

BIG CHANGES FOR OUR VOICE SUBSCRIBERS

Monitor Telecom completed the move to a new cloud switching solution, effective July 1, 2023. This conversion provides two great benefits to Monitor Telecom voice subscribers:

BENEFIT #1:

It provides all voice subscribers with free unlimited Long Distance in the lower 48 contiguous states, including calls made in the EAS (extended area service). That's right, FREE long distance! Plus, you do not need to dial a 1 before making your calls. Voice customers will need to contact their long-distance provider directly and inform that carrier regarding this change. Voice customers wanting to make calls to Alaska, Hawaii and International will need to contact our front office to request these areas, and toll rates will apply.

BENEFIT #2

It gives you advanced phone features at no extra charge. Free Caller ID, call waiting/cancel call waiting, call forwarding, call blocking, just to name a few.

Monitor Telecom made this switching change with two things in mind. First, it provides our members with great added value to their existing voice service. We are able to provide you with extra features at a lower cost. Secondly, it put us in compliance with Federal Communication Commission regulation called STIR/SHAKEN that aims to combat the influx of robocalling and call spoofing. Monitor Telecom strives to always provide the latest in technology that best serves our members.

If you have any questions regarding the new switching solution and how it affects you, please contact the business office at 503-634-2266 or email customerservice@monitorcoop.net.

New Voice Mail and Unified Messaging System

Monitor Telecom has a new voice mail and unified messaging system which went into effect as voice subscribers were transitioned to the fiber voice service. This means that there is an initial setup to retrieve and listen to your voice messages. All voice messages from the previous system all still available and you did not lose any new messages in the transition.

We recommend that you refer to the Voice Mail instructions to do the initial setup and record your new greeting. The voice mail instructions can be found on our website at www.monitorcoop.com. If you have any questions, please call our office at 503-634-2266.



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Monitor Telecom Survey Winner

Gary chose the generator for his prize! The Board of Directors and staff would like to thank everyone who submitted the member survey. Your feedback is greatly appreciated. It helps us know how we're doing, what issues and/or concerns you may have, and how we may serve the Cooperative members better.



Monitor Telecom 2023 Scholarship Winner

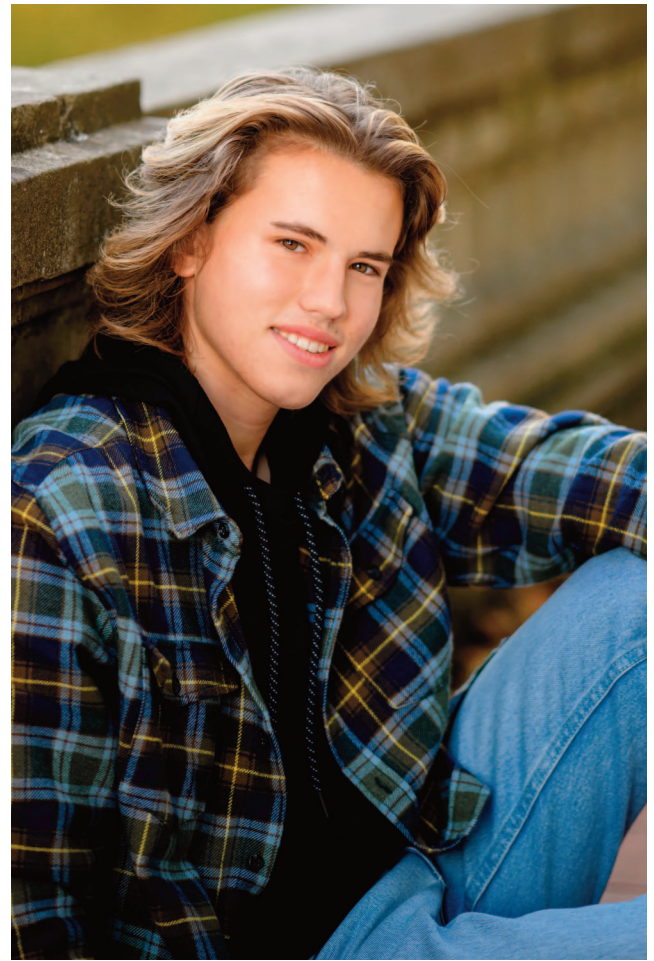
Congratulations to Silas Reister!

Monitor Telecom has awarded the 2023 \$2,000 College Scholarship to Silas Reister. Silas, son of Jeff and Annette Reister, will be attending Clackamas Community College this fall, where he plans to pursue a degree in Digital Media Communications AAS. He has partially completed the requirements for his two year college degree which will allow him to graduate in 2024.

Silas has his sights on working as a visual effects artist in a small Portland Studio, but ultimately will pursue owning his own studio in the movie and video production industry.

As a graduate of Canby High School, Silas earned several academic honors, namely student of the month, placed on the Presidents list and on the honor roll multiple times. He was on the JV2 and JV basketball team for 2 years and played soccer all four years.

Silas dedicated 100 hours volunteering at his church, assisting church services, children's church, youth group, as well as kids' soccer camp at Canby HS. Silas worked for a company as a social media manager and content creator, which gave him industry related experience and knowledge in his field of interest. Silas has demonstrated that he is hardworking, people oriented and has a strong desire to achieve his career goals. We wish Silas Reister success in college and in his chosen profession!



FRS Scholarship Winner

Congratulations to Jenna Hopkins!

Jenna Hopkins, daughter of Craig and Julia Hopkins, has been awarded one of forty Foundation for Rural Service Scholarships that were given to graduating high school seniors across rural America.

Monitor Telecom contributed \$500 towards the scholarship, totaling \$2,500. Monitor Telecom is an associate member of NTCA - The Rural Broadband Association, which partners with the FRS scholarships.

Jenna will be attending Willamette University this fall. Her subjects of interest are science and/or business related fields. While there, she will be playing softball for WU!

As a graduate of John F. Kennedy High School, located in Mt. Angel, Jenna participated in a variety of sports including softball, swimming, and volleyball. During her high school career, she is most proud of being Junior Class President and graduating with an honors diploma!

Jenna enjoys being outdoors, as well as playing card and board games. As a Monitor resident, Jenna relates, "I work on a farm, and even though living and working in a rural area is hard work, it is very rewarding,"

We wish Jenna Hopkins all the best in her school career and future endeavors!



Emergency Medical Certificate Program

What is an EMC?

The purpose of this program is to assist customers with Oregon utilities who are under a doctor's care and have a need for the utility service in conjunction with a medical issue. The program allows customers to set up more lenient time payment arrangements, or renegotiate time payment arrangements when financial hardship can be demonstrated. This program does not stop the disconnection of service when time payments arrangements are not kept.

Monitor Telecom accepts qualifying EMC's when received by a qualified medical professional. For more information, please contact the Oregon Public Utility Commission at 1-800-522-2404 or online at <https://www.oregon.gov/puc/Pages/default.aspx>.

Please note that Monitor Telecom does not provide the Emergency Medical Certificate, but we do honor them.

2023 Member Survey Results

MONITOR TELECOM would like to thank all the members who responded to the survey we conducted in May.

We appreciate all of you who took the time to give us feedback. Your responses were shared with our Board of Directors and will help shape the cooperative's goals in the coming year. MONITOR TELECOM values feedback from its members and we strive to provide all of you with the best customer experience.

Some of the most common responses from our members is that you value the quality of our service and staff, that our prices and offerings are competitive, and that our technicians are knowledgeable and responsive. MONITOR TELECOM takes great pride in being all those things that you recognized. We continue to look for ways to offer the best possible service that fits the needs of our members. For instance, this past June, we made a change to a new switching solution. This change allowed us to offer free EAS and Long Distance calls (within the lower 48), which is a tremendous added value for our voice subscribers.

MONITOR TELECOM will be conducting another survey towards the end of this year so please be on the lookout for that. We would love to get an even greater response and hear from as many of our members as possible, so please encourage your friends and neighbors in our service area to participate. Please keep in mind that if you ever have questions regarding your service or suggestions for service offerings you'd like to see in the future, you can always contact us at 503-634-2266 or email customerservice@monitorcoop.net. You don't have to wait until a survey comes out to tell us how we can better serve you. Thank you again for being part of our cooperative and contributing to our continued success!



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.



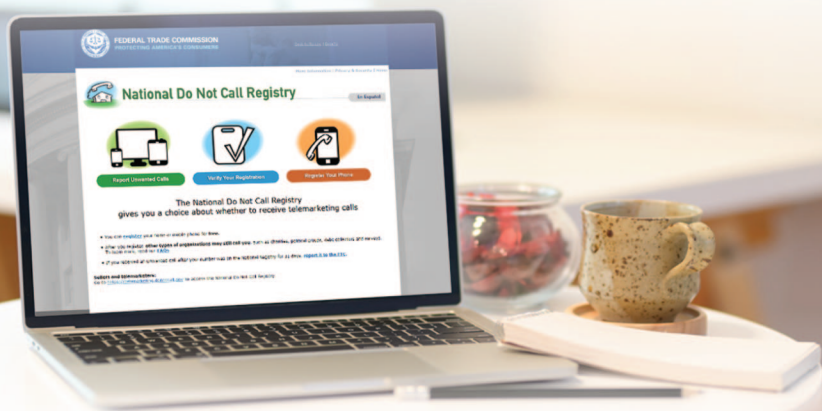
2022 Allocation Statements

An allocation notice will be mailed to each member who had service in the year 2022. As a cooperative member of Monitor Telecom, you receive a share of the profit for that year and that allocation amount, also called Capital Credits, is placed on the Cooperative books!

The dollar amount is determined by your purchase of telephone and/or Internet services to the revenue. At the discretion of the Board of Directors, capital credits are then paid out to the members! It truly is a benefit to be a part of Monitor Telecom.

Please save your allocation notice for your records. For questions or concerns regarding your capital credits, please contact Kattie at 503-634-2266.





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



Reminders

Check www.monitortelecom.com for further information

FUSC

Effective July 1, 2023, the Federal Universal Service Charge (FUSC) increased from 29.0% to 29.2% on the monthly telephone bill. The FUSC is a federally mandated fee from the Federal Communication Commission (FCC) that is designed to keep local telephone service rates affordable for all Americans, regardless of where they live. The charge on your bill will depend on the services and the number of telephone lines you have. For questions, please call the business office at 503-634-2266.

National Directory Assistance

Effective September 1, 2023, National Directory Assistance calls will increase from \$0.75 per call to \$2.50 per call. This is a pass through charge and the rate is set by our upstream carrier.

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.

Business Office Closures:

Monday, September 4th.....Labor Day

We wish all of you a safe and happy holiday!

2023 Monitor Telecom Board of Directors



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Barbara Iverson
503-634-2672



Vice Chair
Derek Pavlicek
503-634-2210



Secretary/Treasurer
Kim Guest



Director
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Director
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