadband can do for you!

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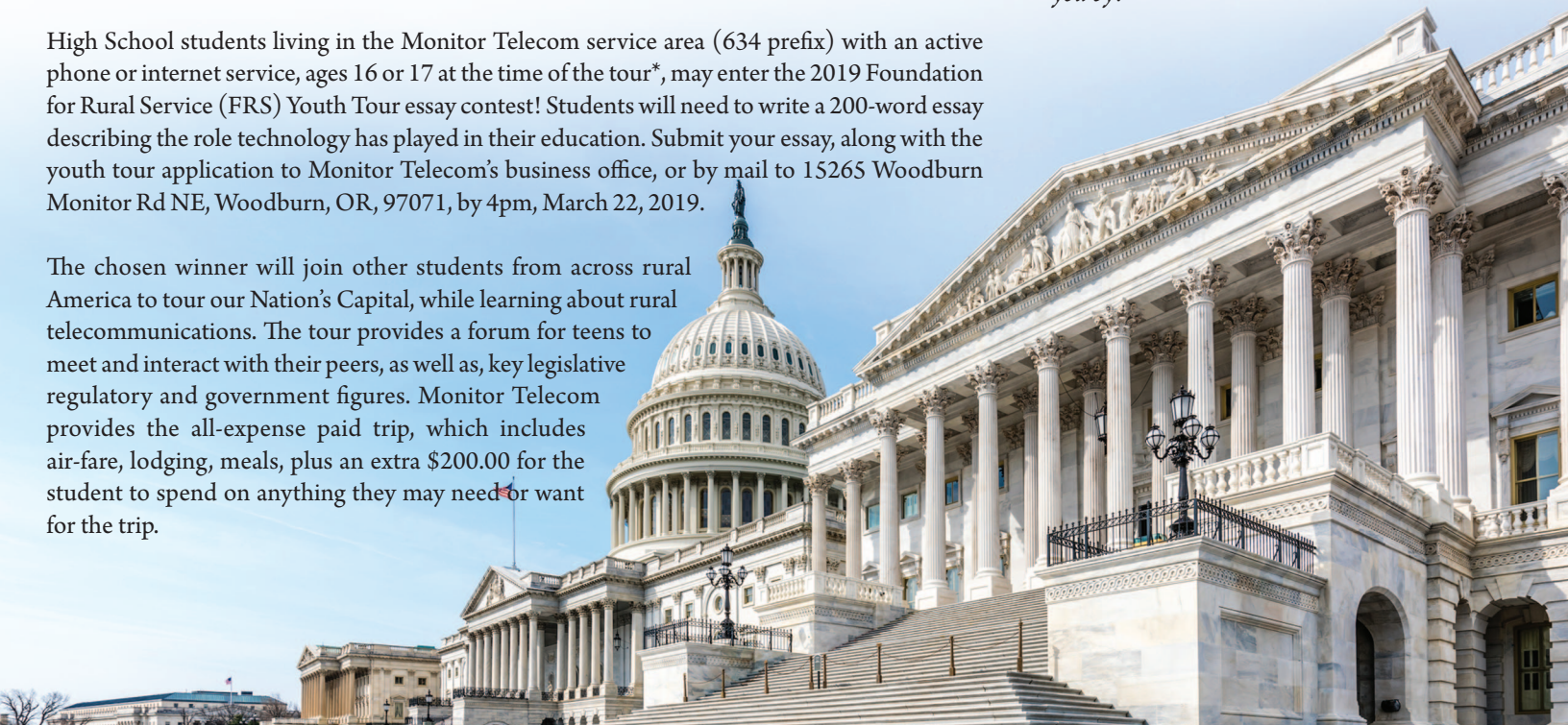
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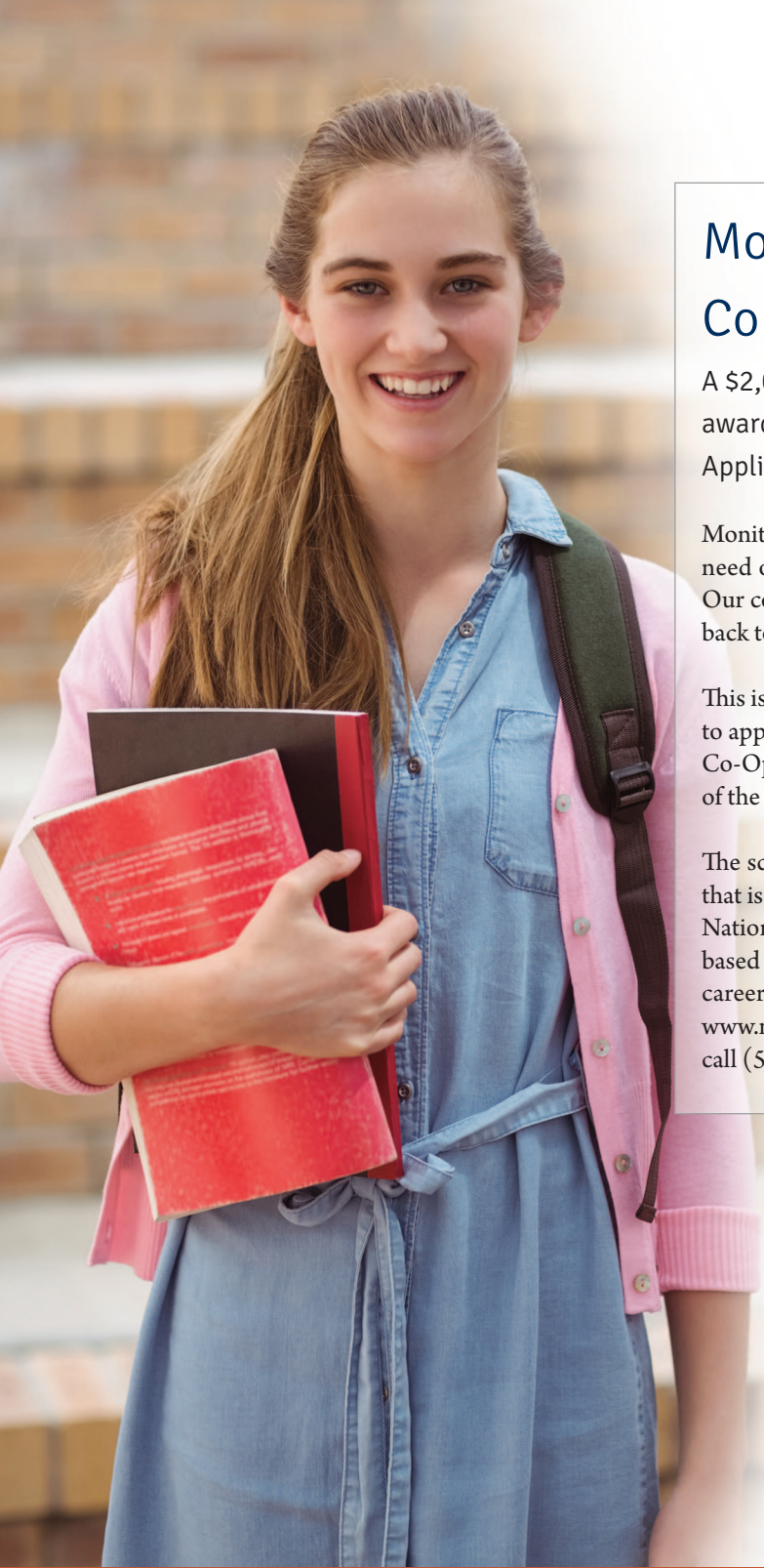
June 1-5, 2019 * Washington, D.C. Essay's due by 4pm, March 22, 2019.

High School students living in the Monitor Telecom service area (634 prefix) with an active phone or internet service, ages 16 or 17 at the time of the tour*, may enter the 2019 Foundation for Rural Service (FRS) Youth Tour essay contest! Students will need to write a 200-word essay describing the role technology has played in their education. Submit your essay, along with the youth tour application to Monitor Telecom's business office, or by mail to 15265 Woodburn Monitor Rd NE, Woodburn, OR, 97071, by 4pm, March 22, 2019.

The chosen winner will join other students from across rural America to tour our Nation's Capital, while learning about rural telecommunications. The tour provides a forum for teens to meet and interact with their peers, as well as, key legislative regulatory and government figures. Monitor Telecom provides the all-expense paid trip, which includes air-fare, lodging, meals, plus an extra \$200.00 for the student to spend on anything they may need or want for the trip.

The application can be found on our website at www.monitortelecom.com under youth tour. For more information, please call (503) 634-2266. Don't let this once in a lifetime opportunity pass you by!





Monitor Telecom's College Scholarship

A \$2,000 college scholarship will be awarded to one local high school senior. Applications due by 4pm, April 19, 2019.



Monitor Telecom is proud to contribute, each year, to help one local student in need of financial assistance, to further their educational and career aspirations. Our community youth have bright futures, with much to offer. Many have given back to the community through their outstanding achievements.

This is a great opportunity for all high school seniors, and we encourage students to apply. To qualify, applicants must live within the 634 exchange, and is either a Co-Op member or immediate family member of a Co-Op member, on the date of the initial award of the scholarship.

The scholarship is to be used at any college, university, technical or trade school that is certified by the Northwest Accreditation Association or recognized by the National Association of Trade and Technical Schools. The selection criteria are based on educational achievement, involvement in activities, honors, awards, and career goals. Application packets and instructions are available on our website www.monitortelecom.com, or the business office. For more information, please call (503) 634-2266.

GFI Outlets

A GFI, or GFCI – Ground Fault Circuit Interrupter outlets are designed to protect us from electrical shocks and should be installed in areas subject to moisture. The presence of moisture greatly increases the danger of accidental shock or electrocution, in or outside the home. The outlets have a test and reset button, and many come with a status light indicator that display green, red, or no LED light.



A GFI outlet is installed by a licensed electrician at each Monitor Telecom's customers home for fiber installation and is under warranty for one year. The battery backup is plugged into this outlet. In the event of a power surge or power outage, the GFI outlet could be "tripped", which turns off the power, which also protects the equipment. At this time, Internet service connection will be interrupted immediately, however phone service will be powered by the battery backup for up to 8 hours.

Please remember that although we coordinate the installation of the GFI outlet on your home and our service is connected to it, it is your equipment. If your outlet should fail or you have any concerns regarding the outlet after the warranty time, please contact a licensed electrician.

Directory Change Deadline

Do you need to make a change in the directory?

The North Willamette Valley Directory for June 2019 to May 2020 will be coming out soon, and **the last day to make any changes in the white pages is March 20, 2019**. Changes may include: switching to a non-published number, name or address changes, additions or corrections. Additional fees may apply. Call Monitor Telecom (503) 634-2266 for questions or directory changes. For yellow page business advertisement additions or changes, please contact Vival sales www.vival.net or call 1-877-742-3779 by February 22, 2019.

Free Voice Mail Email Notification

Did you know that you can receive FREE voice mail email notifications when you couple Monitor Telecom Broadband with telephone?

Since 2008, Monitor Telecom has offered this service at no charge. Retrieving your voice messages by phone or email is fast and efficient, and you'll never miss that important call. This service also allows you to save voice messages via email and listen to them again, if desired. If you would like to get free voice mail email notification, please call the business office today at 503-634-2266

Important Notices...

Residential Service Protection Fund (RSPF) Increase

Effective January 1, 2019, the Residential Service Protection Fund fee increased from .06¢ per month to .11¢ per month. This fee is assessed by the state to ensure that all Oregonians have access to adequate and affordable telephone service. The fund also supports the Oregon Telephone Assistance Program (OTAP), Telecommunication Devices Access Program (TDAP) and the Oregon Telecommunications Relay Service (OTRS).

Federal Universal Service Charge (FUSC) Decrease

Effective January 1, 2019, the FCC reduced the Federal Universal Service Charge from 20.1% to 20.0%. This fee assists with the cost of providing affordable service to consumers living in high-cost service areas, rural areas, and low-income individuals. It also helps provide service for schools, libraries, and health care providers.

Deposit Interest Change

Effective January 1, 2019, the interest rate on customer deposits will increase from 1.4% to 2.5%. If you have any questions regarding any of the changes on your billing statement, please call the business office 503-634-2266.

Emergency Medical Certificate

Do you or someone in your home require ongoing medical care or are concerned about your telephone service being interrupted? If this is you, you should obtain an Emergency Medical Certificate (EMC) from your qualified medical professional. The EMC allows you to make payment arrangements with us for past due amounts. More importantly, it avoids your service from being interrupted. The EMC does not excuse you from paying your bill, but it does give you peace of mind while you are working on the payment arrangement.

Learn more about the Emergency Medical Certificate program by calling the Oregon Public Utility Commission at 1-800-522-2404 or go online <https://www.puc.state.or.us/Pages/consumer/energyassistance.aspx>.

Please note that Monitor Telecom does not provide the Emergency Medical Certificate, but we do honor them.



Annual Meeting and Open House

The 2019 Annual Meeting and Technology Open House will be here soon. As of this newsletter publication, the date has not been determined.

Please watch for the members Notice of the Annual Meeting, mailed in the month of February for the date and time. We encourage all members to attend. Come meet the Board of Directors, General Manager and staff and hear how the Cooperative is doing.

Updates and Maintenance

Our equipment and software require regular updates to stay current with industry standards. We do our best to schedule these updates and routine maintenance during off-peak times (such as after midnight, or before 5:00am). We also do everything possible to keep interruptions at a minimum and resolve the issue as quickly and efficiently. However, maintenance issues or equipment failure can occur unexpectedly and be service affecting. Sometimes the root of the problem is completely outside of our service area. We always appreciate your patience and understanding during these times. Please contact us if you have any questions or concerns about your service. We are here to serve you!



**Know what's below.
Call before you dig.**

The 811 Process for Homeowners

1 NOTIFY

Notify Oregon One Call Center by dialing 811, toll free number 800-332-2344, or making an online request at www.digsafelyoregon.com, 2 business days before work begins. The center will transmit your information to all affected utility operators.

2 WAIT

Wait 2 business days for affected utility operators to respond to yours request.

3 CONFIRM

Confirm that all affected utility operators have responded to your request by comparing the marks to the list of utilities the Center notified.

4 RESPECT

Respect the marks. The marks provided by the affected utility operators are your guide for the duration of your project. If you are unable to maintain the marks during your project, or the projects will continue past your request's expiration date, please call 811 to ask for a re-mark.

5 DIG CAREFULLY

Dig carefully. If you can't avoid digging near the marks (within 24 inches on all sides) consider moving your project to another part of your yard. If you must dig near the marks or use machinery of any kind, please refer to "The 811 process for Contractors."

For more detailed information or questions on the 811 process, please visit www.digsafelyoregon.com to download the complete Oregon Utility Notification Center Standards Manual.

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 Closure:

February 18President's Day

2019 Monitor Telecom Board of Directors



Board Chair
Barbara Iverson
503-634-2672



Vice Chair
Derek Pavlicek
503-634-2210



Secretary/Treasurer
Kim Guest



Director
Jay Augustus



Director
John Lever
503-634-2770

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