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A quarterly newsletter from DirectLink

Your Autopay May Not Work

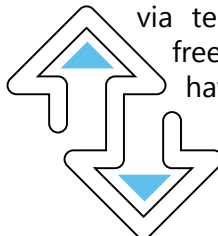
Members who registered for DirectLink AutoPay prior to the new billing system launch on August 1, 2017 must sign up again for the service. National privacy law prevents a company from transferring sensitive credit card information from one system to another. This requires members to register their banks or credit card information again before any payments are processed. Please check your bank account or call us to ensure timely payments have been processed in the past few months. If you are not registered for AutoPay, it saves you a \$1 each month and is simple to do with SmartHub - our new, easy-to-use online account management tool. To sign up, all you need is your **NEW** DirectLink account number and a valid email address.

Use SmartHub on most major mobile devices with the downloadable app or on a computer via the web.

With SmartHub, you can:

- Quickly pay your bill online one time with Visa, MasterCard or Discover credit or debit card
- Register for automatic, recurring credit or debit card payments
- Activate electronic (eBill) instead of (or in addition to) paper bills
- Enroll in email reminders and payment receipts
- Update billing address and contact information
- View current and prior billing information, payment information, and printable usage history graphs.

Payments can also now be made via telephone 24/7. Call toll free at 1.844.206.7881 and have your **NEW** DirectLink account number handy to complete the transaction.



CARE

CANBY AREA RECOGNITION OF EXCELLENCE

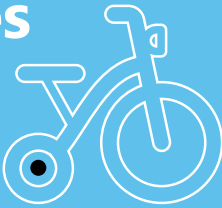
AWARD

Has a teacher, counselor, coach or support staff made a difference in your life?

Visit canby.com to nominate them today!

Toy Drives for Fall

As a thank you to our valued members, those not currently in a promotion who donate a new, unwrapped toy valued at \$10 or more will receive a complimentary Internet speed upgrade to the next highest tier for 3 months. Toy(s) should be brought to our office during regular business hours.



If your service address is not eligible for a speed upgrade due to capacity or other factors, a \$30 credit issued over 3 months will be issued instead. 503-266-2819 Member account must be in good standing and not currently in a promotional rate to participate.

Toys donated in Canby will help the Kiwanis Canby Community Food & Toy Drive and toys donated in Mt. Angel will aid efforts of the St. Josef Shelter for their Annual Toy and Christmas Box Food Drive.



What our Members Say...

“The technician went above and beyond because he was already trying to solve the problem before coming inside to talk to me. And he did because he saw that the wires were chewed through by squirrels!

A Happy Mt. Angel Member

Great tech support! I've called twice in the 4 years we've had DirectLink, and both times the issues were fixed in a timely manner. I called this morning around 7:30 am and by 8:30 am there was a tech here to get our internet back up and running!

Cassy Vanderpool via Facebook

Sam Henkes was very patient. He took the time to explain why things weren't working. Our equipment was not compatible to the new faster internet.

A Happy Canby Member

I was treated really well in the office and at my home. I would recommend you to anyone. You are better than Comcast.”

Justin Moore



Sam Henkes, Network Technician

NEW Canby.com

Canby.com has been serving our town since October 1, 2007. This now 10-year old community portal full of free information, event, news, and classified posting pages just received an overhaul. 503-263-6304 The refreshed website features a clean look, customizable color schemes, and banners made by local graphic artists.

We hosted a contest to gather local artisan talent for the site. Congratulations to Gabe Martushev for winning the first Canby Doodles contest! He received a \$150 bill credit for his efforts. See the winning design at www.canby.com.

Let us know! If you have an idea for a local story or article to be considered for a future edition, or comments about this or past newsletters, please email us at HereForYou@DirectLink.coop.

Welcome Janet



DirectLink welcomed Janet Bailey as the Vice President of Member Services. Janet started her customer-focused career in telecommunications and then headed north to serve many years as Director of Customer Service for Starbucks in Seattle. Switching from coffee to confections, she went south to fill the VP of Sales and Customer Care Operations role for the Oregon-based Harry & David for some years.

We are honored to have her as part of the DirectLink team and look forward to the positive benefits she will bring to our communities. 503-651-2003 Janet is passionate about positive member experiences and is a strong supporter of all things local which is why she and husband, Steve, moved to Canby shortly after her hire.

New Board Member



The DirectLink (Canby Telephone Association Cooperative) board of directors has appointed Tom Bauman to serve a two-year term as the board representative for the recently integrated Mt. Angel service area. This addition of a 6th board member is the final step in consolidating the former Mt. Angel Telephone Company into the cooperative.

Bauman graduated from Mt. Angel College in 1968 with a degree in Mathematics and then left briefly to serve in the Air Force as an Avionics Maintenance Technician. He attended Portland State University on his return and achieved a degree in accounting. Bauman joined the Mt. Angel Telephone Company as an accountant in 1972 and later served as President from 1989 until the sale to DirectLink in 2007. 503-266-6165 Bauman also served as the mayor of Mt. Angel, OR. He has resided in Mt. Angel for many years and been very involved in many local civic organizations and non-profits.

Fiber Expansion Continues

The DirectLink network is the only certified Fiber Broadband Association fiber optic network in Canby and the only one who can bring speeds up to 1 Gigabit (1000 Mbps) right now to most of its members. The fiber connection comes from our office directly into your home or business. This ensures that DirectLink members receive the fastest, most consistent and uncongested Internet speeds. 503-263-2346 Only 25% of US homes have a FTTH connection, and soon all of Canby will too!

The 5-year project is on schedule to convert 100% of the 84-square mile Canby service area to fiber optics by 2020. The build began as scheduled in 2016 where our engineering and construction teams installed 66 miles of buried fiber optic cable that contain over 3,500 miles of fiber strands to over 1,250 addresses in a 15-square mile footprint in the North Barlow and Lone Elder areas.

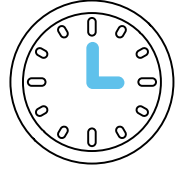


The Holly and Birch Street projects finished construction and added 138 addresses to the fiber footprint earlier this year. The 25.16-mile South Barlow project also finished up construction last month. The team is now focused on converting the 319 members in that area.

DirectLink also continued collaborations with new developments like Sequoia Grove and the new Dahlia Apartments downtown to provide fiber optics in all new construction areas.

To learn when fiber will be coming to you, visit www.DirectLink.coop/ftth-map and enter your address.

New Office Hours



On January 2, 2018, operating hours for all DirectLink offices will change. The new hours will be from 8:00 AM until 5:00 PM, Monday through Friday.

Find your

Back by popular demand!!!

If you find your telephone number hidden in this newsletter, call us by November 20th to get \$20 credit toward your December DirectLink bill!

Community Classes 2017

DirectLink's free and informative Community Classes are designed to help our members better understand and use technology. These events are open to everyone in our service areas.

Location: 150 SE 2nd Avenue
Canby, OR 97013

Time: 3:00 PM - 4:30 PM and
repeated at 6:30 PM - 8:00 PM

RSVP: 503.266.8111 or
503.845.2291

November 16, 2017 – Streaming Video options. Hulu, Amazon Prime, Netflix, and more.

Gadget Review: Amazon Fire Stick

The latest version of the Fire TV Stick from Amazon with Alexa Voice Remote was rated the top product in its field according to PC Magazine earlier this year. The \$39.99 device has an upgraded quad-core processor and beat out the far more expensive set top boxes like the Roku Ultra (\$129.99) and Apple TV (\$179.99).

Buyers receive a rectangular HDMI stick, a remote, a pair of batteries, a micro USB cable, a USB power adapter, and a short HDMI extender cable standard in the box. The HDMI cartridge stick plugs into the back of the TV - nicely hidden from view - and is easily controlled by buttons or voice engagement on the remote. It can also be controlled using a smart phone or tablet with the Fire App.

The product features robust Alexa intelligence that can control the experience, if desired. Users simply press the microphone button on the remote and speak the name of a movie, show, title, actor, director, genres or themes desired. The interface will bring up the results from Amazon, Netflix, Hulu and other subscribed service libraries on the TV screen. 503-651-3113 Just select the show and enjoy! The simplified remote is easy enough to use to navigate through the graphic filled interface without voice commands.



New Roof & Satellite Dish

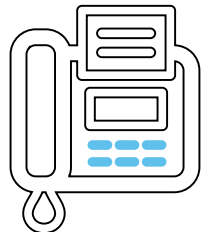


A new satellite dish was installed in the Canby yard in September. This replaces the 20-year old dish in our main yard and provides a more stable connection for our members. The new dish and enhanced technology will also allow for TV services to be extended to Mt. Angel members in the near future. The old dish is scheduled to be dismantled and removed after the new one has been thoroughly tested.



Construction was also prevalent this summer on our buildings. The flat-roofed central office experienced some leaks last winter with the heavy, wet snows. To eliminate future leaks, as well as bolster security for equipment and member connectivity, we added a pitched roof to the top of the building at the corner of Ivy and Second Avenue.

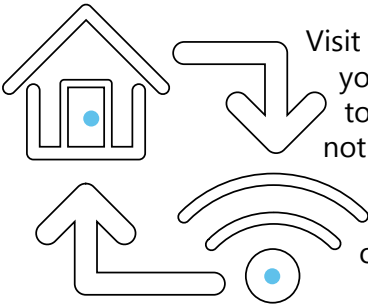
Voice Mail PIN/MyVoice Update Delay



A number of member-affecting upgrades and changes have been made this past year to enhance our member experience. 503-651-3850 So as not to overwhelm our members with additional adjustments, we will be postponing the previously mentioned Voice Mail PIN and MyVoice upgrades for the foreseeable future.

WiFi Home Networking Offer

WiFi equipment installed in a non-centralized location can affect the signal strength in certain rooms. Multiple floors, certain appliances, or even large mirrors can inhibit or completely block a WiFi signal. Too many devices trying to connect at the same time can bog down a signal as each tablet, phone, and Smart TV fight for bandwidth to perform the requested function. DirectLink WiFi Home and Business Networking is a worry-free system that is professionally installed in the optimum location to support the most devices with the fastest, strongest WiFi signal. The base model has a sleek, modern design and will easily cover a 2,400 square foot home. Other models are available for larger homes and outdoor needs. Wifi Networking is backed by our expert technicians, professional remote maintenance, and 24/7 local support.



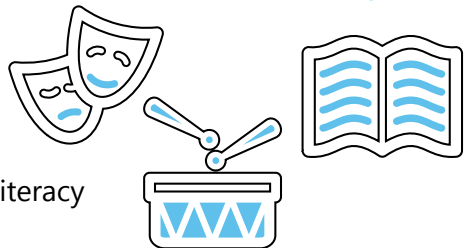
Visit www.DirectLink.coop/wifi to learn more or call your local DirectLink office to order this service today. For a limited time, the first 100 members not currently in a promotion who add WiFi Home or Business Networking to their product selections will receive a FREE Amazon Fire Stick and 50% off our professional installation.

Friends of Canby Public Library Seek New Members

Friends of Canby Public Library (FOL) is a non-profit, volunteer organization that provides supplemental funding, advocacy, and community engagement to benefit Canby Public Library through membership dues, fundraisers and operation of a used book store called The Book Garden.

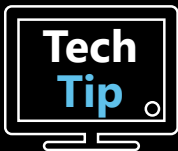
The money raised is used to purchase new books for the library and funds library programs like:

- Music in the Stacks
- Movie Night at the Library
- Teen and Adult Programs
- Summer Reading Program
- Bilingual Celebration of Children & Literacy
- Cultural Passes



Annual FOL memberships start at just \$5 for students, \$10 for seniors, \$15 for individuals or \$25 for families. 503-263-6148 If you are not yet a member, please consider joining. If you join or renew an existing membership before the end of this year, you will not need to renew your membership until January 2019.

For more information, get a brochure at the library, email CanbyFOL@gmail.com, or go to Friends of Canby Public Library Facebook page.



Consider a visit to www.techboomers.com for a variety of free tutorials like Introduction to Google Voice, iPhone Texting, Calling and Voice Mail as well as "how to" courses on popular social media, shopping, entertainment, web app sites and more.

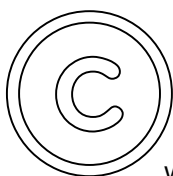
Why Does **Restarting My Computer** Fix Many Problems?

Question: It seems like every time I contact a knowledgeable friend or a professional about a computer problem, the first thing they say is, "Did you try rebooting?" Does rebooting (the technical term for restarting) really solve that many problems and, if so, how?



Answer: Yes, rebooting can solve many computer problems and here's why: As your computer runs, it starts and stops various processes but not always in the most efficient way. Some of them may remain open or partially open, using up valuable computing power. In addition, some programs may experience an issue and not run as expected, but may not be able to stop the problem without shutting down and starting again from scratch. 503-651-3255 That is why the "rebooting" advice is good not only for the entire device, but for individual programs as well. You can also try it if you run into issues with devices including a smartphone, tablet, or TV. Be aware, however, that if you're rebooting regularly or rebooting doesn't help, it may mean there is a bigger problem involved.

Copyright **Infringement**



Downloading, uploading or file sharing copyrighted material like movies, TV shows or music over the Internet is illegal. This activity constitutes copyright infringement under the Copyright Act, Title 17 U.S.C., Section 106(3). It is a violation of our Open Internet Policy as well. Please be advised that if we are notified of repeated violations of illegal distribution of copyrighted material we will have no choice but to terminate your Internet service. The law requires DirectLink to forward copyright violation notices to the offending customer and to take action against repeat offenders (terminate service).

If you are using a wireless router please make sure the security settings are enabled so only authorized users can access the Internet through your account. 503-266-5573 Unsecure wireless routers allow others to access the Internet through your service and anything they do will show up as activity on your account. If you need assistance, please contact DirectLink 24/7 Tech Support at 503.266.8111.



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P.O. Box 880
Canby, Oregon 97013-0880

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Pay & Win

We think that members who pay their bill on time should be rewarded.

Every on-time payment is placed into a drawing for a themed gift basket each month.

The basket is on display in the lobby at both locations throughout the first half of each month. Visit our office and see what you could win!

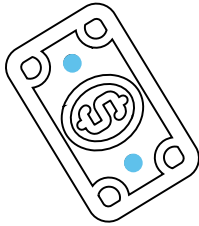
Canby

Monthly Winners

July - Larry Lund (*no pic*)

August - Sara Creel

September - Alejandro Zamora Uribe (*no pic*)



**Find Your Number,
Get \$20 Off
Your Next Bill!**

We're here for you.