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Open House/Annual Meeting Review

The 2026 Open House and Annual Meeting, held on March 11, was a tremendous success.

We appreciate the 46 engaged members and their families in attendance, who brought their enthusiasm, curiosity, and cooperative spirit to make the event truly special. Members had the chance to explore a variety of interactive stations designed to showcase the technology, tools, and services we provide. Staff guided attendees through live cyber attack monitoring, offering a real-time look at how threats emerge and how they're mitigated. At another station, members tried out our password PIN strength checker, learning about common vulnerabilities and how to build stronger, more secure credentials. The AI demonstration table walked members through practical ways to use Artificial Intelligence for everyday tasks. Our Multi-Broadband service display helped members understand how multiple connections work together to improve performance at different locations. And the Internet of Things (IoT) table gave everyone a chance to see smart devices and what that means for convenience in the modern home.

Members were able to enter a prize drawing to win one of four prizes: 55" Roku TV, Echo Show 11, Wine Assortment Basket, or a Frameo Digital Photo Frame gift basket. Cash prizes were also given out. Congratulations to all the winners!

At the Annual Meeting, Board Chair, Barbara Iverson, welcomed everyone. After introducing the Board and staff, members were asked to state their name and what street they live on. Geri Fraijo then presented the manager's report that reviewed the company's activity and progress in the past year. Lindsay Godfrey, of AKT, then presented the financial report, and conveyed that the company received the highest audit rating in their findings. Election results were announced, with Barbara Iverson and Kim Guest being re-elected to Board Positions 3 and 4. Member voting was done on site at the meeting, as both positions were non contested.

All members in attendance received a stainless steel water bottle. A special thanks to Emily Inskip, Frances Riedman, David Ramirez, for serving on the Credentials and Election Committee! We also want to express our appreciation to the members for their continued support of the co-op. See you 2027!



Donation

Monitor Telecom proudly donated \$5,000 in January 2026 to the Monitor Fire Department to support their events needs and community outreach efforts.

The contribution will fund new tables and chairs for use during key neighborhood events. These upgrades will make setup and cleanup easier for events such as the annual Monitor Fire Pancake Breakfast and National Night Out. We're honored to invest in resources that strengthen community connections and support the dedicated individuals who work tirelessly to keep our community safe!

Capital Credit Payout

(100% 2012 & 36% of 2024)
Did you receive your check?



As a part-owner of the Cooperative, members receive a share in the company's earnings through capital credit allocations and disbursements. That's what makes us stand out from other companies, and it's one of the greatest advantages of membership. The Board of Directors approved a capital credit disbursement for the remaining amount in year 2012 and 36% of 2024. A notification letter was mailed earlier this year to all members to confirm mailing address and to respond to the capital credit disbursement. If you did not receive your letter or check, please contact Kattie at the business office by calling 503-634-2266 or email customerservice@monitorcoop.net.



Monitor Telecom's success is possible because of our outstanding members who purchase services and continue to support their local cooperative. It truly is a win-win for all!

Youth Tour Winner!

The Board of Directors has selected William Doman to represent Monitor Telecom's student delegate for the 2026 Foundation for Rural Services (FRS) Youth Tour to Washington D.C.!

William wrote a 500 word essay on "Broadband: Its Effect on My Future." In it, he explained how access to Broadband Internet in a rural community has allowed him to research and understand various topics to complete school assignments, connect with teachers, classmates, check school announcements, and give him access to tools that support his educational future goals.

This summer, William will join other rural students from across the country to experience our nation's capital, as well as learn about the telecommunication industry. The group will tour the national monuments, war memorials, Mount Vernon, museums, and much more. Travel expenses, lodging and spending money will be provided in full, by the Cooperative. William is the son of Stephanie and Jess Doman and attends Canby High School.

Congratulations William Doman! Have a wonderful time.



Oregon Lifeline – \$15 Credit

Beginning April 1, 2026, the Oregon Lifeline program's monthly credit will rise from \$10 to \$15, offering additional support for phone or high-speed Internet service. This program is a state initiative that helps low-income households stay connected, and reflects Oregon's ongoing commitment to ensuring that residents have reliable access to essential communication services. Eligible Monitor Telecom customers who are already enrolled in the program will automatically receive the higher credit starting in April. New applicants who meet income or program-based qualifications can also begin receiving the updated benefit after the effective date. *If you'd like to learn more about the Oregon Lifeline Program or find out whether you qualify, visit the Oregon Public Utility Commission (OPUC) website www.oregon.gov.puc for details.*



BUILD A STRONG DIGITAL DEFENSE



Every year on the first Thursday of May, National Password Day arrives as a timely reminder that our digital lives are only as secure as the passwords protecting them. In an era where data breaches, phishing attacks, and identity theft are increasingly common, this day encourages individuals and organizations to strengthen their cyber security habits and rethink how they safeguard sensitive information. Below are some practical, high-impact steps that anyone can take to dramatically improve their digital safety.

1. Create Strong, Unique Passwords *****

A strong password is your first line of defense. Aim for having at least 12-16 characters with a mix of upper and lowercase, numbers, and symbols. Do not use personal information (names, birthdays, pets) or reused passwords across accounts.

2. Use a Password Manager

Password Managers generate, store and autofill complex passwords so you don't have to memorize them. They reduce the temptation to reuse passwords, keep credentials encrypted and help you quickly update weak or old passwords.



3. Turn On Multi-Factor Authentication (MFA)

MFA adds an extra layer of protection by requiring something you know (password) plus something you have (phone, token) or are (biometrics). Even if someone steals your password, MFA can stop them from accessing your account.



4. Watch for Phishing Attempts

Cybercriminals often bypass passwords by tricking people into giving them away. Stay alert for unexpected emails asking you to "verify" or "reset" something, links that look slightly off, or urgent messages demanding immediate action. When in doubt, go directly to the website instead of clicking the link.



GFI Reset – Trouble Shooting

When your Internet goes down the issue is often a tripped GFCI outlet located on the outside of your home next to the fiber equipment. Fiber Optics needs electricity and the battery backup is plugged into this outlet. Even if your router isn't plugged directly into a GFCI, it may still be on the same circuit, so a tripped GFCI can cut power to your Internet equipment without warning.



A GFCI (Ground Fault Circuit Interrupter) is the type of outlet with two small buttons on the front—TEST and RESET. It's designed to shut off power if it detects a fault and its main purpose is to protect people from an electric shock. To reset it, find the GFCI outlet, press the RESET button firmly until it clicks. If it stays in, the outlet has reset and power should return. Give the equipment two to five minutes to fully reboot. If the GFCI won't reset, unplug anything connected to that outlet or nearby outlets on the same circuit and try again. Moisture, overloaded devices, or a faulty appliance can cause repeated tripping. If the outlet still refuses to reset, check your breaker panel for a tripped breaker. Flip it fully off and back on if needed.

If the modem still has no power after these steps, or the GFCI continues to trip, it's time to call the business office. A technician can help determine whether the issue is electrical, equipment-related, or something else affecting your service.

Multi Broadband Service – A Hidden Gem!

Reliable internet service to a 2nd building on your premises is easier and more affordable than ever with our Multi-Unit Broadband Service. It's one service that quietly delivers big value, making it a true hidden gem. Whether you need connectivity in a shop, barn, garage, office, or guest house, this service delivers strong, dependable Broadband to a 2nd outbuilding you rely on.

The Multi-Unit Broadband connection delivers the same speed as the main household Broadband service to another location and includes a carrier-grade router that is fully maintained by our technicians, giving you professional-level performance without any equipment hassle. This means stronger signal strength, better reliability, and the ability to support multiple devices without slowing down – all backed by expert support whenever you need it.

To be eligible, the household must subscribe to a main Broadband service. For just \$25 a month per unit, you get the same reliable service as you do in your main residence. It's a simple, cost effective way to stay connected everywhere you need it—perfect for work, streaming, security systems, smart devices, and everyday online use.

This service has quickly become one of our most popular add-ons, a hidden gem that seems almost too good to be true! Some restrictions may apply. Call today to ask about our Multi-Unit Broadband service.



Statement of Nondiscrimination

Monitor Telecom is an equal opportunity provider and employer.

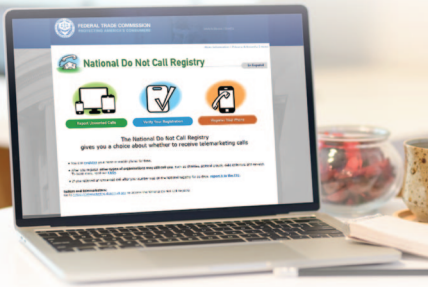
If you wish to file a discrimination complaint or learn more, please visit the USDA website: http://www.ascr.usda.gov/complaint_filing_cust.html. The website will give you the option to connect with them via telephone, email, or chat. If you have any questions about our nondiscrimination compliance efforts,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

Online Bill Pay and Paperless Billing!

Managing your bills digitally makes staying on top of your finances much easier. It cuts out paper clutter, reduces the chance of losing important statements, and keeps everything organized in one secure place. Automated payments help prevent missed due dates and the fees that come with them, while digital statements supports an eco-friendly lifestyle by reducing paper waste. Altogether, it's a faster, cleaner, and more convenient way to handle your monthly billing statements. Sign up, manage, and go paperless all from the convenience of your home. Visit our website www.monitorcoop.com. For additional questions or assistance, please call the business office at 503-634-2266.

The Gift of Service Promotion

Congratulations to Elisa, who received a \$200 Amazon Gift Card for the 2025 Promotion "The Gift of Service!" for coming back into service with Monitor Telecom! We are happy to welcome her back and celebrate her ongoing membership in the year ahead. Our goal is to provide exceptional Broadband service that supports the needs of the cooperative members and keeps customers coming back!



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

FUSC Decrease

The Federal Universal Service Charge (FUSC) decreased from 37.6% to 37.0% effective April 1st, 2026. This is a federally mandated fee from the Federal Communications Commission (FCC) and is designed to keep local phone service rates affordable to all Americans regardless of where they live. This is a pass-through fee.

Notary Services

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

Business Office Closures:

May 25thMemorial Day
July 3rdIndependence Day Observed

*We wish all of you safe
and happy holidays!*

988 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.



2026 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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