

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

2nd Quarter 2023

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Open House/Annual Meeting in Review

The Technology Open House and Annual Meeting was held on March 15, 2023, and 43 members attended, along with family and friends.

Voice Over Internet (VoIP) technology was featured, which allows customers to keep their Monitor Telecom landline phone number, have access to free calling features, get unlimited long distance calling across the contiguous United States and save on their monthly bill. A Point to Point system was also on display to show how this equipment is beneficial for both home and business use in extending Wi-Fi from one building to another.

Annual Meeting, Continued...



Monitor Telecom Wants To Hear From Our Members!

We will be sending out a short survey in May to get feedback from you, our members. MONITOR TELECOM makes every effort to provide an outstanding customer experience, but we need your feedback so we can be sure we are best serving YOU and meeting the needs of our membership. The survey will be mailed out via physical mail and online at our website (www.monitorcoop.com). Please take the time to fill it out and send it back to us. We appreciate the opportunity to continue serving this community and look forward to hearing from you.

Every membership that returns a survey (limited to one survey per membership) will be entered into our prize giveaway. One lucky winner will get their choice of a 65" Smart TV or 2000W Inverter Generator or Wireless Home Security Camera kit. Surveys are due by 4pm Friday, May 19, 2023 in order to be entered into the drawing. Surveys may be returned anonymously, but unfortunately cannot be entered to win.

Interconnected VoIP Promotion Winner!

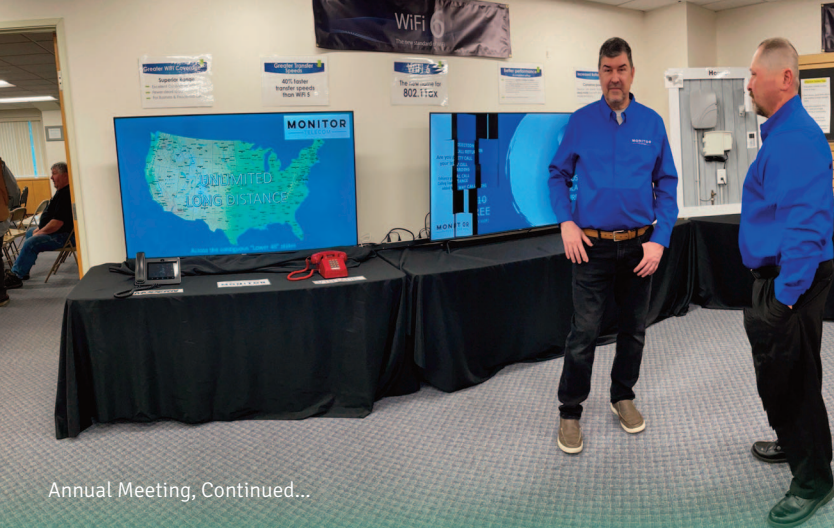
Congratulations to Ellis Distribution Center (Leila owner) on winning the Interconnected VoIP drawing for a Blink Outdoor Wireless 2 camera system!

Switching to Interconnected VoIP is easy and no special equipment is required.

This latest technology allows you to keep your landline, get free calling features, and save money.

If you would like to switch to VoIP or want more information, please contact the business office.





Annual Meeting, Continued...

Board Chair, Barbara Iverson welcomed the members to the 2023 annual meeting, and a motion to approve the 2020 meeting minutes was passed. General Manager, Geri Fraijo then presented a historical timeline of the many technological changes the company has made, from its early start-up years to present. The information emphasized the correlation between Monitor Telecom's success to implementing the latest telecommunications advancements.

Aldrich CPA representative, Caleb Dozier, gave the audit report for 2022 financial statements and reviewed the balance sheet.

The nominating committee report, presented by Jay Augustus, reported incumbents Barbara Iverson and Kim Guest were nominated for Position #3 and #4. Ed Krupicka, credentials, and election committee member reported that Barbara Iverson and Kim Guest were re-elected by member vote.

A special thanks to David Ramirez, Emily Inskeep, Frances Riedman, and Ed Krupicka for serving on the committees. The Board of Directors and staff appreciate and thank the members for a very successful open house and annual meeting!

Thank you all for coming to this year's event

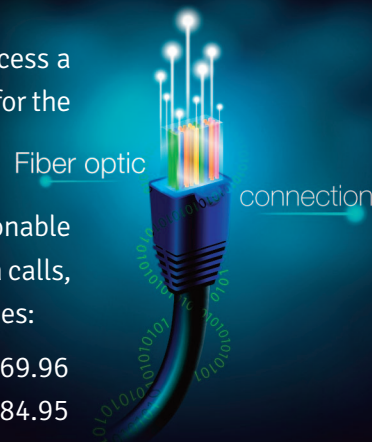


No Data Caps!

What does that mean? It means Monitor Telecom does not restrict or limit how much Internet access a customer uses each month. In other words, you get UNLIMITED ACCESS and GUARANTEED SPEED for the package you subscribe to, day in and day out!

Speeds to Meet Your Needs. We are proud to offer our robust fiber service to our members at a reasonable price and no hidden charges, whether you're streaming video, home schooling, on conference zoom calls, playing online games or have multiple devices! Monitor Telecom's Broadband Only Speeds and Prices:

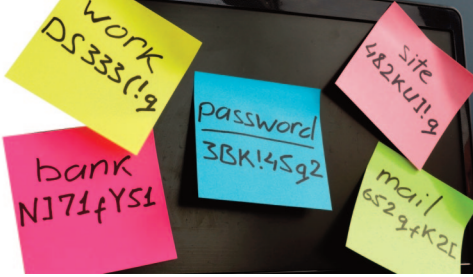
25Mb	\$69.96
50Mb	\$84.95
200Mb	\$99.95



If you have any questions or concerns about your Broadband service, please call the business office at 503-634-2266 or email customerservice@monitorcoop.net.

World Password Day

The first Thursday of May is World Password Day. This annual reminder was established to promote good password habits that help keep our online accounts safe and secure. Statistics show that over 80% of data breaches* are due to poor password security, yet taking measures to prevent them are minimal.



Let's face it, creating and remembering safe passwords can be difficult. Security experts recommend using unique, multi-factor authentication (MFA), and password managers for added protection. Keeper, Nordpass, 1password and Lastpass are some password managers that can help with keeping track of, making or changing long passwords. As a word of caution, do not download apps that do not come from trusted vendors or sources.

Here are a few good password habits to follow: Solid passwords should be a long mixture of random characters, symbols or long paraphrases. Change your password every 3 months. Never use the same password twice! Enable a multi-factor authentication which will provide a layer of protection. Never write down or share passwords, especially those for banking or social media.

The following statistics show that updating your passwords should be done on a regular basis:

- 50% of people use the same password for ALL their logins
- "123456" is the most common password in the world
- The 4th most common password is "password"
- The average password length is eight characters or less
- 43% of US Internet users shared their passwords with others
- 90% of passwords are vulnerable to attacks*

(*stats taken from Web tribunal.net)

Telephone Assistance Programs

In 1987, the Oregon Legislature passed a law that all Oregonians have access to adequate and affordable telephone service. The Oregon Public Utility Commission (OPUC) established three programs as a result. These programs are funded by a surcharge, currently \$0.03, which is applied to the monthly bill of each subscriber who has telephone, cellular, or interconnected voice or internet protocol service with access to the Oregon Relay (711).

LifeLine — Provides a monthly discount on phone and/or Broadband service for those who qualify; TDAP — The telephone Device Assistance Program loans out specialized communication equipment at no cost to those eligible with a disability in: Hearing, Vision, Speech, Mobility, or Cognition; Oregon Relay - Dial 711 — Provides clear communication for deaf, blind, hard of hearing, or speech-disabled to make and receive phone calls through relay operators. For more information on these programs, along with download or complete applications, please visit www.rspf.org, or call 1-800-848-4442 or 1-800-648-3458 (TTY) or contact the Oregon PUC at 1-800-522-2404.



Affordable Connectivity Program
Helping Households Connect

This program provides a discount of up to \$30 per month towards 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 also learn more 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.



Capital Credit Disbursement Payout

A notification letter was mailed out to members earlier this year to confirm mailing address and to respond to a capital credit payout.

The disbursement is for 100% 2008, and a portion of 2009 and 2021.

If you had phone and/or Internet services during these years and did not receive a letter or check, please contact Kattie at the business office at 503-634-2266 or email customerservice@monitorcoop.net.

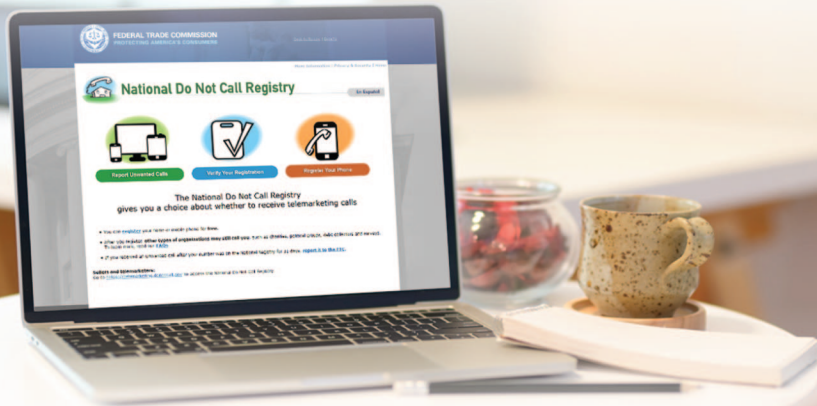
Belonging to Monitor Telecom means receiving quality services, great prices, technical support, as well as getting capital credit checks.

Your cooperative benefits are many, and we are committed to making YOU our number one priority!



School Support

To help the Scotts Mills Parent Teacher Community Club fundraiser, Monitor Telecom donated a gift basket for their Bingo, Raffle and Silent Auction. This event helps in purchasing books, technology, sports equipment, musical education, field trips, special assemblies and more. We wish you a successful event!



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.

Reminders

Check www.monitortelecom.com for further information

Go Paperless Billing

Reduce paper clutter and save the cost of stamps when you go paperless billing. Give the business office a call at 503-634-2266 or email customerservice@monitorcoop.net and we will help you get set up. It's easy, fast, and secure!

National Suicide Prevention Lifeline

If you or someone you know is feeling depressed or suicidal, please call 1-800-273-TALK (8255).

National Domestic Violence Hotline

In need of help in an abusive environment? Call 1-800-799-7233.



www.digsafelyoregon.com

Business Office Closures:

Monday, May 29thMemorial Day
Tuesday, July 4thIndependence Day

We wish all of you a safe
and happy holidays!

2023 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

15265 Woodburn-Monitor Rd NE
Woodburn, Oregon 97071
Phone: 503-634-2266
Fax: 503-634-2900

Email: support@monitorcoop.net
www.monitortelecom.com

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