

3rd Quarter 2021

Scholarship Winner 2021

Congratulations to Genevieve Pavlicek!

The Monitor Telecom 2021 College Scholarship of \$2,000 has been awarded to Silverton High School graduating senior, Genevieve Pavlicek. Genevieve, daughter of Lori and Derek Pavlicek, will be attending Oregon State University this fall, where she will be majoring in business management. She would like to further pursue a master's degree, and then manage her family's farming business.

Working on a farm at 10 years old, Genevieve's summers were busy with jobs ranging from easy to difficult. She took on enormous responsibilities on huge combine jobs, as well as, driving hop trucks during the hop harvest. "Farm work is not for everyone. It's hard work but is one of the most rewarding experiences I can do. I'm impacting the earth in a good way while making money for my future."

Genevieve has accomplished a lot throughout her early years from dance classes to community volunteering in the JCDA (Junior Catholic Daughters of America), fund raising can drives to purchase baby items for pregnant women in need and feeding the homeless.

Throughout high school, Genevieve's list of academic, athletic, and extra-curricular achievements, demonstrates her commitment, hard work and drive towards reaching her educational goals. We wish all the best to Genevieve Pavlicek. Congratulations!



2020 Allocation Notices

Watch out for your Monitor Telecom Notice of Capital Credits Allocation in August. The notice will be mailed through the USPS (US Postal Service) to each Cooperative member that had service in 2020. The dollar amount on your notice is your share of the profit for that year and is placed on the Cooperative books on each membership number. Your share is determined by your purchase of telephone and/or Internet services to the revenue. Please save your allocation notice for your records.

If you have any questions or did not receive your notice, please contact Kattie at the business office at 503-634-2266.

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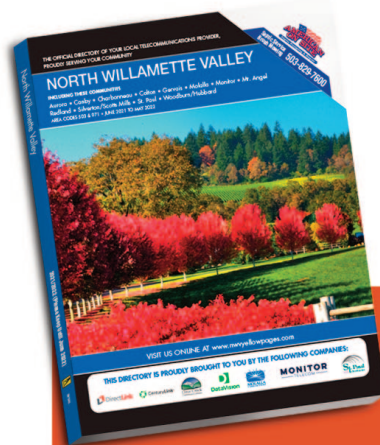
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NW Valley Directory

The North Willamette Valley Directory has been mailed out. Please call the business office if you would like extra copies.

Statement of Nondiscrimination

Monitor Telecom is an equal opportunity provider and employer.

If you wish to file a discrimination complaint or learn more, please visit the USDA website: http://www.ascr.usda.gov/complaint_filing_cust.html. The website will give you options to connect with them via telephone, email, or chat. If you have any questions about our nondiscrimination compliance efforts, please contact the business office at 503-634-2266 and ask to speak with our General Manager, Geri Fraijo.



Emergency Broadband Benefit (EBB) Program

Effective May 12, 2021

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford Internet service during the pandemic. The benefit provides a discount of up to \$50 per month for Broadband service for eligible consumers. The amount of money remaining in the FCC 3.2 billion dollar fund determines the discount on your services. Consumers must qualify for the federal program prior to opting in to Monitor Telecom's Broadband service terms and conditions. Our Broadband plan eligible for the EBB program is the 25M/25M package. If you have any questions, concerns, or just want to know more about this program, please call us at 503-634-2266.

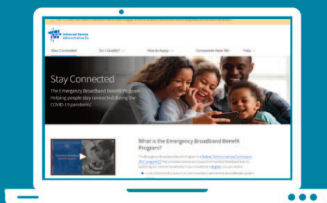
For more information, visit our website www.monitortelecom.com or visit www.getemergencybroadband.org to apply for the EBB program

THREE WAYS TO APPLY

1

Contact your Preferred Participating Provider Directly

Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.



2

Online

Use the online application at GetEmergencyBroadband.org

3

By Mail

Print an application in English or Spanish. Complete the application and send with proof of eligibility to:

Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742



For additional information, Call **833-511-0311**, or visit fcc.gov/broadbandbenefit

Monitor Cooperative Telephone Company Acceptable Use Policy

General

This Acceptable Use Policy is designed to provide information about Monitor Cooperative Telephone Company's telecommunications service and the expectations and conditions that customers subscribing to that service must meet. As a general matter, the rules for customer conduct are set out in Monitor Cooperative Telephone Company's price list. The price list applies to customers that Monitor Cooperative Telephone Company serves as an incumbent local exchange carrier or ILEC. These customers reside in the Monitor area. The price list is available at Monitor Cooperative Telephone Company's business office in Woodburn. Certain rules of conduct are also contained in the regulations adopted by the Oregon Public Utilities Commission. Those rules are contained in Chapter 860 OAR, in particular Division 34.

You can access these rules at the Commission's website by clicking on the "Oregon Administrative Rules" on the OPUC Commission's home page: <https://www.oregon.gov/puc>.

Service Level/Equipment Requirements

Monitor Cooperative Telephone Company will make reasonable efforts to assure that Monitor Cooperative Telephone Company's telecommunications service is available to you twenty-four hours a day seven days a week. However, it is possible that there will be interruptions of service.

Monitor Cooperative Telephone Company shall not be liable for interruptions caused by failure of equipment or services, failure of communications, power outages, network failures of other carriers or other interruptions to MCTC's telecommunications service.

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COMBATTING ROBOCALLS AND SPOOFING

Robocalls are those annoying automated and recorded messages sent to landline and cellular phones.

While some robocalls are legit, the majority are not. Your caller ID may display “Unknown” or “Unavailable”. Spoofing is when the caller ID is deliberately changed to appear like it’s coming from a local number. The recorded messages claim to be from the IRS, police, immigration services or other government agencies. These calls are illegal and are intended to scare people with intent to steal your money, or valuable personal information which can be used in fraudulent activity.

The Federal Communications Commission (FCC) has made combatting unlawful robocalls and malicious caller ID spoofing a top consumer protection priority. In fact, robocalls are the #1 complaint the FCC receives than any other topic. Since the 1990s, millions of Americans have been plagued with illegal robocalls and spoofing scams, that have had serious and very real financial losses. U.S. consumers received just under 22 billion robocalls in the first five months of 2021.

April 20, 2021 - The FCC launched the Robocall Mitigation Database requiring voice service providers to inform the agency of their robocall mitigation efforts and file the steps they are taking to ensure they are not the source of illegal calls. Voice providers that file in the database must block calls from non-filers. As of June 30, 2021, every major voice provider in the U.S., which includes the big cell providers, are mandated to implement a technology called STIR/SHAKEN. Some voice service providers with non-IP network technology have an extension to implement these standards or work to develop a caller ID authentication solution.

Monitor Cooperative Telephone Company shall not be liable for performance deficiencies caused or created by your equipment. You will be responsible to provide the proper installation, operation and maintenance of your equipment using connection with the Monitor Cooperative Telephone Company’s telecommunications service.

Further, you need to ensure that the equipment that you use is technically and operationally compatible with MCTC’s telecommunications service and is in compliance with applicable Federal Communications Commission’s rules and regulations.

Sharing or reselling Monitor Cooperative Telephone Company’s telecommunications service with another person that is not a member of your family (or in the case of a business, each person is not an employee or co-owner) is considered a theft of service. Monitor Cooperative Telephone Company’s telecommunications service is intended for the use of one family or one business within a single premise. Sharing of service with other families or other businesses, whether or not you charge them for use of the service, is not permitted.

Disconnection of Service

Your subscription to Monitor Cooperative Telephone Company’s telecommunications service is subject to being disconnected if you use the service to engage in any of the following activities:

- To harass another person;
- To engage in fraudulent activity;
- To engage in an illegal robocall activity. For this purpose, robocalls are calls made with an auto dialer or containing a message made with a prerecorded or artificial voice and are used for telemarketing purposes or to perpetuate a scam or fraud;
- Any other illegal activity.



Monitor Telecom’s Managed Wi-Fi

It’s no secret that getting connected to the Internet has become a necessity in our daily lives. Wireless connectivity is now the norm in public areas, businesses, and our homes. American households in 2020 had an average of ten (10) connected Wi-Fi devices and this number is growing. We have come to expect them all to connect fast, be secure, and perform effortlessly. However, it can seem overwhelming when connection issues arise and how to fix them. This includes coverage problems, slow speeds, dropped connections, interference from other electronic devices and more.

Monitor Telecom has the answer – Managed Wi-Fi. This premium service comes at no charge to Monitor Telecom broadband customers. Where other Internet providers charge an additional fee, Monitor Telecom subscribers receive it free with their service! It is important to note that this free support service is only available when you use the Calix router provided by Monitor Telecom.

Managed Wi-Fi means that your Wi-Fi experience is taken to the next level. Our technicians can actively manage all aspects of your Wi-Fi network remotely; from viewing the signal strength on devices, re-boot routers and ONT equipment, run interference and speed tests, detect device issues, view or change customer passwords on request and setup parental controls. This is a network only tool and does not allow monitoring of an individual’s use of their Internet service. Your privacy is protected at all times. Trouble issues can be resolved quickly, and in most cases, without a home visit from our technicians.

With Monitor Telecom’s Managed Wi-Fi, you no longer have to worry about frustrating problems that occur with a Wi-Fi network. It is our goal to provide exceptional customer support, while giving you the best Wi-Fi experience!

What is STIR/SHAKEN?

STIR (Secure Telephony Identity Revisited) and SHAKEN (Secure Handling of Asserted information using ToKENs) are protocols to securely sign and verify calling party numbers. In other words, the in-coming call is authenticated by the originating service provider thereby allowing the terminating service provider a way to validate the signature to accept the call. Calls that are not verified and validated will be blocked.



Consumer Tips

- Don't answer calls from unknown numbers. Let them go to voicemail.
- If you answer the call and it has a recorded message – Hang Up Immediately.
- If the call is from a legitimate company or organization – Hang Up and call them back using a valid number found on their website or latest bill.
- Don't push any buttons or say "yes" in response to a question – Just Hang Up.
- If you receive a scam call, file a complaint with the FCC Consumer Complaint Center – <https://consumercomplaints.fcc.gov/hc/en-us>.
- Consider registering your telephone number in the National Do Not Call Registry.

Monitor Telecom is participating in this federal effort to combat illegal robocalls and committed to keeping our exchange free of any illegal activity. (Please see the Acceptable Use Policy.)



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

Reminders

Check www.monitortelecom.com for further information

OUSF

The Oregon Universal Service Fund (OUSF) surcharge rate increased from 5% to 6% effective July 1, 2021. 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. The tax change appears on bill statements having telephone service. This is a pass-through fee.

FUSC

The Federal Universal Service Charge (FUSC) decreased from 33.4% to 31.8% effective July 1, 2021. The FUSC is a federally mandated fee from the Federal Communications Commission (FCC) that is designed to keep local telephone service rates affordable to all Americans, regardless of where they live. This is a pass-through fee.

ARC

The Access Recovery Charge (ARC) increased from \$0.70 to \$1.11 effective July 1, 2021 on residential telephone services. The ARC is designed to recover increase network costs for access circuits used to provide service to customers and facilitate a continued investment in broadband infrastructure. This is a pass-through fee.

Business Office Closure:

September 6th.....Labor Day

2021 Monitor Telecom Board of Directors



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503-634-2672



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Derek Pavlicek
503-634-2210



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"This institution is an equal opportunity provider and employer"