



How Much Internet Speed Do I Need?

Monitor Telecom offers fiber optics To-The-Home technology and three great speed options that will fit any household - Basic 25Mb, Super 50Mb, and Ultimate 100Mb.

This year, more people are needing Internet service in the home than ever before. A fast and reliable Internet connection is a necessity as many are working from home and home schooling. So, what is the right speed for you? We suggest examining your household – Take note of the number of devices and people connected online simultaneously. Don't forget to count wireless security cameras, cell phones, and all smart home devices, like Amazon Alexa, smart plugs, or refrigerators. Are you streaming Netflix, Hulu on 4K HD TV, Zoom conferencing, gaming, or needing to upload large files for work? The higher number of people, devices and how you use the internet, the higher the speed you will need.

Check out the fun interactive quiz on our website to see what speed is right for you.
Go to: <http://web.monitorcoop.com/speed-selection/>



DocuSign –
More Secure than Paper

Monitor Telecom will start using DocuSign in December 2020 for all our required forms needing customer/member signatures. DocuSign is secure, convenient, saves time, and eliminates paperwork. Sending documents electronically to your phone, tablet or computer will take seconds and you no longer need to print out a copy to fill in a form. Send back signed documents with a push of a button. The process is seamless and easy!

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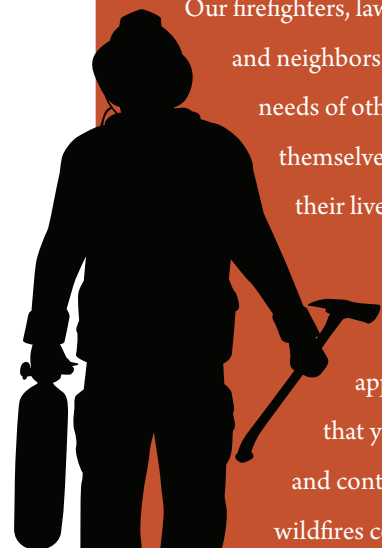
Reminders

Thank You for Your Service!

We would like to thank all those individuals who helped others during the wildfires.

Our firefighters, law officials, and neighbors put the needs of others before themselves, putting their lives at risk.

We are grateful and appreciate all that you have done and continue to do as wildfires continue to burn throughout the state.



Cyber Safety for Protecting Youths



Across the country, the learning environment has shifted to “school at home” due to the COVID-19. Students K-12 are meeting with teachers and classmates in the virtual classroom through Zoom conferencing. While this digital technology is amazing, cyber safety for protecting youths is critical, and is a shared responsibility of parents, teachers, and students. With more youths accessing the internet, they are vulnerable to more threats that may include cyberbullying, inappropriate content, oversharing and online predation.

Monitor Telecom School Program

We have partnered again with local school districts to provide free Broadband service to local families to facilitate distance online learning. If you are interested in this program, please contact your child’s school district to request this service.

Knowing what to look for, taking action to prevent and having a plan of action may seem like a daunting task when it comes to online safety. There are many great websites offering free cyber safety resources, tools, and training... but where does one begin? The REMS website (Readiness and Emergency Management for Schools) is a great place to start. Here you will find a multitude of links to help you and your student become cyber safety smart and “responsible digital citizens”.

Visit the REMS website at https://rems.ed.gov/docs/CyberSafetyProtectingYouth_COVID19_508C.pdf. At this site, you can explore safety tips, play games, watch videos, parent guides, talking to your child about online behavior and so much more!

Emergency Public Notices (Reverse 911)

During times of disaster, it is important to stay informed, receive critical emergency announcements, evacuation warnings, and know shelter locations. With the recent wildfires, many Oregon counties, including Clackamas and Marion, urged residents to sign up to receive up-to-date emergency notifications via phone call, email, and text messages. These Public Alerts, also called reverse 911, provide vital information quickly, effectively and are designed to minimize the impact of natural and human-caused incidents. Clackamas and Marion counties suggest residents to re-enroll online to opt-in to receive future emergency notifications. Metcom911 slogan reminds residents - If we can’t reach you, we can’t alert you! Please visit your county website.

Clackamas County sign up: www.clackamas.us/publicalerts


Marion County sign up: www.metcom911.com

Lifeline Price Change

Effective December 1, 2020, the Federal Telephone Assistance Lifeline support will decrease from \$7.25 to \$5.25 per month on subscribers having a landline telephone. There is no Federal Lifeline decrease for customers having Broadband services. This will remain at \$9.25. Lifeline support provides qualifying low-income consumers with phone or Broadband services a reduction in cost for these services. For more information regarding the Lifeline program, please visit the Oregon Residential Service Protection Fund at www.rspf.org.

Oregon Emergency (E911) Tax Rate Increase

The Oregon Legislature passed House Bill 2449 to increase the existing Oregon Emergency Communications (E911) tax rate. Effective January 1, 2021, the Oregon E911 tax rate will increase from \$1.00 to \$1.25 per month for each subscriber line or device capable of reaching 9-1-1. Monitor Telecom subscribers with E911 will see this tax increase on their bills issued after January 1, 2021. For more information regarding the State 9-1-1 program, and how Oregon E911 tax revenue is used, visit the Oregon Office of Emergency Management’s website www.oregon.gov/OEM and click on “Emergency Communications Tax.”



Control at Your Fingertips

Monitor Telecom will be coming out with a new, convenient mobile device application that puts you in control. This “app” enables you to view, monitor and control your home network, any time – home or away! The platform works with the GigaSpire routers supplied by Monitor Telecom. Parents can control settings, block specific sites, set time limits, and monitor website activity.

Here are some of the great features:

- Enable parental controls
- View details and the number on connected devices
- Set up a guest network
- See the latest speed test results and verify bandwidth delivered to your home
- Interact with the main menu for network control
- Block specific content, applications, websites, set time, and day limits for online access
- View usage information
- Block viruses, malware, and malicious websites from all connected devices in your home

Watch for this amazing product that Monitor Telecom will be offering soon! For more information, please call the business office at 503-634-2266.



GigaSpire Router

The Ultimate Wi-Fi Experience

Our latest GigaSpire routers, with Wi-Fi 6 (802.11ax) technology, delivers unmatched Wi-Fi performance. With improved coverage, more simultaneous data streams, enhanced network security protections, and subscriber access to home network controls, this router is sure to elevate your Wi-Fi experience. (see “Control at Your Fingertip”) This router provides 4 additional wired ports in back, for connecting desired devices like TV’s, printers and scanners.

The GigaMesh Extender is compatible with the GigaSpire router and provides wireless network functionality to extend signal deeper into the home or desired areas.

Please contact the business office for more information on the GigaSpire router or GigaMesh extender!



Magazine Drawing Winner

Congratulations to Kirk Metteer for winning the \$15 Amazon gift card drawing in response to the 3rd quarter newsletter article on the Website Compass Magazine. We thank everyone who entered and hope you are enjoying this free Internet subscription!



Christmas Gift Cards!

Our Christmas wheel has been canceled this year, however Monitor Telecom wants to do something special for our members for the holidays. A Christmas Gift Card drawing is planned for the month of December, giving members a chance to win Amazon gift cards. Over twenty gift cards, in \$15, \$25, \$50, and \$100 dollar values, will be offered!

Members will be mailed an entry card in the December 1, 2020 statement, and our ebill members will be mailed a separate entry card. Print the members name on the entry card and return by December 15, 2020.

Winners will be contacted by phone or email and gift cards will be mailed to their billing address on file.

All winning names will be posted on the Monitor Telecom website. The Board and staff wish everyone a safe and Merry Christmas!



*Return your entry card by
December 15th!*



Senior Retirement of Capital Credits

Monitor Telecom members who are 75 years or older can apply for an early payout of their capital credits. Since 2006, senior members have benefited from this retirement plan, receiving all their allocated capital credits in full, and will continue to receive a payout for each year of active service

If you would like to apply for the senior payout of your capital credits, please call the business office 503-634-2266 or go to our website www.monitortelecom.com for the form. Completed request forms are due by November 30, 2020.



Do Not Call Registry

Call 1-888-382-1222 or visit www.donotcall.gov to register or revoke registration with the Federal Communications Commission National Do Not Call database. Registered consumers who receive a telemarketing call will be able to file a complaint via the same resources (phone or website).

Reminders

Check www.monitortelecom.com for further information

Disbursement Checks

If you have not received your Capital Credit check for 2019 allocated year, please contact the business office at 503-634-2266 or email us at customerservice@monitorcoop.net.

Pocket Calendars

Monitor Telecom will be ordering a limited supply of pocket calendars for the 2021 year. We will not be mailing out the yearly pocket calendars in the bills. Please call the business office at 503-634-2266 if you would like to have a calendar. We will be happy to mail one to you!

Day Light Savings Time Ends:

November 1, 2020

Don't forget to turn clocks back 1 hour.
Fall Back!

Business Office Closures:

November 11thVeterans Day
November 26th/27thThanksgiving
December 24th/25thChristmas
January 1st, 2021New Year's Day



211 is a useful resource that connects people to health and social services and provides referrals to basic-need programs such as food, housing, utilities, and childcare. You can also visit 211info.org for helpful links, data, and information on the COVID-19.

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