

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

2nd Quarter 2022



"Cut the Cord" — Go Broadband Only!

It's been on your mind for a while. You've been thinking, "Do I really need my landline? All I ever get are robocalls, telemarketers, surveys, and scam calls. And I use my cell phone to make all my calls."

Well, now is the perfect time to get rid of your landline and go Broadband Only! Disconnect your landline by June 30, 2022, to be entered into a drawing to win a \$100 Amazon Gift card. This offer will also be extended to new membership broadband only, and members reconnecting broadband services after 4 months.

See the savings when you cut the cord! Monitor Telecom Broadband Only (BBO) prices make switching easy. **Call us today! 503-634-2266**

Phone & 25Mb \$92.85*/mo	to	25Mb BBO \$69.95/mo
Phone & 50Mb \$105.85*/mo	to	50Mb BBO \$84.95/mo
Phone & 200Mb \$122.85*/mo	to	200Mb BBO \$99.95/mo

*Phone with Internet monthly pricing may vary.

"Go Broadband Only" Winner!

The 1st quarter promotion:
"What's Your New Year's Resolution?"
Go Broadband Only!

Congratulations to Krista!
Winner of a \$100 gift basket filled with lots of goodies!

Monitor Telecom's Broadband Only helps members save money when they drop their landline or sign up for new Broadband Only service!

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To support our local schools, Monitor Telecom donated a gift basket to Scotts Mills School for their annual fundraiser. The proceeds are used by the Parent Teacher Community Club to purchase supplies, field trips, and special assemblies. We wish you a successful event!



Affordable Connectivity Program Helping Households Connect

Stay Connected

The Affordable Connectivity Program (ACP) helps low-income households pay for broadband service. Formerly known as the Emergency Broadband Benefit, the ACP is managed by the FCC, and provides a discount of up to \$30 per month toward Internet service for eligible low-income 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, or by calling 1-877-384-2575. A link can also be found on our website home page www.monitorcoop.com.



Business Solutions, Support and Success

Your success is our number one priority!

Whether your business is large or small, telecommunications is an important aspect to running your business. Communicating quickly, effectively, and clearly are crucial between employees, vendors, and customers, whether it's by phone, Internet, email, teleconference, or remote wi-fi access.

Monitor Telecom provides full business services to meet your telecommunication needs. Our staff are here to help you explore solutions, provide options, give suggestions and technical support, to help you reach your goals.

Call us at 503-634-2266 or email customerservice@monitorcoop.net.

Avoid Breaking Your Fiber Due to Home Improvements

Are you planning on doing some remodeling to the outside of your home? Maybe some new siding or perhaps a new addition? If your project requires the Optical Network Terminal (ONT) box, and battery backup on your house to be taken down, please call Monitor Telecom. (503) 634-2266.

Our technicians will safely detach and re-attach the equipment so that your service is not interrupted. It's free! Please do not remove or re-attach the boxes, by either you or your contractors, as fiber is very sensitive and prone to breaking. Failure to contact us will result in labor and material fees for any damaged equipment.

ONT and Battery Backup – The ONT is the demarcation between Monitor Telecom's fiber optic network and your Ethernet wiring to the router. The ONT converts optical signals into electrical signals, and vice versa. The Battery Backup is next to the ONT and is plugged into a GFI (ground fault interface) outlet. (Pictured at right)

Why Call Us - Fiber Optics are strands of glass fibers surrounded by an insulated case. These fibers are hardly any thicker than a strand of human hair. Light pulses through the fiber to send data for phone and Internet. Although fiber optic cables are flexible, it can't be bent, pulled, stressed, crushed, twisted, or cut. Once fiber is damaged, light can no longer pass through or is skewed, and service goes down or is compromised. Call us before and after your home project to ensure services are uninterrupted, and to avoid fees to damaged equipment.

Repairing Fiber Optics - Specialized equipment is needed to install and repair fiber optics. Not only are these instruments expensive but finding and splicing the broken fiber is time consuming. Monitor Telecom appreciates prior notification of your up-coming projects ensuring your continued service. We want your home improvements to run smoothly and effortlessly!



Belonging to a Co-op

Whether you have just started service with Monitor Telecom or have had service for many years, you are a member of a Cooperative (Co-op).

A cooperative is a jointly owned enterprise operated by its members for their mutual benefit to provide goods or services at affordable prices. Cooperative members vote for their Board of Directors, and share in the excess margins, each year they are actively purchasing services. "Capital Credits" is the term used for the allocation of each members share. Members receive an allocation notice for each year of active service and are put on the books of the Cooperative. Monitor Telecom has been paying out Capital Credits since 1988 and has made remarkable strides in disbursing checks back to the members. It truly is a great benefit that surprises many of our Co-op members!

Board of Directors Election Results

By Cooperative member vote, Incumbents Jay Augustus and Derek Pavlicek were re-elected to Board positions 1 and 2 respectively. We thank all members for submitting their ballots. A special thanks to Gayle Tweed, Jesse Larson and Nominating Chair, Kim Guest for serving on the Nominating Committee, and thanks to Ed Krupicka, Frances Riedman, and David Ramirez for serving on the Elections and Credentials Committee.

Though the past few years have been challenging, both the Board and staff are hopeful that the Annual meeting of the Cooperative members will resume next year. It is always a pleasure to meet, greet and catch up with our members, neighbors, and friends. See you in 2023!

Disbursement of Capital Credits 2022

100% 2007 and 10% 2020



If you had phone and/or Internet service in the years 2007 and 2020, a disbursement confirmation letter was mailed out earlier this year, to notify and confirm mailing address. Many members have returned the form and received their checks. Please note that a check will not be mailed without a returned, signed confirmation letter. Please contact the business office, 503-634-2266, if you did not receive a letter or want more information regarding your capital credits.

Cyber Awareness- Shopping Safely Online

Shopping online for many people (especially since COVID) has almost become second nature. It's convenient, saves a trip to the store, can be done 24-7, and all from the comfort of your home. As with anything done online, shopping safely should be at the top of your list.

Here are some important tips and best practices to safe online shopping:

Always use a secure internet connection – Public Wi-Fi is not secure. Be suspicious of emails claiming to be from stores, especially if login details are required or gives you links with a different or unfamiliar URL. Use a credit card, rather than debit cards. Debit cards are tied to your bank account. Shop with reputable retailers. Go directly to a store's website, rather than through search engines. Bookmark your favorite shopping sites. Take further steps before purchasing from a new seller by reviewing online reviews and search the Better Business Bureau website. Be aware of amazing deals – free or rock bottom prices are not always what they seem. HTTPS doesn't mean the site is legitimate: anyone can get free HTTPS certificates. Make sure your operating system is up to date and have the latest security software.

If you do get scammed contact your credit card company immediately, file a complaint with the U.S. Federal Trade Commission, and the FBI's Internet Crime Complaint Center. Taking safety precautions before buying online will make your shopping experience easy and stress free!



**Know what's below.
Call before you dig.**

Safe digging projects start with a call to Oregon 811 Utility Notification Center or online to www.digsafelyoregon.com.

This isn't just a recommendation, it's the law.

Even small, shallow projects are a risk if you don't know where utilities are buried.

Damaging an underground facility is dangerous for you and the people around you. A broken pipe or cable may cause outages, expensive repair, and legal problems. Failure to contact 811 will result in labor and material fees for any damaged to equipment.

Call 811 at least 2 full business days and not more than 10 business days prior to excavation. You can also download the Oregon 811 app to your smartphone to create or research locate tickets.

National Suicide Prevention Hotline

Beginning July 16, 2022, help is just 3 digits away – dial or text “988” or call 1-800-273-TALK (8255), TTY users call 711 then 1-800-273-8255.



If you or someone you know is feeling down, depressed, suicidal or need to talk to someone, dial or text 988. The FCC is making it easier for consumers to call the National Suicide Prevention Hotline. Starting July 16, 2022, dialing or texting 988 will be nationwide. The three digit number routes calls to connect with a skilled, trained crisis worker who works at the crisis center closest to you. This person will listen, provide support, offer immediate counseling, and share any resources that may be helpful. We can all prevent suicide. The Suicide Prevention Lifeline website is a great resource to get help, learn, get involved and raise public awareness. Go to: <https://suicidepreventionlifeline.org/>. Know the risk factors, warning signs and read stories of Hope and Recovery.

Residential Service Protection Fund (RSPF)

OTAP – Oregon Telephone Assistance Program: This program provides a monthly discount on a phone bill of up to \$15.25 per month or a discount on a broadband bill of up to \$19.25 per month; for qualifying low-income Oregon households only.

TDAP – Telecommunication Devices Access Program: This 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.

OTRS – Oregon Telecommunication Relay Service: Consumers who have TTY (text telephone) for the deaf, hearing, or speech impaired may call 711 to reach a relay operator. The relay operator types the conversation to the TTY user. Voice, or standard users may also use this service to contact their deaf, hard of hearing or speech disabled family or friends.

For more information on these programs, along with download or complete applications, please visit www.rspf.org, call 1-800-848-4442 or 1-800-648-3458 (TTY) or call the Oregon PUC at 1-800-522-2404.

Reminders

Check www.monitortelecom.com for further information

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.

FUSC Decrease

The Federal Universal Service Charge (FUSC) decreased from 25.2% to 23.8% effective April 1, 2022. This is a federally mandated fee from the Federal Communications Commission (FCC) and is designed to keep local phone service rates affordable to all Americans regardless of where they live. This is a pass-through fee.

Notary Services

We offer free notary service to our members. Please call to make an appointment.

Business Office Closures:

May 31stMemorial Day
July 4thIndependence Day

We wish all of you safe
and happy holidays!

2022 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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“This institution is an equal opportunity provider and employer”