

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

2nd Quarter 2024

# GO BIG GET A GIG!

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### **MONITOR TELECOM NOW OFFERS A 1 GIGABIT SYMMETRICAL BROADBAND SERVICE TO ALL OF OUR MEMBERS.**

Gigabit internet is 40x faster than basic 25 Megabit broadband service. Gigabit internet, characterized by its lightning-fast speeds, offers a wide range of benefits that can transform the way we live, work, and interact online. Here are some key advantages:

#### **1. ENHANCED PRODUCTIVITY AND COLLABORATION.**

Gigabit internet provides unparalleled speed, allowing users to download or upload large files in a fraction of the time compared to basic broadband packages. What used to take hours can now be transferred in seconds. This is especially beneficial for individuals or businesses that rely on rapid data transfer for work. Working from home has never been easier.

#### **2. SEAMLESS STREAMING AND GAMING EXPERIENCES.**

With gigabit internet, buffering becomes a thing of the past. Streaming high-definition content on multiple devices simultaneously becomes effortless, while online gaming experiences are enhanced with minimal lag and latency. Load times are a thing of the past.

#### **3. SUPPORT FOR SMART HOME AND THE IOT ECOSYSTEM.**

As the Internet of Things (IoT) ecosystem continues to expand, gigabit internet provides the bandwidth necessary to support a growing number of connected devices in the home. Smart thermostats, security cameras, voice-activated assistants, and connected appliances require their own slice of bandwidth. Gigabit internet ensures smooth operation and responsiveness across the entire network.

If you are using your service to only do basic things like browse the internet, check emails, or watch a video stream from time to time, you may not need a gig of bandwidth. But if you are looking for the optimal connected experience, be it work or leisure, gigabit internet has the ability to transform the way we live, work, and interact in the digital age.

## **NEED MORE SPEED?**

**NOW IS THE PERFECT TIME  
TO MAKE THE SWITCH!**

**SWITCH TO A HIGHER BROADBAND  
PACKAGE BY JUNE 30, 2024,  
TO BE ENTERED INTO A DRAWING  
FOR A \$150 AMAZON GIFT CARD.**

**THIS OFFER IS FOR CURRENT  
INTERNET USERS UPGRADING  
TO A HIGHER SPEED!**

**50M - \$84.95  
200M - \$99.95  
1 GIG - \$127.00**

**PLEASE CALL THE BUSINESS OFFICE  
AT 503-634-2266 AND TAKE  
ADVANTAGE OF THIS  
PROMOTIONAL OFFER!**

**SUPER CHARGE YOUR BROADBAND WITH OUR 1G SPEED WITH  
NO DATA CAPS, SERVICE FEES, OR CONTRACTS, AND PRICED AT  
\$127.00<sup>0</sup> MONTH. WE ARE EXCITED ABOUT OFFERING OUR  
FASTEST BROADBAND SPEED! FOR MORE INFORMATION CALL  
503-634-2266 OR VISIT [WWW.MONITORCOOP.COM](http://WWW.MONITORCOOP.COM).**

# **UPGRADE YOUR SERVICE TO GO BIG AND GET A GIG!**



## Annual Meeting & Election Results

The 2024 annual meeting and technology open house was held on the evening of March 12, 2024, and was a great success!

Cooperative members were able to view the technology displays, enter prize drawings, meet with friends, and neighbors and enjoy refreshments and hors d'oeuvres prior to the business meeting. Board Chair, Barbara Iverson welcomed everyone in attendance and asked members to introduce themselves, share what street they live on and the number of years they have lived in the Monitor area. This informal ice breaker exchange was well received and appreciated.

Geri Fraijo, CEO presented the manager's report, followed by the auditor's report presented by Lindsey Godfrey of AKT. It was announced that Incumbent, Jon Lever, was re-elected to board position 5 for another term. A special thanks to all members who served on the Nominating, and Credentials and Elections Committees. Your spirit of commitment makes the Cooperative a success!

After the meeting, prizes and cash drawings were announced. Congratulations to all the winners! As usual, Cooperative members received a member gift. If you were not able to attend, we hope you can make it next year!



## Capital Credits Disbursement

(100% 2009, 50% 2010 and 10% 2022)

Since 1988, Monitor Telecom has been paying out capital credits back to the members. This benefit is what makes us different than any other utility company. Your membership in the cooperative means getting a share of the profits.

The 2024 disbursement includes a portion of three separate years. A disbursement letter has been mailed to co-operative members regarding a payout of capital credits for the years 2009, 2010, and 2022. This letter is to confirm mailing address and to respond to the payout. Please complete the information on the form, sign, date, and return to the office.

If you or someone you know was an active member during those years and did not receive this notification, please contact Kattie at 503-634-2266.



# RSPF Programs – OTAP, TDAP, OTRS

Do you need help paying your telephone bill? Are you in need of telephone hearing devices or a relay operator to assist you with a call? The Residential Service Protection Fund Programs may be able to help. In 1987, the Oregon Legislature passed a law that supports the state's public policy that adequate and affordable residential telephone service be available to all Oregonians. Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three telephone assistance programs.

## OTAP – Oregon Telephone Assistance Program (Oregon Lifeline)

Lifeline Assistance program provides a monthly discount on phone and/or broadband service for qualifying low-income Oregon households. You may qualify if you or a member of your household receives one of the following benefits: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income.

## TDAP – Telecommunication Devices Access Program

The program loans adaptive telephone equipment at no cost and with no income restrictions to eligible Oregonians who are hearing, vision, speech, mobility and cognitively impaired. Visit [www.rspf.org](http://www.rspf.org) or e-mail [puc.tdap@state.or.us](mailto:puc.tdap@state.or.us)

## OTRS – Oregon Telecommunications Relay Service

Traditional Relay Service: Consumers who have TTY (text telephone for the deaf, hearing, or speech impaired) may call 711 to reach a relay operator. The relay operator types the conversation to the TTY user. Voice, or standard, users may also use this service to contact their deaf, hard of hearing or speech disabled family or friends.

*For more information on these programs, along with download or complete applications, please visit [www.rspf.org](http://www.rspf.org) or call 1-800-848-4442 (Voice) or 1-800-648-3458 (TTY).*

# Equipment Upgrade Project

Throughout 2024, Monitor Telecom technicians will be upgrading the ONT (Optical Network Terminal) equipment located on each customer's home.

This high performance equipment upgrade provides industry-standard interfaces, featuring a 2.5 Gigabit Ethernet interface. This allows for the delivery of a sensational Gig Wi-Fi experience, as well as receiving broadband data, IPTV, and VOIP on a single fiber. This outdoor ONT is housed in an environmentally sealed enclosure that protects it from the elements. You may see our technicians and Monitor Telecom vehicle in the neighborhood, or at your home. Monitor Telecom strives to provide you with the most up-to-date equipment and exceptional service! If you have any questions or concerns, please contact the business office at 503-634-2266.



# Construction Update

Fiber infrastructure improvements are scheduled to be completed by 2024 year end. These fiber upgrades are being done in an effort to “future proof” our network in anticipation of greater bandwidth demands in the years to come as technology continues to evolve. Monitor Telecom will update our members when firm dates for construction are finalized.



FOUNDATION FOR  
RURAL SERVICE

# FRS Youth Tour Winner Announced



Monitor Telecom has the pleasure of sending Brooke Doman to the 2024 Foundation for Rural Services Youth Tour to Washington D.C.

This June, Brooke will join other students from across the country to learn about the telecommunications industry and explore our Nation's capital. This unique trip offers visits with officials, tour government buildings, see national monuments, museums and walk through Arlington Cemetery and Mount Vernon - home of George Washington.

A junior at Canby High School, Brooke wrote a five hundred word essay describing the “Benefits of Belonging to Monitor Cooperative”. She relates: “Being part of a small rural community means we know more of our neighbors and rely on one another, and we can rely on a small rural company in much the same way.” We are excited for what awaits our student delegate on this once in a lifetime excursion!

**Congratulations Brooke Doman!**



# 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](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.

## Oregon Medical Certificate Program



An Emergency Medical Certificate of EMC can be obtained through your qualified medical professional and shows that you or a family member require ongoing medical care. The certificate allows you to make payment arrangements with us for past due amounts, without the worry of service interruption. To learn more, please visit: [www.puc.state.or.us](http://www.puc.state.or.us).

## Call 811 Before You Dig

Safe digging projects start with a call to Oregon 811 Utility Notification Center or online to [www.digsafelyoregon.com](http://www.digsafelyoregon.com). This isn't just a recommendation, it's the law.

Even small, shallow projects are a risk if you don't know where utilities are buried. Damaging an underground facility is dangerous for you and the people around you. A broken pipe or cable may cause outages, expensive repair, and legal problems. Failure to contact 811 will result in labor and material fees for any damaged equipment. Call 811 at least 2 full business days and not more than 10 business days prior to excavation. You can also download the Oregon 811 app to your smartphone to create or research locate tickets.



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

## 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

## MONITOR TELECOM

15265 Woodburn-Monitor Rd NE  
Woodburn, Oregon 97071  
Phone: 503-634-2266  
Fax: 503-634-2900  
Email: [support@monitorcoop.net](mailto:support@monitorcoop.net)  
[www.monitortelecom.com](http://www.monitortelecom.com)

## Reminders

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

### May 2nd is World Password Day

This annual reminder falls on the first Thursday of May to raise awareness of the best practices for safeguarding personal and financial info. Here are a few recommendations: Create long passwords using random characters, symbols and phases no less than 12 digits long. Change passwords every 3 months. Never use the same password twice. Use a multi-factor authentication and password managers

### 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.

### Notary Service

We offer free notary service at the business office. We recommend calling ahead to ensure the notary is available. Call 503-634-2266, 8am to 4pm, Monday-Friday.

### Online Bill Pay and Paperless Billing!

Tired of writing monthly checks? Switch to Online bill pay for an easier way to pay your bill. You can also set up automatic monthly payments on the Monitor Telecom website. Paperless billing is also available. For more information, please contact the business office.

### Business Office Closures:

Monday, May 27th .....Memorial Day  
Thursday, July 4th.....Independence Day

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