

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

1st Quarter 2020

Technology Open House & Annual Meeting

Wednesday, March 4, 2020

6:30 pm (Open House) / 7:00 pm (Annual Meeting)

Join us for the Technology Open House and Annual Meeting on Wednesday, March 4, 2020, located at the business office 15265 Woodburn Monitor Rd NE, Woodburn, OR 97071, beginning at 6:30 pm. This year marks the 9th Annual Technology Open House and was designed to inform members on the latest telecommunication technology. Due to the fast pace and ever-changing industry, Monitor Telecom has displayed trends throughout the years with a variety of exhibits, demonstrations, products, and services. It truly is amazing how technology is constantly changing. Keeping up on the new “stuff” is both challenging and fascinating.

The Annual Meeting starts right after the Open House. Meet the Board of Directors, General Manager and Staff while learning how the Cooperative is doing financially. Members will see what the company has done, will learn about future projects and hear the Board election results for Positions #3 and #4. The notification of the 2020 Annual Meeting will be mailed to each cooperative member prior to the meeting. The notice will state the Board of Director names and positions that are up for re-election, ballot by mail instructions and meeting agenda. The official ballot will be mailed separately and must be received at the Monitor Telecom office, no later than March 4, 2020, by 4pm. If you have any questions or need special assistance while at the meeting, please contact us at 503-634-2266. We look forward to seeing you there!

Happy New Year!

Monitor Telecom Board of Directors and Staff would like to wish everyone a Happy New Year! We appreciate the members and want to thank each one of you for your ongoing support in the Cooperative. We are here to serve you, because without YOU, there is no us! We also would like to thank those who stopped by the office in December to spin the Christmas Wheel. It is always nice to see the members in person!



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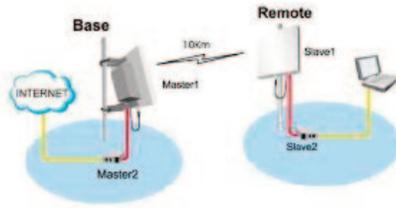
North Willamette Valley Directory

Do you have any changes to your listing?

The last day to make any changes in the white pages of the North Willamette Valley directory is March 25, 2020. Changes may include; switching to a non-published number, name or address changes, additions or corrections. Additional fees may apply. Please call Monitor Telecom 503-634-2266 for questions or changes.

For yellow page business advertisement additions or changes, please contact Vivial sales www.vivial.net or call 1-877-742-3779 by February 18, 2020.

Point to Point Wireless Bridge



What is it? Point to Point (PTP) Wireless Bridge connects between two locations that share an internet connection and is the ideal alternative for longer distances up to 10 miles. Businesses needing to connect between buildings, job sites or where networking through a wired connection is either impossible, costly or impractical, Point to Point may be just the solution. Residential customers can benefit who need to extend their service to shops, sheds, barns, or RV's.

Some Key PTP Applications are:

- Linking two locations together
- Devices needing high-speed performance (100 mbps or more)
- Parking video surveillance
- Cost-effective fiber replacement
- Solution to geographical barriers

Features Include:

- Highly dependable
- Lightning speed delivery
- Network management
- Hassle-free monitoring

No matter what your requirements may be, whether it's for residential or business, Monitor Telecom technical team is available to assist you. Call our office at 503-634-2266 and see what Point to Point Wireless Bridge technology can do for you!



College Scholarship Available!

Looking to help supplement the cost of college tuition? Monitor Telecom offers an annual \$2,000 college scholarship to its members and their immediate family. One local high school senior, who is living within the 634 exchange at the date of the initial award will be selected for this award. Applications are reviewed by an unbiased scholarship committee based on educational achievement, community involvement activities, honors, awards and career goals.



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.

To see the scholarship application packet, and instructions go to our website www.monitortelecom.com, or call the business office at 503-634-2266. **The deadline date for all completed applications is April 17, 2020 by 4pm.** We hope you and your family will take advantage of this scholarship opportunity!

New Tool for Customers!

Monitor Telecom has implemented a new tool for customers that have trouble issues on their phone or internet services – a trouble ticket resolve email.



MONITOR TELECOM

Your recent service trouble has been resolved

If you are still experiencing service issues and need immediate support, please reply to this email address – customerservice@monitorcoop.net.

Monitor Telecom wants to provide you the best customer support possible and are always looking for ways to improve.

If you have any questions or comments, please let us know. We welcome your feedback!

Sincerely,

Monitor Telecom
503-634-2266

The following steps explain the trouble ticket process from start to finish.

Customer Contact

It starts with the customer contacting the office with any phone or internet problem or service issue, either by phone (503-634-2266), or email (customerservice@monitorcoop.net). We may ask when the problem started, provide trouble shooting steps, confirm cell/email information and availability.

Trouble Ticket

Next, the office staff generates a trouble ticket. This ticket provides the technicians with all the customers' information, which includes a description of the service issue, date and time, service address, and contact numbers. Technicians will then diagnose the service issue to re-establish services.

Service Repair/Restored

Once the service issue has been repaired or restored, the customer will be contacted by one of our technicians. Contact can be in person, or by phone, notifying them that the service issue has been resolved. The technicians then update the ticket, providing the cause and the solution to the trouble.

Trouble Ticket Resolved Email

Lastly, the trouble ticket is cleared, and the customer receives an email informing them that their service trouble has been resolved. If they are still experiencing service issues, the email contains a link to the customerservice@monitorcoop.net to reply back to us quickly and effortlessly! We are excited about this new Trouble Ticket Resolved email! It is one more way to provide you the best customer service possible!



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.



Do Not Call Registry

According to the Federal Trade Commission website, “Do Not Call registrations don’t expire” — January 26, 2018 article by Amy Hebert. The only time your information would be removed is when the number is disconnected or if you request it to be removed.

Not on the registry? Visit the website at www.donotcall.gov or call 1-888-382-1222. There is also a FAQs to learn more. Keep in mind that this registry is for unwanted sales calls.

FRS Youth Tour Essay Contest



FOUNDATION FOR RURAL SERVICE

Essay's due March 20, 2020 by 4pm

Since 1995 the Foundation for Rural Service (FRS) has hosted the Youth Tour to thousands of high school students from across rural America. The Youth Tour is a chance for students to visit our nation’s capital and learn about rural Broadband, share their community’s story with key legislative, regulatory and government figures, as well as, a forum for them to meet and interact with their peers from other rural communities.

Monitor Telecom would like to sponsor one high school student 16 or 17 years of age at the time of the tour, scheduled June 6 -10, 2020. Eligible students must live in the 634 prefix service area and write a 500 word essay on “How is a telecommunication cooperative different from other telecommunication providers.” The essay and the Monitor Telecom registration form must be returned Friday, March 20, 2020 by 4pm. Finalists will then be scheduled for an interview with the Monitor Telecom’s Board of Directors. The winner will be notified by the Company. Please visit website www.monitortelecom.com for the registration form or call the business office at 503-634-2266 for more information. This is a once-in-a-lifetime opportunity!

The essay and the Monitor Telecom registration form must be returned Friday, March 20, 2020 by 4pm.

For the registration form please visit our website www.monitortelecom.com or call the business office at 503-634-2266 for more information.



Robocalls

Robocalls – a phone call that uses a computerized autodialer to deliver a pre-recorded message. Some of these calls use personalized audio messages to simulate an actual phone call. Older people are particularly vulnerable to scams.

In total, consumers have reported losses of \$285.2 million so far this year, with a median loss of \$700, according to FTC data.

Visit the FCC website www.fcc.gov/call-authentication to learn more and keep updated on the legislative efforts to address this issue.

It Pays to Read the Newsletter!

Congratulations to David Cowlshaw, winner of the Amazon Fire TV stick.

David mentioned the 2019 4th Quarter 2019 newsletter article, "Streaming Over the Internet", to be entered in the drawing.

Thanks to everyone who called in. We encourage all to read the Member Newsletter – it's full of great information, articles, and exclusive (special) offers!



Fee Change Reminders...

- The Oregon E-911 monthly rate raised to \$1.00 per telephone line effective January 1, 2020. This fee will increase again next January 1, 2021 to \$1.25 per telephone line. This E-911 fee does not apply to Broadband only service.
- The interest rate on customer deposits is now 1.5% and that went into effect January 1, 2020.
- FUSC (Federal Universal Service Charge) is currently at 21.2% and went into effect January 1, 2020.
- Customer late payment fee is 2.1% effective January 1, 2020.

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 17th.....Presidents' Day

2020 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
Jon Lever
503-634-2770

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