



HAPPY NEW YEAR!

## Keeping You Informed & Connected in the New Year!

As we welcome the 2021 New Year with "open" arms (figuratively, that is), the Board of Directors and staff are committed to keeping you informed and providing you with the best customer experience. Throughout the COVID19 crisis, Monitor Telecom has made certain that members have a reliable internet connection, for at-home distance learning, free school program and those teleworking from their home office.

Though the lobby doors remain closed during regular business hours, our staff are here to assist you 24/7; by phone 503-634-2266 or email [customerservice@monitorcoop.net](mailto:customerservice@monitorcoop.net). Weekend and after-hour calls will be answered by a live support/technical person to expedite your trouble issues.

In-home service visits remain restricted, though most trouble issues can be resolved remotely. Payments can be made using a Visa or MasterCard over the phone, website and checks mailed through USPS. Cash or checks can be placed in the payment drop box in the front of the building, and we will mail you a receipt. The pandemic has been a challenge for all of us. We are grateful to our members for their on-going patience, understanding and their willingness to adjust to change. A big "Thank You" and Happy New Year!

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## Board of Director Election Ballots

### Board Position #5

Monitor Telecom's Board position #5 is up for re-election. Co-Op members will be mailed information on the annual meeting and election materials. Members interested in being nominated as a candidate should watch for the mailings for contact information. Watch for these mailings, as some may be time sensitive. As the COVID-19 status evolves, we will keep you informed on changes and updates as we work through this process.

## Monitor Telecom College Scholarship

Completed applications must be submitted by 4pm, March 31, 2021



Monitor Telecom's College Scholarship program was established to help provide financial assistance to students of Cooperative members immediate family. The Board of Directors recognizes the importance of higher education, and the need for scholarship funding. *Scholarship applicants must meet the following qualifications:*

- The student is a dependent child of a Cooperative member in good standing, on the date of initial award.
- The student is a current high school senior progressing satisfactorily toward graduation.
- The student attends a college certified by the Northwest Accreditation Association or recognized by the National Association of Trade and Technical Schools.

Selections shall be made by a committee appointed by the company in a "blind" selection process. Applications are available on the website [www.monitortelecom.com](http://www.monitortelecom.com). For more information, please call the business office 503-634-2266.



## Switch to Broadband Only and SAVE!

We offer broadband only – internet service – that does not require a landline phone. This is a great way to save money if you do not use or want a landline phone. Monitor Telecom Broadband has NO data caps that impose a limit on the amount of data or charge additional fees.

*We have three great packages! Call us today and let us save you some money!*

### **Broadband Only – No phone service**

BASIC 25M/25M.....	\$69.95
SUPER 50M/25M .....	\$84.95
ULTIMATE 100M/50M .....	\$104.95

### **Compared to Broadband with phone service\***

25M/25M.....	\$63.90
50M/25M.....	\$76.90
100M/50M .....	\$93.90

*\*Price only includes the broadband portion and does not include monthly telephone charges, taxes or long distance fees.*

## Fee Changes

### Residential Service Protection Fund (RSPF) Increase

Effective January 1, 2021, the Residential Service Protection Fund fee increased from .10¢ per month to .14¢ 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 (TDAP) and the Oregon Telecommunications Relay Service. (OTRS).

### Oregon Emergency Communications (E-911) Tax Increase

Effective January 1, 2021, the Oregon E-911 tax rate increased from \$1.00 per month to \$1.25 per month, for each subscriber line or device capable of reaching 9-1-1. For more information on how Oregon E-911 tax revenue is used, check out the “Emergency Communications Tax” on the Oregon Office of Emergency Management’s website, [www.oregon.gov/OEM](http://www.oregon.gov/OEM).

### OUSF – Oregon Universal Service Fund

Effective January 1, 2021, the rate decreased from 8.5% to 5%. The OUSF is designed to support local telephone companies to ensure that basic telephone service is available at reasonable and affordable rates in higher-cost rural areas throughout the state. Your January 1, 2021 statement reflected this charge on applicable services.

### FUSC – Federal Universal Service Charge

Effective January 1, 2021, the rate increased from 27.1% to 31.8%. The FUSC is a federally mandated fee the Federal Communications Commission (FCC) that is designed to keep local telephone service rates affordable to all Americans, regardless of where they live. Your January 1, 2021 statement reflected this charge on applicable services.



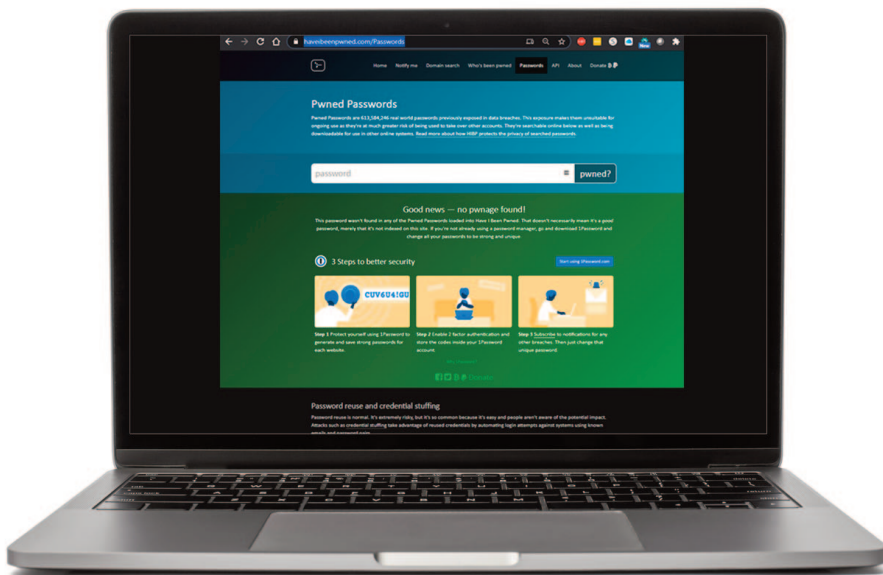
# Check Your Passwords and Emails Against Data Breaches

“Have I been Pwned” is a secured website to check if your passwords or email has ever been breached or compromised. <https://haveibeenpwned.com/Passwords> The website searches over 10 billion real world passwords/emails previously exposed in data breaches and displays the site and number the breach occurred. If it comes back as pwned, you will want to change your password. It may not be your account that has been compromised, but that password could be used in a dictionary attack in which that password could be tried on your personal accounts. This site is safe to use and has been indorsed by a number of security experts.

A good rule of thumb is using a long password- a 12 character sequence that contain no names or object names. Mix numbers, letters, caps and symbols. And never use the same password twice. We suggest using a password manager that store all your passwords and keeps them all in one place and are encrypted. Many password managers are free: Check out 1Password, LastPass and Nordpass, just to name a few.

## 10 Best Practices for Safe Browsing

1. Use a firewall. Firewalls block digital intruders from accessing personal information. Hardware or software-based can provide some protection.
2. Keep your browser software up-to-date. New patches are often released to fix existing vulnerabilities. Having the most up-to-date is critical.
3. Limit exposure of personal information. Avoid giving out addresses, bank information or Social Security numbers.
4. Use HTTPS. The “s” in https stands for secure. The website is using SSL encryption. A padlock icon in your browser’s URL bar also verifies a secure site.
5. Do not reuse passwords. Using the same password on multiple sites makes it easier for hackers to compromise your sensitive information.
6. Supervise children. Revealing personal information can be dangerous. Children may also inadvertently click on risky or inappropriate sites when doing school research. Adults should always supervise children browsing the internet.
7. Delete unknown emails and attachments. If an email with an attachment from a known contact seems out-of-character or unusual, contact the sender to verify its authenticity.
8. Beware of windows or pages that prompt you to click a link to run software. Malicious websites can create message prompts that look like its from your browser or computer.
9. Avoid public or free Wi-Fi. Wireless sniffers are used by hackers to steal information over unprotected networks.
10. Regularly monitor your bank statements. React quickly in the event your account has been compromised.



## Call Before You Dig — It's the Law!

Always do a utility locate before  
you do any digging.

Having your utilities located before  
you dig is free- locating utilities  
when you dig without a locate is  
**NOT FREE.**

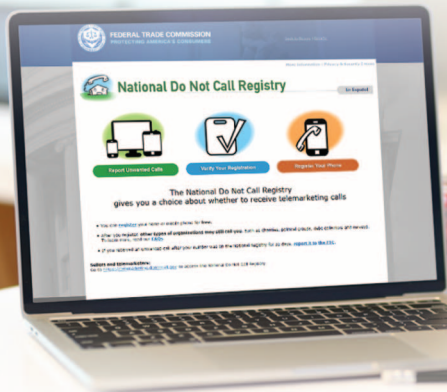
Save yourself the hassle and  
inconvenience of expensive  
charges and call for the free locate.  
**It's the law!**



## Directory Changes

The deadline to make changes to the North Willamette Valley phone directory is close at hand

The Yellow page changes are due by February 12, 2021 and white page changes are due by March 3, 2021. Please call the office if you would like to change your telephone number to a Non-published number or remove your street address for security purposes. Both directory changes have a monthly fee of \$0.50. You may also add an additional directory listing for another household member for \$0.60 a month.



## Do Not Call Registry

Call 1-888-382-1222 or visit [www.donotcall.gov](http://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](http://www.monitortelecom.com) for further information

### Emergency Medical Certificate

An Emergency Medical Certificate or EMC can be obtained through your qualified medical professional and shows that you or a family member require ongoing medical care. The certificate allows you to make payment arrangements with us for past due amounts, without the worry of service interruption. To learn more, go to: [www.puc.state.or.us](http://www.puc.state.or.us).

### 2021 Pocket Calendars

Monitor Telecom 2021 pocket calendars are available on request. Call today, while supplies last. We will be happy to mail one to you!

### Paperless Billing – Save Time and Money

Tired of paper statements or writing checks each month? We make it easy to go paperless. It takes a minute to setup and it will save you the monthly hassle of bill pay. Call us today to make the switch!

### Business Office Closures:

Monday, Feb 15th.....President'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](http://211info.org) for helpful links, data, and information on the COVID-19.

## 2021 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

**MONITOR**  
TELECOM

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