

“Monitor’s Mission is to deliver reliable, global communication links to our local community”

2024 Annual Meeting

7:00pm – March 12, 2024

The annual business meeting of Monitor Telecom will be held Tuesday, March 12, 2024, at 7pm, in the upstairs conference room at the business office, located at 15265 Woodburn

Monitor Rd NE, Woodburn, OR 97071. We invite all members to this event. It is a time to hear about the Cooperative’s financial health, successes, yearly progress, election results and upcoming projects. Come meet the Board of Directors, staff and reconnect with neighbors and friends!

Members will receive an official annual meeting notice via USPS, and a separate mailing containing the election ballot for Board position #5. Interested persons in running for a board position should leave a message for the Nominations Committee Chair, Jay Augustus at 503-634-2227. If you need special accommodations at the meeting, please contact the business office at 503-634-2266.

Technology Open House

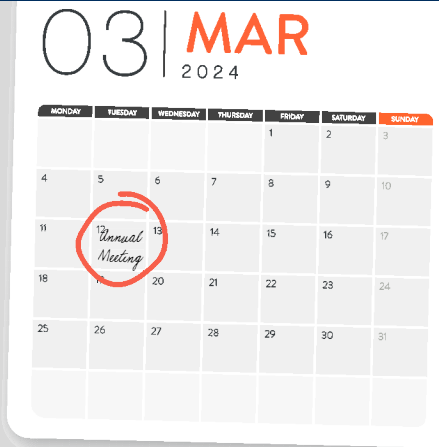
6:30pm – March 12, 2024

Come join us for the technology open house! This event proceeds the annual meeting and is designed to inform members of the latest developments in the Cooperative and telecommunications. Light snacks and refreshments will be available, as well as many prize giveaways. Mark your calendars for an informative evening. We’ll see you there!

2023 Survey Update and Winner!

MONITOR TELECOM would like to thank all the members who responded to the second survey we conducted in November. Over 110 members of the co-op took 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.

The most common response we received was that many of our members would like to see “How To” technology videos, as many members feel they need a better understanding of how to make technology work for them. MONITOR TELECOM recognizes that it can feel quite frustrating trying to keep up with technology as it continues to grow and evolve. Because of that, we will be releasing some “How To” videos throughout the year. Details on where to find and view those videos will be announced at a later date. Many of you also mentioned faster broadband speeds. MONITOR TELECOM mission is to deliver reliable, global communication links to you, our local community. We want you to know that we are continuously working on providing you with the best and most robust broadband experience. MONITOR TELECOM genuinely values all of our members and appreciate the time many of you took to respond to our survey. We strive to provide you with an exceptional service experience and have proudly done so for over 100 years. Please remember that you do not have to wait until a survey comes out to let us know how we are doing. If you ever have a question or concern regarding your service, you can always contact us at (503) 634-2266 or customerservice@monitorcoop.net.



1st Quarter 2024

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Congratulations to Norman and Kathy, winner of the 2023 survey response drawing! Norman chose the 2000W Inverter Generator. We would like to thank all our members for returning the survey.



Power Outages

Winter storms and power outages seem to go hand-in-hand. Snow, wind, and ice can bring everything to a halt. And a sudden loss of electricity can quickly change your outlook if it's not quickly restored. You may become concerned about heat, food spoiling in the refrigerator/freezer, medical devices, water supply/well pumps, cooking food, charging cell phones, lighting, and landline/Internet access.

Landline and Internet Access

As you may already know, Monitor Telecom's fiber optics and router need power to run. Although the ONT (Optical Network Terminal) on the side of your house does have an 8 hour battery backup for landline and Internet access, the router does not. However, once the battery has been depleted, you will need an alternative power source.

Be Prepared and Plan Ahead

Being proactive and planning ahead can lessen the stress when home power outages occur. Have an emergency preparedness kit, backup generator, and a strategy plan for longer power outages. Extreme weather events also have a greater impact on older adults, especially if they are living alone, have a disability or are home bound.

Visit www.ready.gov/power-outages, an official website of the United States government, for power outage safety tips, preparedness, strategies, and alerts for all types of emergencies.



Avoid Breaking Fiber Optics and Repair Fees!

Are you planning on doing some exterior home improvements this year? Perhaps a fresh coat of paint, vinyl siding or trimming those bushes by the house.

If your project requires the fiber optics equipment to be removed, please call Monitor Telecom technicians at 503-634-2266. They will safely remove and re-attach the fiber boxes from your home at the start and completion of your home project. This will ensure that your service will not be compromised.

PLEASE DO NOT remove the equipment yourself nor by your contractor. Fiber optics are very sensitive and prone to breaking. Failure to contact us will result in repair fees for labor and/or materials if the fiber breaks and outage occurs.

Monitor Telecom thanks you for your attention to this request!

Monitor Telecom College Scholarship

Applications due by 4pm, March 15, 2024

Monitor Cooperative Telephone Company offers an annual \$2,000 college scholarship program for the benefit of its members and immediate family. The Board of Directors recognizes the importance of knowledge and continued education, and the need for scholarship funding. This program was established to help provide financial assistance to students pursuing higher education in any degree program of study, 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.

Scholarship applicants must meet the following qualifications:

- lives within the 634 exchange
- is either an active Co-op member/ subscriber or immediate family member of an active Co-op member on the date of initial award
- be a current high school senior progressing satisfactorily toward graduation
- attend a college certified by the Northwest Accreditation Association or recognized by the National Association of Trade and Technical Schools
- submit completed official Monitor Telephone scholarship application by 4pm, March 15, 2024

Selection shall be made by a committee appointed by the Company, and applications are modified to remove names for a “blind” selection process. Application packets and scholarship instructions are available at the business office or on our website www.monitorcoop.com. For more information, please contact Kattie at 503-634-2266.



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 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/>. Learn more about the benefit, including eligibility and enrollment information, by visiting www.fcc.gov/ACP, or by calling 1-877-384-2575.



FOUNDATION FOR
RURAL SERVICE

2024 FRS Youth Tour Essay Contest

Essay's due by 4pm, March 15, 2024

Each year, Monitor Telephone has had the pleasure of sponsoring one local high school student to see our Nation's Capital, hosted by the Foundation for Rural Services. And we'd like to do the same in 2024. This event offers rural students a unique excursion of Washington D.C. – from getting an inside look at the telecommunications industry, learning about legislative and governmental processes, to exploring the Capital's monuments, museums, and government buildings. It is an experience they'll never forget.

The FRS Youth Tour is scheduled this summer from June 3 through June 7, 2024. To be eligible, high school students must be 16 or 17, at the time of the tour, and live in the Monitor Telephone service area (634 prefix), with active service. To apply, please submit a 500 word essay on “Benefits of Belonging to Monitor Cooperative”, along with the MCTC registration form to Monitor Cooperative Telephone business office by 4:00pm, March 15, 2024.

The application form can be found on our website www.monitorcoop.com or are available at the business office. For more information, please call (503) 634-2266.



Statement of Nondiscrimination

Monitor Telecom is an equal opportunity provider and employer.

If you wish to file a discrimination complaint or learn more, please visit the USDA website: http://www.ascr.usda.gov/complaint_filing_cust.html. The website will give you the option to connect with them via telephone, email, or chat. If you have any questions about our nondiscrimination compliance efforts, please contact the business office at 503-634-2266 and ask to speak with the general manager, Geri Fraijo.



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



Reminders

Check www.monitortelecom.com for further information

Oregon 988 Coordinated Crisis Services Tax

Effective January 1, 2024, a \$0.40 monthly tax rate increase per subscriber line of telecommunications or Voice Over Internet Protocol service will be applied to your bill. This is a pass-through fee and is collected by the Oregon Department of Revenue. The tax helps to support the 988 suicide prevention and behavioral health crisis system.

Late Fees

Effective January 1, 2024, the late fee on past due balances will increase from 2.2% to 2.3%. This fee is charged against any unpaid balances remaining at the time of the next billing cycle.

Deposit Interest Rate

Effective January 1, 2024, the annual interest rate for customer deposits will increase from 4.5% to 5.5%.

Notary Service

Monitor Telecom offers free notary service at the business office. We recommend calling ahead to ensure a notary is available.

Business Office Closure:

February 19th.....President's Day

We wish all of you safe and happy holidays!

2024 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"