

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

1st Quarter 2023

COMING SOON!



The Board of Directors are pleased to announce that the business meeting of Monitor Telecom will reconvene this year, after a 2 year pandemic disruption (hiatus)! The meeting will be held March 15, 2023, at 7pm, in the upstairs conference room at the business office, located at 15265 Woodburn Monitor Rd NE, Woodburn, OR 97071.

This important event is for all the cooperative members to hear about the company's financial health, get the election results, meet their elected Board of Directors, meet the staff, and learn about the upcoming projects from the General Manager. It's also a great time to reconnect, visit and share with your neighbors and friends!

An official notice of the annual meeting will be mailed to all active members, and a separate mailing containing the election ballot for the Board positions #3 and #4. Interested persons in running for a board position should leave a message for the Nominations Committee Chair at 503-634-2227. If you need special accommodations at the meeting, please contact the business office 503-634-2266.

**WE LOOK FORWARD TO SEEING YOU THERE!**

## Technology Open House

The technology open house is an informal exhibition that will be held on the same night as the Annual Meeting starting at 6:30pm, March 15, 2023. This year marks the open house 10th anniversary!

It is designed to educate and inform members of the latest innovations and topics in the telecommunication industry. Our staff will be on hand for questions or comments. A light snack and refreshments will be available during the open house, as well as a time to submit your ticket for a chance to win one of the many great prize giveaways.

**MARK YOUR CALENDARS AND COME JOIN US!**

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## 2022 4th Quarter Promotion Winner!

Switch to VoIP/Broadband Only

Congratulations to Tara on winning  
the \$100 gift basket!  
Switching to VoIP lets you keep  
your landline and save money!



Interconnected  
Voice Over Internet Protocol (VoIP)  
gives you the same high quality  
service to receive and  
make phone calls.  
This technology allows you  
keep your own phone device  
and your 634 landline!

Thinking about switching  
to VoIP? Check out the  
"Interconnected VoIP Benefits"  
and a chance to win an  
exterior home security  
camera.

It's a win-win!

# Interconnected VoIP Feature Benefits

Interconnected VoIP is an alternative phone service with Monitor Telecom that offers big benefits. You'll receive the same great phone reception, keep your Monitor 634 number, save money, and get FREE calling features to boot! The seven most popular features include Caller ID, Anonymous Call Rejection, Call Blocking, Call Forwarding, Call Waiting, Cancel Call Waiting, and Selective Call Rejection (more features are available upon request).

With Interconnected VoIP, there is no need to log onto the Internet or switch to VoIP phones to make a call. You won't notice any change except savings on your bill and calling features access! Call the front office at 503-634-2266 or email [customerservice@monitorcoop.net](mailto:customerservice@monitorcoop.net) for more information and sign up today!

## Special VoIP Promotion!

### *Still need a reason to switch to Interconnected VoIP?*

Our special promotion may help. When you switch to Interconnected VoIP by March 31, 2023, you will be entered into a drawing to win home security camera valued at \$100. Installing home security cameras have been shown to deter or dissuade would-be criminals from attempting a break-in, vandalism, or theft. This offer will be extended to new Broadband customers, and members reconnecting Broadband services after 4 months.



\*Actual security camera may differ.

# Having Wi-Fi Issues?

Try Wi-Fi Extenders



The Calix GigaMesh extender may be the answer. This small, stylish, interior unit packs a punch and is compatible with the GigaSpire router! It provides wireless network functionality to extend signal deeper into the home or desired areas. Many of our customers have had great success with it.

The Calix GigaMesh extender is available for purchase at the business office. For more information, please call us at 503-634-2266 to see if it's right for you.



# Call Us First and Avoid Fees on Fiber Repairs!

Call Monitor Telecom technicians to help you safely remove and re-attach the fiber equipment from your home when planning home improvements. This is a free service. Fiber optics is very sensitive and prone to breaking. Failure to contact us will result in repair fees for labor and/or materials. Monitor Telecom thanks you in advance!



## Affordable Connectivity Program Helping Households Connect

The Affordable Connectivity Program (ACP) is a Federal Communications Commission program 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.

### TWO STEPS TO ENROLL

1. Go to [AffordableConnectivity.gov](https://AffordableConnectivity.gov) to submit an application or print a mail-in app
2. Contact Monitor Telecom to select an eligible plan, and complete an ACP consent form

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.





## 2023 Monitor Telecom Scholarship

Applications due by: 4:00 pm, March 31, 2023

A \$2,000 college scholarship will be awarded to one local high school senior, who is living within the Monitor Telecom exchange at the date of the initial award. Applications are reviewed by an unbiased scholarship committee based on educational achievement, community involvement activities, honors, awards and career goals. The scholarship may be used for tuition, books, supplies, and room and board expenses, at any college, university, technical or trade

school that is certified by the Northwest Accreditation Association or recognized by the National Association of Trade and Technical Schools.

*Application packets, and instructions are available on our website [www.monitortelecom.com](http://www.monitortelecom.com), or call the business office at 503-634-2266. The deadline date for all completed applications is March 31, 2023, by 4pm. Take advantage of this wonderful cooperative benefit!*

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## Keep Your Information Safe During Tax Season!

Watch out for Social Security scams

**If you receive a call, text, or email that...**

- Threatens to suspend your Social Security number, even if they have a part or all of your SS#
- Warns of arrest of legal action
- Demands or requests immediate payment
- Requires payment by gift card, prepaid debit card, internet currency, or by mailing cash
- Pressures you for personal information
- Requests secrecy
- Threatens to seize your bank account
- Promises to increase your Social Security benefits
- Tries to gain your trust by providing fake "documentation", "false evidence" or the name of a real government official

**...It is a SCAM!**

The Social Security Administration will NEVER threaten, scare, or pressure you to take an immediate action!

## Protect yourself and others from Social Security - related scams

1. Stay Calm – Do not provide anyone with money or personal information when you feel pressured, threatened, or scared.
2. Hang up or ignore it – Do not respond to suspicious calls, texts, or emails
3. Report Social Security related scams – call the fraud hotline at 1-800-269-0271 or submit a report online at <https://oig.ssa.gov/>.
4. Get-up-to-date information – visit [www.ssa.gov/fraud/](http://www.ssa.gov/fraud/)
5. Spread the word – share with your friends and family to be alert during tax season!



FOUNDATION FOR  
RURAL SERVICE

## 2023 FRS Youth Tour

Experience Your Nation's Capital!

Monitor Telecom will be sponsoring one local high school student to experience our nation's capital this summer. Hosted by the Foundation for Rural Services (FRS), this unique 5-day excursion, brings more than 100 high school students from rural communities across the nation, to get an inside perspective on the telecommunication industry, learn the legislative processes and the importance of quality broadband connections. Students will meet with FCC and congressional staff, as well as tour many famous historical sites and monuments. The trip is scheduled from May 31 to June 4, 2023.

To be eligible, applicants must be a high school student living in the Monitor Telecom exchange, with active service, and must be 15, 16 or 17 years of age at the time of the tour. FRS will not accept any student 18 years of age or over – no exceptions will be made. Students must submit a 500 word essay on "How Broadband Improves Our Rural Community." Finalists will then be scheduled for an interview with the Monitor Telecom Board of Directors. The winner will be notified by the Company.

Applications are available online at [www.monitorcoop.com](http://www.monitorcoop.com), or contact Kattie in the business office at 503-634-2266, for more information. Take advantage of this wonderful, once in a lifetime opportunity!

Application and essay are due at the business office no later than 4:00pm March 24, 2023.



## Member Newsletter Winner

Congratulations to Linda on winning the 2022 4<sup>th</sup> quarter newsletter drawing of the \$25 Amazon gift card.

It's great when Monitor Telecom members appreciate reading the newsletters. Thanks for everyone's great comments!



## The National Do Not Call Registry

*You a choice about whether to receive telemarketing calls.*

Simply go to **www.donotcall.gov**, enter your telephone numbers; that's it! And it's free. Registrations on the National Do Not Call Registry DO NOT EXPIRE. If you have previously registered your number, there is no need to register again.



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

## Reminders

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

### Fee Changes

**FUSC – Federal Universal Service Charge**  
Effective January 1, 2023, the rate increased from 28.9% to 32.6%. The FUSC is a federally mandated fee by the FCC (Federal Communications Commission) that is designed to keep local telephone service rates affordable to all Americans, regardless of where they live.

### Late Fee

Effective January 1, 2023, the late fee on past due balances increased from 2.1% to 2.2%. This fee is charges against any unpaid balance remaining at the time of the next billing cycle.

### Deposit Interest Rate

Effective January 1, 2023, the annual interest rate for customer deposits increased from 0.1% to 4.5%.

*Please call the business office 503-634-2266 for questions on these rate changes.*

### Business Office Closures:

February 20th.....President's Day

We wish all of you a safe  
and happy holiday!

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