

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

1st Quarter 2022



## Whole Home Wi-Fi Solutions

The average home today has at least five connected devices, and that number is rapidly rising. More cell phones, tablets, laptops, smart TVs, and gaming consoles are being added which require Internet access. Furthermore, these devices are being used throughout the whole home.

As you may already know, your wireless router provides the signal that connects you to the Internet and hence out into your home. Sounds great, right? But for some reason you still encounter connection issues when you try to stream a movie in the upstairs back bedroom, or you can't connect your device while in the basement. A weakened signal, the design of the home and dead spots, due to distance and physical obstructions, could be the reason.

The solution is a Whole Home Wi-Fi System, or mesh network that works with your home design. Simply put, it's a way to "blanket" your home with multiple nodes or extenders that boosts and extends Wi-Fi coverage across the home, so you've got solid Wi-Fi coverage. How's that for a warm fuzzy!

Every house and household is different when it comes to using the Internet. Monitor Telecom can help you customize your home, as well as determine what works best for you and your family. Call the business office and mention you read this article to be entered in gift card drawing. We also encourage you to call us to see if a whole home Wi-Fi system is right for you!

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## Reminders



As an added incentive, current phone and internet members who sign up for Broadband Only by February 28, 2022 will be entered in a drawing to win a gift basket valued at \$100.

This offered will also be extended to new Broadband customers, as well.

With Monitor Telecom's Broadband Only prices, you'll save money without compromising speed.

<b>BASIC 25Mb</b>	<b>.....\$69.95 mo</b>
<b>SUPER 50Mb</b>	<b>.....\$84.95 mo</b>
<b>EXTREME 200Mb</b>	<b>.....\$99.95 mo</b>

Please call or email the Monitor Telecom business office 503-634-2266 or [customerservice@monitorcoop.net](mailto:customerservice@monitorcoop.net) to go Broadband Only!

We wish you and your family a happy and healthy New Year and thank you for the opportunity to continue serving you!

## What's Your New Year's Resolution?

The start of a new year signifies a time of reflection, growth, and new beginnings. We count our blessings and resolve to make a fresh start — from eating healthier, getting organized, to enjoying family time, and saving money.

Whatever your new year's goals may be, Monitor Telecom wants to help you celebrate it by lowering your bill. It's as easy as dropping your land line; saving \$20 to \$25 a month. You may be paying for something that you hardly or never use.





## Affordable Connectivity Program Helping Households Connect

The Affordable Connectivity Program is a that helps connect families and households struggling to afford internet service. This new benefit provides a discount of up to \$30 per month toward broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can enroll directly with the Universal Service Administrative Company (USAC) online at <http://acpbenefit.org/>. You can learn more about the benefit, including eligibility and enrollment information, by visiting [www.fcc.gov/ACP](http://www.fcc.gov/ACP), or by calling 1-877-384-2575.



## Do Not Call Registry

The National Do Not Call Registry is an FTC (Federal Trade Commission) database designed to stop sales calls from real companies that follow the law. You can register your home or mobile phone for free. After you register it can take up to 31 days for sales calls to stop. The FTC does not and cannot block calls. And there are calls that are still allowed under FTC rules. These include political calls, charitable calls, debt collection calls, purely informational calls, and surveys. But these calls can't include a sales pitch.

If you've already added your phone numbers to the Do Not Call Registry and are still getting a lot of unwanted calls, odds are the calls are from scammers. If it's a robocall – a call that plays a recorded message – it's illegal unless the company trying to sell you something got written permission, directly from you, to call that way.

Consumers can call 1-888-382-1222 or visit [www.donotcall.gov](http://www.donotcall.gov) to register or file a complaint.

## Beware of Imposter Scams

Imposter scams come in many varieties but work the same way: a scammer pretends to be someone you trust to convince you to send money or obtain personal information. These scams can be on the phone, online, emails or phone texts.

### Types of Imposter scams:

Social Security Scam calls, IRS scams, Romance scams, Family Emergency scams, Tech Support scams, Grandkid scams, Nanny & Caregiver scams, crypto payment scams, Pandemic scam ... and many more!

### How to Protect Yourself

- Hang Up - Ignore it – Delete suspicious emails
- Report Social Security-related scams - SSA Office of the Inspector General (OIG)

Get up to date information. Visit the Federal Trade Commission (FTC) or [oig.ssa.gov/scam](http://oig.ssa.gov/scam)







## Monitor Telecom Scholarship Program

Applications Due by: 4:00pm, April 15, 2022

One of the great benefits of belonging to Monitor Telecom is the annual college scholarship program offered to members and their immediate family. The Board of Directors knows the importance of education for our local students 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 North west 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. This is a great opportunity for all high school seniors, and we encourage students to apply.

The complete application along with the rules, regulations and instructions are available on the website [www.monitortelecom.com](http://www.monitortelecom.com) or you may call to request one to be mailed. For more information, please call Kattie, at the business office at 503-634-2266.

## Board Member Nominations

Nominating Committee is accepting inquiries for Positions No. 1 and No. 2.

To be eligible you must be a current member of the Cooperative and meet the qualifications listed in section 4.3 of the Bylaws:

*Section 4.3 Qualifications. No person shall be eligible to become or remain a director of the Cooperative who: (a) Is not a member and is not presently residing in the area allocated by the OPUC to the Cooperative as its local exchange telecommunications service territory, however residency in the above described area is not a requirement for a member who is not a natural person. (b) Is in any way employed by or financially interested in a competing enterprise or a business engaged in selling telephone service or supplies, or constructing or maintaining telephone facilities, other than a business operating on a Cooperative non-profit basis for the purpose of furthering rural telephony. (c) Is closely related to an incumbent director or an employee of the Cooperative. As used here, "closely related" means a person who is related to the principal person by consanguinity or affinity, to the second degree or less – that is, a person who is either a spouse, child, grandparent, parent, brother, sister, aunt, uncle, nephew, or niece, by blood or in law, of the principal. However, no incumbent director if he becomes a close relative of another incumbent director or of a Cooperative employee because of marriage to which he was not a party: neither shall an employee lose eligibility to continue in the employment of the Cooperative if he or she becomes a close relative of a director because of a marriage to which he or she was not a party (d) Is an employee or former employee of the Monitor Cooperative Telephone Company.*

**Interested persons in running for Position No. 1 or No. 2 should contact the Nominations Committee Chair, Kim Guest at 503-634-2227, by February 4, 2022.**

Election material and ballots will be distributed in February, results will be announced after March 16, 2022.

Kim Guest  
Director, Monitor Telecom  
Nominating Committee Chair

Committee Members:  
Jesse Larson  
Gayle Tweed

## 2021 Promotional Drawing Winners!

### August Promo for New Services

Vasilisk won a \$100 Amazon Gift for signing up for new service

### August Promo for Switching to Broadband Only

Bill won \$100 Amazon Gift card

### October/November Promo for Switching to Broadband Only

Martha (at right) won a 3 camera Blink Outdoor security camera system



**CONGRATULATIONS TO ALL THE WINNERS!**

Watch out for future promotional incentives in 2022.

We love to see our members smile. It's a Win -Win!

# Emergency Medical Certificate (EMC)

## What is it?

An Emergency Medical Certificate is a program setup by the Oregon Public Utility Commission (OPUC) (OAR 860-021-0510). It is designed to assist customers with ongoing medical care to avoid service interruption of utility services. An EMC does not excuse a customer from paying their bill, but it does allow peace of mind while setting up a more lenient Time Payment Arrangement (TPA) or renegotiate time payment arrangements when financial hardship can be demonstrated. This program does not stop the disconnection of service when time payment arrangements are not kept.

## Who Qualifies:

Any customer or household member whose life would be significantly endangered by the loss of utility service, and who obtain a Medical Certification from a qualified medical professional who will attest to that.

Monitor Telecom will honor the Emergency Medical Certificate, however we do not provide them. To learn more about the EMC program please call the OPUC at 1-800-522-2404 or go online <https://www.puc.state.or.us/Pages/consumer/>. Please contact the business office to discuss having a medical certificate on your account.

## Directory Change Deadline

The last day to make any changes in the North Willamette Valley phone directory white pages is February 28, 2022. Changes may include switching to a non-published number, name or address changes, additions, or corrections. Additional fees may apply. To inquire about your listing, please contact the business office at 503-634-2266. For yellow page business advertisement additions or changes, please contact the Vivial sales team [www.vivial.net](http://www.vivial.net) or call 1-877-742-3779 by February 26, 2022.



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

**Always do a utility locate before you do any digging.**

## 2022 Monitor Telecom Board of Directors



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Barbara Iverson  
503-634-2672



Vice Chair  
Derek Pavlicek  
503-634-2210



Secretary/Treasurer  
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Director  
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Director  
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503-634-2770

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[www.monitortelecom.com](http://www.monitortelecom.com)

## Reminders

Check [www.monitortelecom.com](http://www.monitortelecom.com) for further information

### Office Procedures & Fees Resume

As of November 2021, all office procedures have resumed. This includes the monthly late notices, late fees, new services and reconnect fees, service order fees.

Office visits are by appointment only-limit one person at a time. Mask will be required. Please call the Monitor Telecom business office at 503-634-2266.

### Late Notices & Late Fees

Payments are due the 15th of each month. Any payment not received by the 15th will receive an auto generated late notice. Late notices are mailed out on the 16th. If you are setup on auto pay after the 15th we suggest that you change the date to pull between the 1st and 15th day. This will prevent a late notice from being mailed to you each month. Please call the business office if you need assistance in changing your auto pay date.

### Notary Services

We offer free notary service to our members. Please call to make an appointment and please wear a mask.

### Business Office Closure:

February 21st .....Presidents Day

We wish all of you safe  
and happy holiday!

*"This institution is an equal opportunity provider and employer"*