

Focusing on the



Beyond Expectation • Effortless & Engaging • Solution Driven • Thinking Ahead

When it comes to success, every company needs to establish a set of values. Company values are a collection of ideas, beliefs, or principles that a business considers to be important, and that are in line with its mission statement. Monitor Telecom proudly displays its mission statement at the top of every member newsletter. To achieve that goal or purpose, the Board of Directors and staff are focusing on the BEST.

The following B.E.S.T. core values encompass our resolve to achieve, uphold and pursue.



Beyond Expectations:

What does it mean to go beyond what is expected of us? How do we go from "good" customer service to "great" customer service? It requires the Board of Directors, manager, office staff and technicians to work as a team, and to challenge ourselves to push past the norm. To go over and above to serve our members every day, through challenging and ever-changing times.



Effortless & Engaging:

Making things easy and effortless for our customers is very important to us. But it's more than just the ease of signing up for service, making a payment, changing Internet speeds, or reporting a trouble. It's providing a total, superior customer experience. This includes educating, communicating, collaborating, and engaging our members.



Solution Driven:

Adopting a solution driven mindset involves looking at products, services, customers, and technology in order to identify specific challenges to achieve the best results. The "one-size-fits all" mold doesn't apply. Customer "wants and needs" change and differ while innovations in technology are constantly evolving. Flexibility and creativity are essential in the solution process.



Thinking Ahead:

Although future events are unseen, anticipating, preparing, and planning helps to keep us on track of our mission statement. This proactive approach is the ability to cause things to happen, rather than waiting to respond (reactive) after things take place. It means to take thoughtful steps to choose the appropriate path in a timely and effective manner.

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Here are some of the things Monitor Telecom provides to better your total service experience!

- Managed Wi- Fi (with free GigaSpire router)
- After Hour Call Center
- No fiber installation fee
- Fast Service
- Free Router Upgrades
- Locally Operated
- Free Router
- Patronage Checks
- 25M, 50M, 200M Speeds
- Friendly Staff
- No Data Caps
- College Scholarships
- No Contract
- On Call Techs
- DocuSign
- Electronic Bills / Paperless Billing
- Easy pay with Auto Pay setup

SPECIAL PROMOTION!



Keep An Eye On Those Christmas Deliveries!

Online purchases make Christmas shopping fast, convenient and stress free. And knowing when those packages arrive will make that experience even better. Home security system cameras are a great way to monitor your property when expecting package deliveries.

Monitor Telecom will be giving away a security system in a special promotion. When you switch or sign up for Broadband Only you'll be entered in a drawing for a chance to win a home security camera, valued at \$200. This motion sensor, wireless and easy to install camera system will alert you when activated.

Members who switch or sign up for Broadband Only in October or November will be eligible for the drawing. Take advantage of this special promotion by November 30, 2021. **Call today!**



*Model shown is not the actual type of camera mentioned in article.

CPNI Notice

Customer Proprietary Network Information

Monitor Telecom respects the privacy of our customers, and our employees do everything possible to protect information that may be found on your account records. The FCC developed rules in 2007 that require certain steps be taken to protect Customer Proprietary Network Information (CPNI). If requested, Monitor Telecom will provide account information to our customers in one of the following ways:

- 1) We will verify the password you provided us when you call in the questions about your account.
- 2) We may call the telephone number of record and provide the account information.
- 3) We may mail the information to the address of record.
- 4) We may provide the information at our office if we are presented with valid photo ID & the individual so identified is on the account.

We do not anticipate that these rules will interfere with the quality of customer service. Your privacy is of the utmost importance to us. If you wish to change your CPNI password or receive additional information regarding CPNI rules, please call the business office. Monitor Telecom appreciates the opportunity to continue serving you.



Emergency Broadband Benefit (EBB) Program

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 to the EBB program is the 25M/25M package. To apply, please visit www.getemergencybroadband.org or call 833-511-0311 for additional information.

**BREAKING
NEWS....**

Senior Age Lowered to 73!

Retirement of Capital Credits

Request forms due by November 30, 2021

Monitor Telecom Board of Directors have lowered the age for senior members to apply for retirement of capital credits to 73. This age change gives members the opportunity to get their capital credits earlier by 2 years! Now that's exciting! Eligible seniors will receive their capital credit dollars in full and will continue to receive a retirement check for each year of active telephone and/or Internet service.

First time applicants must meet the age requirement at the time the application is due. Visit our website www.monitortelecom.com or call the business office at 503-634-2266 to request a form. You can set up an office visit for our staff to notarize your form. The deadline submission is November 30, 2021. This awesome benefit is just another reason to have Monitor Telecom as your Telecommunications Provider!

Christmas Gift Card Drawing!

Monitor Telecom Board of Directors and staff would like to wish everyone a Merry Christmas and hope you and your families are healthy and safe. Despite the continued restrictions on office visits, Monitor Telecom wants to spread the Christmas cheer with a gift card drawing!



Members will be mailed an entry card at the beginning of December for the Christmas Gift Card Drawing. Over 25 Amazon gift cards in \$100, \$50 and \$25 values will be given away. Print the members name on the card and return the card by December 15, 2021. Entry cards will be enclosed in the December 1st bill statements and ebill members will be mailed a separate entry card. Winners will be contacted by phone or email, and gift cards will be mailed to the billing address on file. All winning names will be posted on the Monitor Telecom website. **Return your entry card by December 15th!** Happy Holidays!



GigaSpire Router Review

For Ultimate Wi-Fi Connectivity

Monitor Telecom provides each Broadband subscriber a free premium smart home system when getting service. The GigaSpire wireless router, valued at \$200, delivers the ultimate carrier-class Wi-Fi experience. This intelligent, high performance system offers the latest 802.11ax 'Wi-Fi 6' technology in both the 2.4 and 5 GHz and dynamic beamforming at 5 GHz. It provides longer range, higher efficiency and less interference compared to earlier generations of Wi-Fi technology. As amazing as this router is, your GigaSpire router through Monitor Telecom comes with so much more – FREE Managed Wi-Fi service!

What is Managed Wi-Fi?

It is a premium service that gives you everything you need to enjoy the best possible experience. As its name suggest, we manage your wireless connectivity, ensuring you are getting the speed, best performance, and coverage that extends throughout your home.

Managed Wi-Fi means you no longer have to worry about frustrating networking problems that occur or try to solve on your own. This includes slow speeds, coverage problems, dropped connections, interference from other devices and more.

Benefits of Our Managed Wi-Fi!

1. It's Free – many companies charge a monthly fee for this service.
2. Remote Technical Support
3. Carrier-Class Wi-Fi equipment – refers to hardware and/or software that is extremely reliable, well tested, and proven in its capabilities.
4. Firmware Updates as needed
5. Parental Control
6. Troubleshoot Wi-Fi Device Issues
7. Bandwidth Utilization – ensuring peak network performance

It's no wonder why we are excited to provide a free Calix GigaSpire router coupled with the free Managed Wi-Fi to our Broadband customers – It's the ultimate in Wi-Fi connectivity!

Resuming Fees

Effective November 1, 2021, Monitor Telecom will resume charging all fees that were previously suspended due to COVID-19. Fees include: new connect and reconnect fees, unsuspend fees, service order fees, and fees that may have been waived due to the pandemic. Deposit charges may be applied to accounts that have broken a payment arrangement to reinstate services.

Please contact the business office online at customerservice@monitorcoop.net or give us a call 503-634-2266 regarding any questions regarding fee changes. We appreciate the opportunity to continue serving you!

FUSC Decrease

The Federal Universal Service Charge (FUSC) decreased from 31.8% to 29.1% effective October 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 a pass-through fee.

Residential Telephone Rate Increase

Effective November 1, 2021, Monitor Telecom residential basic telephone services rate will increase from \$17.60 /month to \$18.71 /month.

Reminders

Check www.monitortelecom.com for further information

Pocket Calendars

A limited supply of Monitor Telecom monthly pocket calendars for 2022 will be available. Please call the business office at 503-634-2266 if you would like to have one. We will be happy to mail one to you!

Day Light Savings Time

Ends November 7, 2021

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

Business Office Closure:

November 11thVeterans Day
November 25th/26thThanksgiving
December 24thChristmas
December 31stNew Year's

We wish all of you safe
and happy holidays!



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

2021 Monitor Telecom Board of Directors



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Barbara Iverson
503-634-2672



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Derek Pavlicek
503-634-2210



Secretary/Treasurer
Kim Guest



Director
Jay Augustus



Director
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