

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

MCTC Membership Newsletter

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4th Quarter 2010

“We Had a Gr-r-reat Time at Op-Coop!”

The weather was ship shape, the galley put out some great grub, spent time with our mateys and kin; now that is what community is all about!! This year we watched the Monitor pirates play games of skill, took a chance with bingo, and some even walked the plank (cake walk). Decorating pumpkins, making pirate crafts, and getting their seafaring faces painted, everyone had something to do and to remember. 2388 And of course, we had a treasure chest of loot for all to plunder. If you joined us, thank ye matey, and if you weren't able to attend, we missed you. It was a gr-r-reat day!



**Find the Hidden
Phone Numbers!**

We have hidden three telephone numbers inside this newsletter (last four digits only). If you locate your phone number, call the MCTC Business Office at 503.634.2266 and we will apply a \$10.00 credit to your next telephone bill.

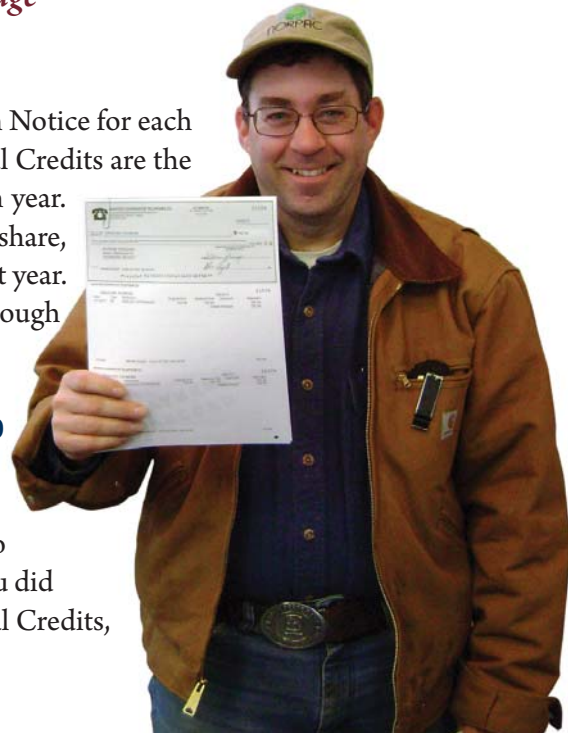
2009 Patronage Allocations

If you were an active member in 2009, you should have received your Patronage Allocation Notice, which was mailed out, August 12, 2010.

As a member of Monitor Cooperative Telephone, you receive a Patronage Allocation Notice for each year of active telephone service. The amount displayed is your capital credits. Capital Credits are the difference between the cost of doing business and the actual revenues received each year. The difference then goes through an allocation process that calculates each member's share, which is then credited in the names of the members on the cooperative books for that year. Each member's share is affected by their individual contributions to the revenue through local service revenue, directory advertising, and other credits or purchases.

The total Patron's Allocation for the year 2009 was \$181,474.75, which averages to \$388.60 per member. This represents 56% of your local telephone bill being allocated back to you!

Payouts of Capital Credits are based, in part, upon the amount of cash available to MCTC at the time of distribution, and the discretion of the Board of Directors. If you did not receive your 2009 Patronage Allocation Notice, have any questions about Capital Credits, or the allocation process, please call the business office at (503) 634-2266.



Early Retirement of Capital Credits

It is time for Monitor Telephone's Senior Payout of Capital Credits.

Member's who reach 75 years of age by November 30th are eligible to receive their Capital Credits in full. This is another great benefit to belonging to a Cooperative. If you qualify, and would like this early payout, a request form is available on our website, www.monitorcoop.com, under "Forms", or you may come in or call the business office at (503) 634-2266 for a form or more information. This form will need to be filled out and must be signed and notarized by November 30, 2010. A Notary Public is available at no cost to our members at our business office. Please call ahead to see if they are available. 2770

As a reminder to those who have filled out this form in previous years, you do not need to submit another request. This is a great opportunity to start enjoying your Capital Credits today!

Broadband Special Extended to the End of 2010

A special Thank You to all the new and returning customers!

IT'S EXTENDED! Our Free Modem special this spring was so successful, that we are extending it to the end of the year. All new Broadband customers will receive a free modem, valued at \$75.00. If you are an existing customer, have an older model modem, and upgrade to 3M or 6M Broadband service, you will also qualify for the free modem.

We were especially pleased when several of our inactive customers returned to MCTC for telephone and Internet service after they heard about our spring modem special. These customers had experienced very slow speeds, frequent drops, and large unexpected charges with their wireless Internet service. In some cases their monthly bill tripled in price, due to going over the limited monthly usage. These returning customers are very pleased with Monitor Cooperative's Broadband, enjoying its fast, reliable service, and unlimited monthly usage.

MCTC is dedicated to bringing the newest technology to our members, and giving you the best service. So now is the time to get fast, reliable, economical Broadband service with MCTC, and take advantage of our extended free modem special before the end of 2010.

PLEASE NOTE: All Broadband customers are able to lower their monthly bill by \$5.00 each month for 24 months, when signing a 2 year contract. That is a \$120.00 savings! If you are interested in either the free modem special or want to lower your monthly bill, please contact us today at 503-634-2266.

RSPF Programs – A Lifeline for Families

Do you need help paying your telephone bill or new line connection charges? Are you in need of telephone hearing devices or need 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.

Oregon Telephone Assistance Program (OTAP)

Oregonians who receive one of the following qualifying benefits may receive up to a \$13.50 reduction in their monthly bill for local residential telephone service.

- Food Stamps
- Temporary Assistance to Needy Families (TANF)
- Supplemental Security Income
- Certain State Medical Programs or Medicaid

Link-Up America

The Link-Up America Program helps qualified individuals by paying for one-half (up to \$30) of the line connection charges for new residential telephone service. Visit www.rspf.org or E-mail puc.otap@state.or.us

Telecommunication Devices Access Program (TDAP)

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 or E-mail puc.tdap@state.or.us

Oregon Telecommunications Relay Service (OTRS)

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. 2949

For more information on these programs, along with download or complete applications, please go online and visit www.rspf.org or call 1-800-848-4442 (Voice) or 1-800-648-3458 (TTY).



Construction Update

Fiber to the Home (FTTH) project nearing completion.

This year's Fiber to The Home project is nearing completion. If you're located on one of the roads that was under construction this year, and would like to get fiber connected to your home, please contact the business office at 503-634-2266. Remember, there is no cost to you for getting connected, and your monthly bill will not increase due to your new fiber connection.

Don't Look Now— But Christmas is Just Around the Corner!

***December 6th through the
15th, stop by the office and
spin to win!***



Where has the time gone? No sooner is Operation Cooperation over, and it's time to be thinking about Christmas. If you have enjoyed coming into the business office at holiday time, spinning our Christmas Wheel and getting a special gift from Santa, then be sure and mark your calendar for December 6th through the 15th. I'm sure, if you have been very, very good this year, there will be something here with your name on it.

Monitor Cooperative Telephone is proud to be of service to our community, and all of us here at MCTC, wish everyone of you a safe and happy holiday, and look forward to the New Year, providing you with the best technology available.

GET A FREE MODEM!



New Broadband customers eligible for a free modem, a \$75.00 value! Customers upgrading to 3MB or 6MB are eligible for a free modem if they do not have the ADSL 2+. **Offer now extended through 2010!**

* Monthly pricing shown includes internet charges and does not include local charges or customer premise equipment. Free modems are available to new High Speed customers or customers upgrading to the 3MB or 6MB package. Upgrading to our 3MB or 6MB service will require a ADSL 2+ modem. Those customers upgrading to 3MB or 6MB service, who already have the ADSL 2+ modem, are not eligible for the new modem. Some restrictions may apply. Offer good 05.01.10 - 12.31.10.

Pick the broadband speed that's perfect for you!

Our low monthly pricing is as follows:

6MB (includes free voicemail with email notification)	\$54.90
3MB	\$49.90
1.5MB (new speed up from the 1MB)	\$39.95
768K	\$38.90

BONUS!!!
Sign up for a 2 year contract and we'll take \$5.00 off your monthly bill for 2 years!
(Save \$120)

Get the best service from the best people!

For specific details on available savings, call Martha today at (503) 634-2266.

2010 MCTC Board of Directors



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