

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

May 2025

Annual Meeting Recap and Election Results

The 2025 annual meeting was held on March 18, 2025, and was a great success!

Board Chair, Barbara Iverson welcomed all 52 members in attendance. Members had an opportunity to introduce themselves, what street they live on and where they graduated from high school. It was great to see some new members at the meeting, as well as seeing members that have been Monitor residents for many years!

The 2024 Youth Tour winner, Brooke Doman (at right) presented a photo slide show of her trip to Washington D.C., which recapped her daily excursions, visits to government buildings, museums, and monuments. She made lots of friends from across the U.S. and continues to keep in touch with some a year later. Brooke thanked the board and members for this unique experience.



Geri Fraijo presented the manager’s report, followed by AKT auditor, Lindsay Godfrey. It was announced that the Incumbents, Derek Pavlicek and Jay Augustus, were re-elected for another term, and the policy change was approved by member vote.

We would like to thank all members who served on the Nominating, and Elections and Credentials Committees. It is your commitment and desire to support your cooperative that makes Monitor Telecom a success!

Technology Open House

This year’s open house showcased an assortment of informative topics; Monitor Telecom’s new Facebook page, password protection/cyberattacks, free streaming services, and an outline of the capital credits process. Members visiting each table were entered into drawings to win different prizes. Refreshments, sandwiches and cookies were available and well received. Thanks to all those who could attend, chat with the board of directors, staff and visit with friends and neighbors!



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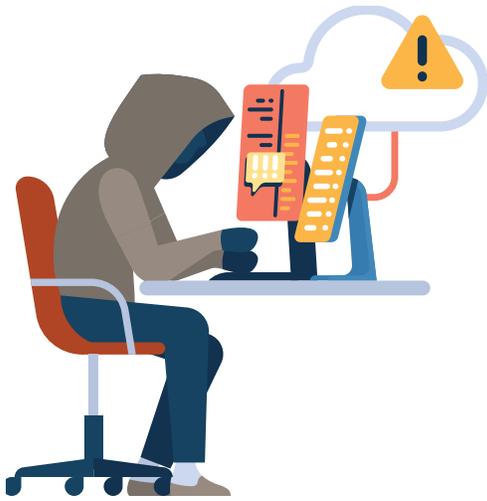
We’re making a small change to our newsletter schedule.

Starting this year, we’ll transition from a quarterly release to a bi-annual format. This change not only reduces paper usage, contributing to environmental sustainability, but will help to consolidate important notices, articles and community updates.

We are also aware that many people are shifting from paper reading to online media for accessing information. Online platforms offer the convenience of instant updates, and the ability to search and tailor content to individual preferences.

Monitor Telecom now has a Facebook presence embracing online media trends. Of course, our website is the place to go to access up to date information on pricing, notices, dates, forms, broadband tools and our newsletter!

We appreciate your continued support as members of the cooperative!



Stop — Be Smart, Be Safe

Computer Security should be your highest priority when using the Internet.

Scammers, hackers, and identity thieves not only steal personal information from you, but they can also steal your money. Be proactive, don't get caught in a scam, and remember that there are many things you can do to protect yourself. Here are a few things you can do to keep your information secure:

Update security software and browsers automatically

Set your operating system and web browser to update automatically. We have free security software and browser links on our website: [www.monitorcoop.com/Broadband Tools](http://www.monitorcoop.com/Broadband%20Tools).

Personal information is like cash

Social Security numbers, credit card, bank and even utility account numbers can be used to steal your money.

Encrypted websites are the only sites you should give out personal information

To determine if the site uses encryption to protect your information, look for "https". The 's' indicates that the site is secure.

Passwords need to be protected at all times

The rules ensuring that your password is a strong one are to use long passwords (at least 10-12 characters, with a mix of letters and numbers); never use your name, birth date, family names, or common words; don't use the same password for multiple accounts.

Once stolen and all your accounts will be compromised

Never reply to a message on a phone, text or email that is requesting your password. Keep all your passwords in a secure place, and out of sight. Change your passwords periodically, it may be a nuisance, but it helps to protect you.

Last but not least, back up your files by copying important information onto a disk or flash drive and be sure to store it in a safe place. If your computer does become infected or compromised, you will still have your important information.



Emergency Medical Certificate (EMC)

Do you or someone in your home require ongoing medical care or are concerned about your telephone service being interrupted? If this is you, you should obtain an Emergency Medical Certificate (EMC).

What is it?

An Emergency Medical Certificate is a program setup by the Oregon Public Utility Commission (OAR 860-021-0510). It is designed to assist customers with ongoing medical care to avoid service interruption of utility services. An EMC does not excuse a customer from paying their bill, but it does allow peace of mind while setting up a more lenient Time Payment Arrangement (TPA) or renegotiate time payment arrangements when financial hardship can be demonstrated. This program does not stop the disconnection of service when time payment arrangements are not kept.

Who Qualifies:

Any customer or household member whose life would be significantly endangered by the loss of utility service, and who obtain a Medical Certification from a qualified medical professional who will attest to that.

Monitor Telecom will honor the Emergency Medical Certificate, however we do not provide them.

To learn more about the Emergency Medical Certificate program please call the OPUC at 1-800-522-2404 or go online <https://www.puc.state.or.us/Pages/consumer/>.

Please contact the Monitor Telecom business office to discuss having a medical certificate on your account.

**ESPECIALLY IF YOU HAVE
SAGE, SUCH AS GAMING,
QUICKER DOWNLOADS.
YOUR FILES ALMOST INSTANTLY,**

**TH WITH UNLIMITED ACCESS.
G!**

**GO BIG
GET A GIG!**



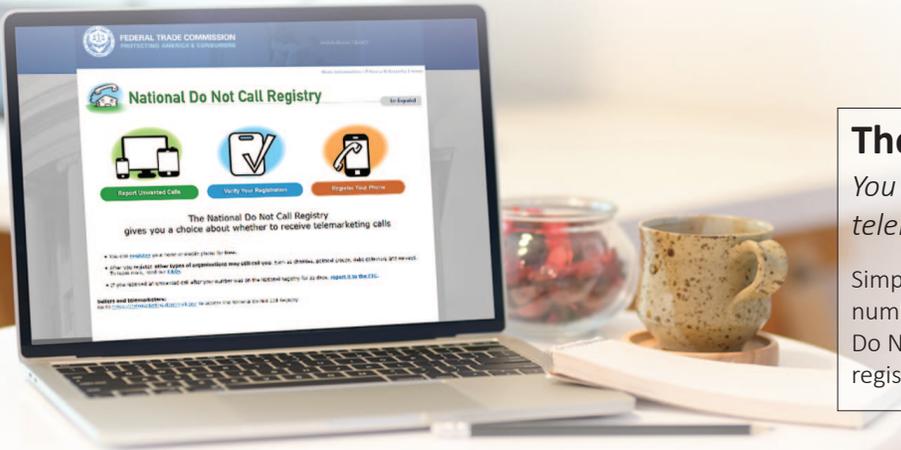
Always Call 811 Before You Dig!

This is not 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. Safe digging projects start with a call to Oregon 811 Utility Notification Center or online to www.digsafelyoregon.com. 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 smart-phone to create or research locate tickets.



**Know what's below.
Call before you dig.**



The National Do Not Call Registry

You have 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

Late Notices & Late Fees

Payments are due the 15th of each month. Any payment not received by the 15th will receive a late notice reminder. Late notices are mailed out on the 16th. If you are set up on auto pay after the 15th we suggest that you change the date to pull between the 1st and 15th day. This will prevent a late notice from being mailed to you each month. Please call the business office if you need assistance in changing your auto pay date.

Notary Services

We offer free notary service to our members. Please call the business to make an appointment.

Business Office Closures:

Friday, July 4thIndependence Day
Monday, September 1stLabor Day

We wish all of you safe and happy holidays!

2025 Monitor Telecom Board of Directors



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Barbara Iverson
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Vice Chair
Derek Pavlicek
503-634-2210



Secretary/Treasurer
Kim Guest



Director
Jay Augustus



Director
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