

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

3rd Quarter 2022



## Monitor Telecom 2022 College Scholarship Winner!

Congratulations to Silverton High School Graduate, Henry Schmitz!

The Monitor Telecom 2022 College Scholarship of \$2,000, has been awarded to Henry Schmitz, son of Barbara Buchholz. Henry will be attending Montana State University this fall, where he plans to major in Agriculture Business, along with a minor in the engineering field. He would like to use his bachelor's degree to achieve his long-term goal to run his family's farm and fabrication business.

Growing up on a farm in the Willamette Valley, Henry had many jobs starting at an early age, from hoeing, and cleaning equipment, to swathing fall cabbage and pickling onion seeds. He learned about the responsibilities of farm operations; from management to maintenance and irrigation to seed harvest. He was entrusted to manage the family's 350-acre farm last summer, while his dad was away. This showed his ability to be accountable, dedicated, and capable to oversee such a huge undertaking. Henry relates, "This hard work has taught me many things, but above all it has made me the person I am today."

Throughout his high school career, Henry participated in a variety of sports and academic activities, namely, track and field, cross country, trap shooting, and was a SHS ASB representative. He was also a member of the FFA (Future Farmers of America), and competed in District, State and National FFA Ag Mechanics competitions; his team placed first in State in 2021, and he won the National FFA Ag Mechanics bronze medal in the same year.

In school, Henry challenged himself by taking accelerated classes every year in English, biology, history, physics, and algebra, as well as, taking advance electives that were relevant to his goal, such as Metal Fab, drafting and Ag Skills. Outside of school, Henry volunteered his time at the Holy Rosary and St Mary's Oktoberfest booths and built fire lines in Scott Mills during the wildfires. Henry has demonstrated that he has a willingness and drive to help others, is ambitious, and goal oriented!

We wish Henry Schmitz the best in his schooling, and future endeavors!

## Back to School

Get ready for your children to go back to school

Children of all ages, whether home schooled or not, need an Internet connection. The Internet has become a crucial tool in education, and it has changed the way students are being taught. Schools, teachers, parents, and students are using the Internet to send and receive homework assignments, meet in classroom Zoom meetings, submit projects, and research educational subject matter.

Throughout August and September 2022, Monitor Telecom members who drop their landline and go Broadband Only, will be entered into our 3rd quarter drawing to win a Fire HD 32GB, 10" Tablet! This offer will also be extended to both new membership, and members reconnecting Broadband Only after 4 months. **Get ready for school and go Broadband Only with Monitor Telecom!**

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Actual tablet color may differ. \$150 Value

Here's your chance  
to win a Fire HD 32 GB 10" Tablet  
when you go Broadband Only —  
**SWITCH TODAY!**

# Fast, Reliable Internet Speeds

## Essential for Students

For today's students, having a fast, reliable Internet service is a "Back to School" essential, whether in elementary, high school or college. Here are some things to consider when it comes to student's education and having a fast, reliable Internet service. Check out these fast internet advantages for students....

### Communication

Students and teachers can easily and quickly communicate more effectively; on-line tutoring and interactive activities are uninterrupted; Zoom meetings with classmates, and teachers helps students have a good interactive session when not in a physical classroom

### Remote Working

Fast Internet enables you to submit and access large reports and projects at the same time; or catch up on missed assignments

### Online Research

Easily download scholarly PDF files to view articles that require a significant amount of bandwidth; view videos and images smoothly with no buffering

### Exams, Tests, & Quizzes

Taking tests online with a fast, reliable Internet connection gives you the assurance that the pages load quickly, stays connected, and tests are uploaded and received by the instructor

### Productivity

Students are more productive and stay motivated towards daily assignments when their internet connection is good; lessens frustration thereby provides a positive learning environment

Monitor Telecom Broadband service is just the perfect fit for families, students and educators needing a fast, reliable Internet service. It is at the top of our list for "Back to School" supplies and why it is essential today!



## Department Highlight

### Plant Technician - Cody Smith

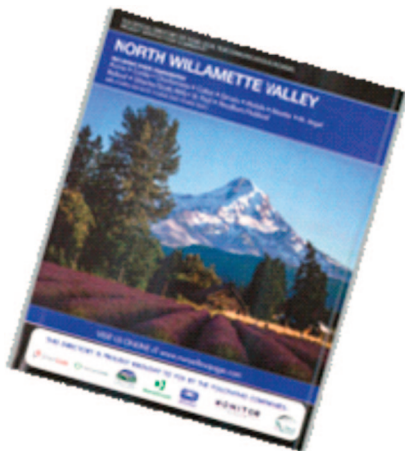
Cody started with Monitor Telecom as a Plant Technician in 2011. With no prior telecommunications background, he has become a vital staff member and an experienced plant technician. During this time, he has witnessed a lot of technology changes in the industry and the company; fiber optics replaced copper wiring, Wi-Fi routers replaced modems and Broadband speed increases. He has taken on many diverse projects and responsibilities, as well as provided excellent customer support/service, both on the phone and in the home.

As part of the Monitor Telecom outside plant team, Cody collaborates with team technicians to provide 24/7 on-call assistance, trouble-shooting, and staff support. We often hear customers' appreciation on a job well done, and for the prompt service they have received from our technicians. Cody is professional, easy to talk to and has a friendly personality. He does a great job, and we appreciate all that he does!



# Phone Book Directory

You should have received the 2022-2023 North Willamette Valley phone directory in the mail. A handy white page phone listing of Monitor Telecom published numbers can be found in the front section of the book. Check it out for yourself – easy lookup and convenient! If you would like to have extra copies, please stop by the business office to pick one up!



## CYBER AWARENESS

### Preventing Identity Theft

Identity theft is the act of deliberately obtaining and using another person's identifying information to commit fraud. This may include a person's name, date of birth, social security number, driver's license number, bank account or credit card numbers, tax or medical records, PINs, electronic signatures, passwords, or any other personal information.

## What Are Capital Credit Allocation Notices?

Monitor Telecom is a cooperative that is owned by the members. This means members receive a share in its earnings, called Capital Credits.

Capital Credits are based on member patronage, or the amount of money paid for phone and Internet services during the year. It is then credited in the names of the members on the cooperative books. An allocation notice is generated annually for the previous fiscal year (Jan – Dec), and it is mailed to each member who had service. It is at the Board of Directors discretion of when that equity can be paid back to the members.

Monitor Telecom will be mailing out allocation notices for the year 2021. We recommend that you keep your allocation notice with your legal documents. (example notice shown) Contact the business office at 503-634-2266 or email [customerservice@monitorcoop.net](mailto:customerservice@monitorcoop.net) of any address changes, should you disconnect service, move, in the event of the death of a member or if you did not receive your allocation notice.

MONITOR TELECOM 15265 WOOBURN-MONITOR RD NE WOODBURN, OR 97071-8529		NOTICE OF CAPITAL CREDIT ALLOCATION THIS NOTICE SHOWS THE CAPITAL CREDITS ALLOCATED TO YOUR ACCOUNT 000000	
Member Name & Address	MEMBER NAME STREET ADDRESS CITY, STATE, ZIP	Membership #	000000
Allocation Year	CAPITAL CREDITS FOR 2021	Allocation Amount (Capital Credits)	\$000.00
THIS AMOUNT MAY NOT BE DEDUCTED FROM YOUR BILL			
SAVE FOR YOUR RECORDS. ANY QUESTIONS PLEASE CALL 503-634-2266.			

### Potential Victims

Anyone can experience identity theft, however children and seniors are vulnerable. Many may not know immediately that their identity has been stolen or go undetected for many years as with Child ID theft.

### Warning Signs!!

- Receiving bills for items you didn't buy
- Calls from debt collectors for accounts you didn't open
- Denials for loan applications

### Prevention Tips

- Don't share personal information (birthdate, Social Security number, bank account)
- Never carry your Social Security card in your purse or wallet
- Collect mail daily and put mail on hold when on vacation with the Post Office
- Review your credit card and bank account statements for unauthorized transactions
- Shred receipts, statements, expired credit cards
- Install firewalls, anti-virus software on home computers
- Protect information on social media
- Freeze your credit files with Equifax, Experian, Innovis, TransUnion, and the National Consumer Telecommunications and Utilities Exchange for free. Credit freezes prevent someone from applying for and getting approval for a credit account or utility services in your name: Equifax call 800-349-9960 or [Equifax.com](http://Equifax.com); Experian call 888-397-3742 or [Experian.com](http://Experian.com); TransUnion call 888-909-8872 or [Transunion.com](http://Transunion.com)

## Go Broadband Only Winner!

The 2nd quarter promotion:  
"Cut the Cord"

**Congratulations to Thomas!**  
**Winner of the \$100 Amazon Gift Card**

Monitor Telecom customers benefit when they "Cut the Cord." Disconnecting your landline means no more telemarketing, scam and robocalls. It also saves money, even when bumping up to a higher Broadband speed. It really does pay to Go Broadband Only!



### Take Action

Being a victim to identity theft can seem overwhelming, but the Federal Trade Commission (FTC) can help you report identity theft and give you a step by step recover plan. Visit the FTC website at [www.IdentityTheft.gov](http://www.IdentityTheft.gov).

## Do you like reading the Monitor Telecom member newsletter?

We would love to hear from you. Call or email us by August 31, 2022, to be entered into a drawing to win a \$25.00 Amazon gift card. (503-634-2266 or [customerservice@monitorcoop.net](mailto:customerservice@monitorcoop.net)) To be eligible, you must be a current cooperative member and one entry per membership. Just mention you have read the newsletter. Your suggestions and comments are also greatly appreciated, but not required. Monitor Telecom Board and staff thanks you for being a loyal cooperative member



## Monitor Community National Night Out!

Join us for the 2022 Monitor Community National Night Out on Tuesday, August 2, 2022, 6:00 pm to 7:30 pm at the Monitor Fire Department, located at 15210 Woodburn Monitor Rd NE, Woodburn, OR 97071. This event will be held on the lawn area next to the fire station.

Food will be provided by Monitor Telecom and is free to all! Visit with your friends, neighbors, and meet new ones to the area. For more information, please contact Jay Augustus at 503-313-0598. We hope to see you there!

## 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

## MONITOR TELECOM

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

## Reminders

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

### FUSC Increase

The Federal Universal Service Charge (FUSC) increased from 23.8% to 33.0% effective July 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.

### RSPF Decrease

The Residential Service Protection Fund (RSPF) decreased from \$0.09 to \$0.03. This is an Oregon Public Utility Commission (OPUC) surcharge and is a pass-through fee.

### Business Office Closure:

September 5th.....Labor Day

We wish all of you safe  
and happy holiday!



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