

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

4th Quarter 2024

## BROADBAND ONLY PACKAGE CHANGE!

Monitor Telecom is making some changes to our Broadband Only packages.

The ever-growing demand for bandwidth means our packages need to be revised to best meet the needs of our members. Beginning December 1st, 2024, our revised Broadband Only packages will be as follows:

PACKAGE			PRICE
SUPER	50 MBPS DOWN	25 MBPS UP	\$75.95
EXTREME	250 MBPS DOWN	50 MBPS UP	\$99.95
GO BIG	1 GIG DOWN	1 GIG UP	\$127.00

The Basic 25 Mbps package is being retired and everyone subscribing to it will be moved to the Super 50 Mbps package. The monthly cost of the Super 50 package is being reduced from \$84.95 to \$75.95. The Extreme 200 package is having its bandwidth increased to 250 Mbps download. The Go Big 1 Gig remains the same. Notification is being sent to all affected subscribers with more details regarding the changes.

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## GIG SERVICE – LIGHTNING FAST!

**GREAT FOR HOMESCHOOL, COLLEGE, WORK FROM HOME!**

Monitor Telecom’s Gigabit internet offers 1,000 megabits per second (Mbps) on both up and download speeds and is priced at \$127.00 /month. This is 40x faster than 25Mb broadband and has a wide range of benefits.

- 1. Support for Multiple Users & Devices** – Ensures all family members can use their devices simultaneously without experiencing slowdown or buffering on phones, computers, tablets, TV.
- 2. Seamless Streaming** – Download speeds to support high-resolution streaming on 4K or ultra-HD for smooth playback without annoying pauses or pixelation.
- 3. Gaming Power** – Get that competitive edge in online gaming that keeps you in the game without frustrating delays.



- 4. Smart Home & IOT (Internet Of Things)** – Security camera systems and smart home devices all run smoothly and seamlessly.

Transform your online experience with Monitor Telecom’s Gig Broadband; call 503-634-2266.

## Broadband Facts

### Monitor Telecom

#### Go Big 1000

Fixed Broadband Consumer Disclosure

**Monthly Price** **\$127.00**

This Monthly Price is not an introductory rate.

This Monthly Price requires a 0month(s) contract.

[Click Here](#) for other pricing options.

#### Additional Charges & Terms

Provider Monthly Fees  
Managed WiFi **Included**

One-time Fees at the Time of Purchase  
Install Fee \$30  
One-Time Membership Fee \$1

Early Termination Fee **\$0**

Government Taxes **Varies by Location**

#### Discounts & Bundles

No Discounts available.

#### Speeds Provided with Plan

Typical Download Speed 1000 Mbps  
Typical Upload Speed 1000 Mbps  
Typical Latency >100 ms

#### Data Included with Monthly Price

Charges for Additional Data Usage **Unlimited GB**  
\$0 / GB

Network Management [Read our Policy](#)  
Privacy [Read our Policy](#)

#### Customer Support

Contact Us: [\(503\) 634-2266](tel:5036342266)  
[support@monitorcoop.net](mailto:support@monitorcoop.net)

Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](http://fcc.gov/consumer)

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## Broadband Facts “Nutrition Labels”

The Federal Communications Commission (FCC) has announced that consumers will see a new Broadband Facts label when they shop for Internet services. This means Broadband providers, like Monitor Telecom, must display at the point-of-sale clear, easy-to-understand, and accurate information about the cost and performances of Broadband services. The Broadband Facts labels are modeled after the FDA nutrition labels and are intended to help consumers comparison shop for the internet service plan that will best meet their needs and budget. These labels must disclose important information about broadband prices, introductory rate, data allowances, and Broadband speeds. They also must include links to information about network management practices and privacy policies.

Effective October 10, 2024, Monitor Telecom will be displaying Broadband Facts labels for each standalone broadband service plan offered. The Broadband Facts labels will appear on our website and on new customer applications. To learn more about the terms used on the label, please visit the Federal Communications Commission Consumer Resource Center at [fcc.gov/consumer](http://fcc.gov/consumer). You may also call Monitor Telecom business office at 503-634-2266.

## CPNI Notice

### Customer Proprietary Network Information

Monitor Telecom respects the privacy of our customers, and our employees do everything possible to protect information that may be found on your account records. The FCC developed rules in 2007 that require certain steps be taken to protect Customer Proprietary Network Information (CPNI) If requested, Monitor Telecom will provide account information to our customers in one of the following ways:

- 1) We will verify the password you provided us when you call in the questions about your account.
- 2) We may call the telephone number of record and provide the account information.
- 3) We may mail the information to the address of record.
- 4) We may provide the information at our office if we are presented with valid photo ID and the individual so identified is on the account.

We do not anticipate that these rules will interfere with the quality of customer service. If you wish to change your CPNI password or receive additional information regarding CPNI rules, please call the business office. Monitor Telecom appreciates the opportunity to continue serving you. Protecting your personal account information is of the utmost importance to us!

## Passwords Breaches

Being proactive about your account security is crucial. Acting promptly can help protect your online presence.

If you suspect that your password has been compromised, it's essential to take immediate action to secure your accounts. Change your compromised password ASAP – Create a strong, long and unique password that is hard to guess, using numbers, capitals, symbols. Never re-use passwords, birthdates, account numbers, addresses, maiden name or any personal information. Notify Your Contacts – Inform financial institutions of the password breach and any suspicious activity on your account. Enable Two-Factor Authentication (2FA) – A two-step verification adds an extra layer of security by requiring a second form of authentication beyond your password. It could be a text message or phone call that requires a code to access the account. Check for Unusual Activity – Monitor your accounts on a regular basis. Look for changes you didn't make or if you receive unfamiliar or unexpected emails.

### Use Tools to Check for Compromised Passwords

- Have I Been Pwned: This website allows you to see what passwords have been used in data breaches.
- Built-in Password Checkers: Some operating systems (Windows, Mac, iPhone, and Android) have built-in tools to check if your passwords have been leaked. Use these regularly to stay informed.





## Congressional Broadband Tour

In August, Monitor Telecom hosted the Foundation for Rural Service Congressional Broadband Tour. The Congressional Broadband Tour invites congressional staff members to learn more about broadband and the important role it plays in rural communities.

This year, 21 bipartisan staff members from congressional offices and committees made their way to the beautiful Pacific Northwest, joined by representatives from the Oregon and Washington state broadband offices, as well as Brant Wolf, Executive Vice President of the Oregon Broadband Association.

The last stop of their tour brought them to out to Monitor, where we hosted them at Wooden Shoe Tulip Farm, so that we could share our story from the heart of the Willamette Valley. Over a delicious brisket dinner, Monitor Telecom board members and staff were able to explain just how important dependable and robust broadband service is to our community. For a town so heavily steeped in agriculture, broadband allows our businesses and residents to thrive in a world that seems to want to move faster by the day. Many of the delegates were left in awe of the beautiful and abundant landscape that stretched as far as the eye could see. We were even treated to another breathtaking sunset as the bus departed to conclude the tour.

Monitor Telecom is grateful to the tour delegates, Pam Becker (Executive Director of FRS), and Jennifer Benson (NTCA member relations manager) for making the trip out to Oregon and continuing to build the relationship with have with Washington, DC policymakers.



## Capital Credits – Senior Retirement

Monitor Telecom’s senior members who are 73 years of age can apply for a full payout of their capital credits. To apply, complete and submit a request form by November 30, 2024. The form needs to be notarized and can be done at the business office. If you have any questions, please contact Kattie at 503-634-2266. As a reminder to those who have filled out this form in previous years, you do not need to submit another form. This is a great opportunity to start enjoying your capital credits today!



## Don't Get Spoofed!

Spoofing occurs when someone fakes the Caller ID details that appear on your phone to trick you into revealing personal information. The details can include the number and the name that appears on the Caller ID screen. If you think you are being spoofed, here are some things to be aware of:

### Personal Information

Never give account numbers, Social Security numbers, Passwords, or other personal information to unexpected callers.

### Inquires

If a caller claims to be from a government agency or business and asks for personal information, hang up and call the agency or business to confirm the request.

### Use Caution

Be careful if you are being pressured for information immediately.

### Set Strong Passwords

Make sure your voice mail account has a password so spoofers cannot access it.

### Block unknown and unwanted Calls

You can report suspected spoofed calls by filing a complaint with the Federal Communications Commission (FCC) at [www.fcc.gov/spoofing](http://www.fcc.gov/spoofing).



# Season's Greetings!

The Monitor Telecom Christmas Gift Card Drawing entry card will be mailed out to all members for a chance to win one of 40 Amazon gift card of \$25, \$50, or \$100. To enter the drawing, please print the members name on the entry card and return to the business office before December 15, 2024. Winners will be mailed the Amazon gift card via USPS to the billing address on file. *The Board and Staff wish everyone a happy and safe holiday!*

## Preparing for Power Outages

As winter weather sets in, power outages increase. Down power lines from tree limbs due to wind, snow, ice and traffic accidents can hit an area suddenly. Depending on the outage severity, power may not be restored for several hours or even days. In the event of a power outage, your Monitor Telecom Fiber Optics telephone and/or Broadband service will continue to work on the 8-hour battery backup. However, after the battery has been depleted, and if power has not been restored, services will not work. Fiber optics needs electrical power to operate. To help you prepare for power outages, here are a few things to consider.

**Back Up Generator** – Size, wattage, runtime, gas consumed, and the generator type are directly related to the cost of the unit and cost to operate. While home backup generators are great, it comes with a higher price to run and are usually professionally installed. Smaller portable generators, which come in various sizes, are better suited for occasional emergencies and are not designed to power an entire house.

**Create an Emergency Communication Plan** – The FCC and the Federal Emergency Management Agency suggest making a family communication plan. During an outage or disaster, communicating with family members is vital. Planning starts with three easy steps, namely: Collect, Share and Practice. It stresses the importance of writing down, sharing important numbers, and discussing what to do if an emergency takes place. For more information visit [www.fcc.gov/emergency](http://www.fcc.gov/emergency).

Monitor Telecom technicians monitor outages, and we encourage you to contact us anytime you have a concern or service issue. It is our goal to give you the highest quality customer care and service!

## Reminders

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

### FUSC Increase

Effective October 1, 2024, Monitor Telecom customers will see an increase on the Federal Universal Service Charge (FUSC) from 34.4% to 35.8% on their telephone bill. The FUSC is a federally mandated fee from the Federal Communications Commission (FCC) that is designed to keep local telephone service rates affordable to all Americans, regardless of where they live. This is a pass-through fee.

### RSPF Increase

Effective January 1, 2025, Monitor Telecom customers will see an increase on the Residential Service Protection Fund (RSPF) from \$0.08 to \$0.15 surcharge. This fund was established to ensure that all Oregonians have access to adequate and affordable residential telephone service. This surcharge supports three key programs: (OTAP) Oregon Telephone Assistance Program, (OTRS) Oregon Telecommunications Relay Service, and (TDAP) Telecommunication Devices Access Program. This is a pass-through fee.

### Business Office Closures:

- November 11th.....Veteran's Day
- November 28th-29th.....Thanksgiving
- December 24th-25th.....Christmas
- January 1st .....New Years Day

We wish all of you safe and happy holidays and don't forget to set your clocks back 1 hour on November 3rd!

## 2024 Monitor Telecom Board of Directors



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503-634-2672



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