

"Monitor's Mission is to deliver reliable, global communication links to our local community"

2nd Quarter 2021



Extreme 200Mb / 50Mb!

Our fastest speed got even faster!

Effective May 1, 2021, the Ultimate 100Mb speed will be discontinued and replaced with Extreme 200Mb/50Mb.

All Monitor customers with 100Mb will be automatically upgraded to 200Mb. That's twice as much speed. The great news is that there is no price change for customers who have both phone and Broadband; the price stays at \$93.90/month. Broadband Only customers will see a \$5.00 decrease from \$104.95 to \$99.95/month. Now that's a great deal!

This is a great time to drop your landline and make the switch to Broadband Only on the Extreme 200Mb at \$99.95! Call the business office today at 503-634-2266 to drop your landline or upgrade to Monitor Telecom's fastest speed!

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Reminders

Board Election Results

Incumbent, Jon Lever was re-elected to Board of Directors Position No 5 by member ballot election. We thank all the members for voting and exercising their Cooperative member right.

We would like to thank Brandon Rabe, Jesse Larson and Nominating Chair, Kim Guest for serving on the Nominating Committee, and thanks to Ed Krupicka, David Ramirez, and Frances Riedman for serving on the Credentials and Elections Committee. The past year has been vastly different for everyone and we appreciate our members for their patience, understanding and cooperation!

Power Outage Challenges

Many of us will not soon forget the ice storm of 2021. Downed trees, power lines, and property destruction was unparalleled to our community and surrounding area. The mass power outage, for many, lasted for several days, even weeks. Although this event wreaked havoc on our power grid, Monitor Telecom's infrastructure for our services never went down. To help you prepare for future power outages, here are a few things to consider:

Using a Generator – Best Option

You never know when power is going to go out or how long it will take to be restored, which is why we would recommend that you consider purchasing a generator. Size, wattage, runtime, gas consumed, and the generator type are all directly related to the cost of the unit and the cost to operate. While home backup generators are great, it comes with a higher price tag to run and are usually professionally installed. Whereas, smaller portable generators, which come in various sizes, are better-suited for occasional emergency power outages. Please be aware that smaller generators will not power your entire house.

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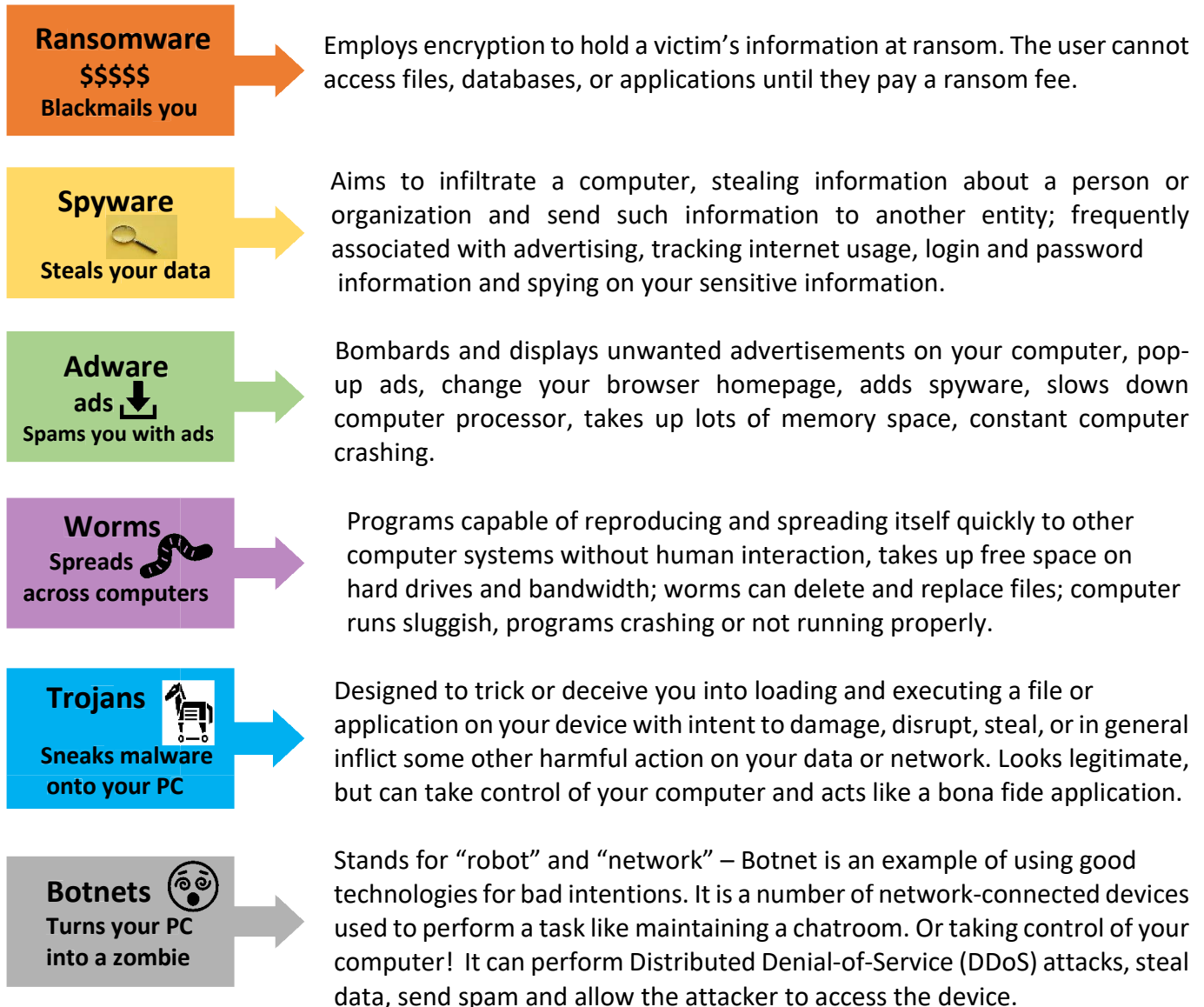


Malware – Cyber Attacks





What is it?

Malware stands for “malicious software”. It is any software intentionally designed to steal data or damage, destroy, or disable computers, servers, or networks. Cybercriminals use a variety of malware types that use different attack tactics. The following are just some of the malware types:

Types of Malware



How to Protect Yourself - Take simple, common sense precautions

-  Good security begins with an Internet security suite that detects Malware.
 - *Always update your computer’s operating system as early as possible. Hackers utilize known flaws in operating systems security to install Malware.
 - *The same is true of applications on your phone, and tablets.
-  Don’t download attachments or click on links from email addresses you don’t recognize. This is one of the most common avenues for all forms of malware.
-  Use a firewall when browsing the Internet.
-  Don’t visit websites that are known distributors of malware. One of the things that a full-service Internet security suite can do is warn you when you’re visiting such sites. When in doubt, don’t click that link or button.

POWER OUTAGE CHALLENGES continued...

Always read the manufacturer's operating and storage manual before using and operating the generator or seek the advice of a professional. Before the generator can run your services, you will need to power both your router and ONT unit for Internet services to work.

Using a Battery Backup – Current Setup

Monitor Telecom already provides you with a battery backup for your services at no charge. This current battery backup is only rated for up to eight (8) hours and will only power telephone. If you want a longer battery backup, there is an optional backup: up to twenty-four (24) hours that can be purchased for \$280 plus the actual cost of installation.

Mother Nature can certainly make us appreciate the daily luxuries we have come to expect. When emergencies occur, our staff monitors outages, and we encourage you to contact us anytime you have a concern or service issue. It is our goal to give you the highest quality customer care and service; rain (ice) or shine. We thank you for the opportunity to continue serving you and hope you and your family are well and safe.



RSPF Programs – OTAP, TDAP & OTRS

OTAP

Oregon Lifeline is a federal and state government program that provides a discount on phone (\$12.25) or high-speed internet (\$16.25) service for qualifying low-income households. Apply if you receive: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Veterans or Survivors Pension, Federal Public Housing Assistance, or if your total household income is at or below 135% of the federal poverty guidelines. Qualifying households on federally-recognized Tribal lands may be eligible for an additional discount of up to \$25.00 per month. You may be required to provide proof that you qualify.

Apply online, or print the application at www.lifeline.oregon.gov/discount.*

Visit www.lifeline.oregon.gov for more info.

* The Lifeline discount is limited to one per household, consisting of either phone (landline or wireless) or high-speed internet service. Lifeline is non-transferable.

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 or E-mail 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 digits, 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.

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



Network Security Suites:

CommandIQ – Control your home and secure your network

Monitor Telecom is pleased to be offering CommandIQ to all Internet subscribers, free of charge, on any speed package, and who have the Giga Spire wireless router. This mobile app (application) is an intuitive, easy-to-use management tool that enables you to control your home network with the ability to view all connected devices, set-up a guest Wi-Fi network, set basic parental controls, change your SSID and password, and more. There's nothing better than having control over your connected home except perhaps doing it from the palm of your hand. Just download the CommandIQ to your mobile device using Google Play or the App Store. The simple one-time setup has everything you need to manage your home or small business Wi-Fi connectivity experience. Call the business office for a brochure or visit our website for the CommandIQ setup tutorial.

ProtectIQ & ExperienceIQ Enhanced Add-on Security Suites on CommandIQ

Monitor Telecom has combined two premium enhancements to CommandIQ in one add-on package, namely ProtectIQ and ExperienceIQ. At your request, we can activate both these apps that give you access to enhanced security features.

- ProtectIQ provides built-in malware and virus protection for your network from cyber threats including anti-virus & anti-malware module, signature updates, alerts & notifications, and event logs.
- ExperienceIQ provides enhanced parental controls that allows you to create and enforce Internet connectively rules on users devices, limit users time, block inappropriate or harmful content and so much more.

Monitor Telecom customers with 25Mb or 50Mb speed can add the ProtectIQ and ExperienceIQ to the CommandIQ app for a low monthly fee of just \$4.95 a month. However, customers with the Extreme 200Mb speed will get them free! You heard right! The ProtectIQ and ExperienceIQ are included on CommandIQ with the 200Mb upgrade speed. The enhanced features will only be added at the customer's request. Call today and take control to another level!

Capital Credit Disbursement

(100% of 2006 and \$50,000 of 2019)



One of the biggest benefits of belonging to Monitor Telecom is having a share in the earnings of the Co-Op through capital credit allocations and disbursements. That's what makes us different from other companies. As part-owner of the Cooperative, members receive disbursement checks, which are their share in the years being paid out. This year's disbursement is for 100% of 2006 and \$50,000 of 2019. If you were a member during either year, you should have received an address verification / confirmation letter. This needs to be signed and returned to the business office prior to receiving your check. Please call the business office if you have any questions or did not receive your letter. Monitor Telecom's success is all due to having great members who purchase services and continue to support their local company. It's a win-win for all!



Monitor Telecom donated a gift basket to the Scotts Mills School Bingo, Raffle and Silent Auction. It is great to see school activities resuming and we are happy to help them with their fundraiser. The proceeds are used by the Parent Teacher Community Club to purchase books, technology, sports equipment, and other school items. We wish you a successful event!

20 Years of Service!

This year marks Merryl DeMott's twentieth anniversary of service at Monitor Telecom.

Merryl started her employment with Monitor Cooperative Telephone Company as a Patronage clerk in April 2001. Throughout the years, she has seen many changes in the company, and the telephony industry. Internet technology made huge changes from dial-up to DSL (digital subscriber line), to now Fiber Optics. She remembers Internet speeds options that changed from 768k, 3M, 6M, to our current 25M, 50M and 200M. Modems were replaced by wireless routers, and customer statements and payments evolved to paperless and electronic payments. New customer applications are now sent via DocuSign, making it fast and easy to sign up and start using Monitor Telecom's services. Merryl has held a variety of positions, providing support to both customers and staff; including Administrative Assistant, Patronage, and is currently the Commercial Office Rep. She continues to be a vital part of Monitor Telecom and we thank her for her dedication, loyalty, and commitment. Congratulations on 20 years of great service!



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

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Reminders

Check 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.

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!

2021 Directory

Your copy of the North Willamette Valley Directory will be delivered in June. If you need extra copies, please call the business office, at (503) 634-2266.

Business Office Closures:

Monday, May 31stMemorial Day
Monday, July 5thIndependence Day



Call Before You Dig – It's the Law!
Always do a utility locate before you do any digging.

"This institution is an equal opportunity provider and employer"