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A quarterly newsletter from DirectLink

— 2017 —
OUTSTANDING
**Customer
Experience**
★ ★ ★
PIVOT GROUP
AWARD WINNER

Our members have spoken! DirectLink has been named a 2017 Outstanding Customer Experience Award winner among independent telecommunications and broadband providers in the United States. This award identifies top performing companies that provide a superior level of customer service as judged by their customers.

DirectLink is honored to have earned 503-266-4714 a 90 percent customer satisfaction rating as your local service

provider. We strive to provide the best, most forward-thinking services at competitive prices. When compared to larger, less community-focused communications providers that received far lower satisfaction ratings in recent years, it shows that our members value our level of service. We pride ourselves on providing a first-class member experience and are grateful to be your local, member-owned cooperative.

This accomplishment is presented by Pivot Group, an objective third-party national research firm that collects data and provides awards based on merit. Pivot surveys customers about the installation and repair experiences they have received from providers like DirectLink. Input from you, our members, was collected monthly and kept confidential. The findings are then presented to the team, which allows us to identify what we're doing well along with what we can do to improve.



Gadget Review: Apple TV

\$179.00 (32GB) or \$199.00 (64GB)

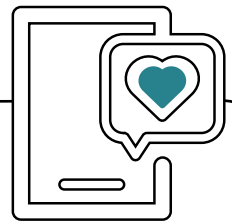
The latest version of Apple's streaming set top box, the Apple TV 4K, was given an "Excellent" rating by PC Magazine recently. The \$179.99 device now supports 4K and HDR capabilities for both HDR10 and Dolby Vision. It is available in either 32GB or 64GB of internal storage, supports smartphone, tablet, and Siri voice control, and comes with 90 days of technical support from Apple.

While the product is on the more expensive side for devices in its category, the ability to support 4K viewing has excited Apple fans as it will integrate seamlessly with all other Apple devices. The Apple TV 4K allows users to choose from a hefty number of streaming movie and television apps in the iTunes store, including the new EZVideo from DirectLink. 503-651-2121 If you and other users have content in an iTunes library, you can continue to watch it on Apple TV 4K as well.

It features a sleek and discreet appearance in both the box and the remote, which is simple to use as it only has five buttons in total. And if the remote isn't suitable, you can control everything from an iPhone or iPad. You'll need to supply an HDMI cable, but the Apple TV 4K comes with a Lightning to USB cable. It requires an HD or 4K HDR TV and a wired or wireless network (the Apple TV 4K is WiFi-capable and has an Ethernet cable port) through a high-speed Internet connection. 503-651-3778 The better the connection, the greater the experience will be.



Pair your Apple TV 4K with a high-speed Internet plan from DirectLink and gain instant access to all of your favorite shows on EZVideo and other applications.



Follow Us

Give us a follow on social media to stay up-to-date on events, giveaways, scam notices, tech tips, and more!



Like us at www.facebook.com/DirectLinkCoop



Follow us at www.twitter.com/DirectLinkCoop



Connect at www.linkedin.com/company/directlinkcoop

Sign Up for Our NEW Monthly eNewsletter!



Did you see the new DirectLink eNewsletter that arrived in inboxes early last month? No? Then sign up to get on our mailing list today! The eNewsletter comes just once per month, and it is chock full of informative and fun

tidbits designed to make your life with tech easier. 503-266-2848 It is emailed directly to you at the beginning of the month and contains updates regarding new services from DirectLink, a couple of amazing must-see videos, warnings on recent viruses, hoaxes or scams, some fun, seasonal items to check out, and a tutorial or answer related to a frequently-asked Internet question.

Visit www.DirectLink.coop and click the "Newsletter" link at the bottom, right corner of the page.

Canby Independence Day



Come on down to Wait Park and drop by our booth at the annual Canby Independence Day celebration! Enjoy food, drinks, and other items from more than 100 local vendors while we honor our country's birthday.

Community Classes 2018

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 both Canby and Mt. Angel service areas. We look forward to seeing you there!

Location: 150 SE 2nd Avenue
Canby, OR 97013

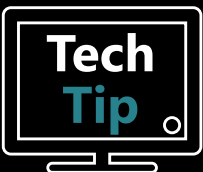
Time: Your choice of three times
– 10 a.m. to 11:30 a.m.; 3 p.m. to
4:30 p.m.; or 6:30 p.m. to 8 p.m.

RSVP: 503.266.8111 or
503.845.2291 or HereForYou@DirectLink.coop

May 17, 2018 – *Internet Security 101: Learn best practices for surfing the web, downloading safe content, and navigating through the online melee with our local expert.*

August 16, 2018 – TBD

November 15, 2018 – TBD



Did you know that if you accidentally make a mistake when working on a document or project, you can undo it? On a PC: Ctrl+Z | On a Mac: Command+Z

What Our Members Say...

“ [The] service is excellent! [I've had] telephone service since 1941.

Anita Dinsmore

Susan Peach is pleasant. She knows my name.

Jack Weaver

From beginning to end, the office staff has been wonderful. A very positive experience.

A happy member

When the technicians come, always great! They are very friendly, kind, and helpful.

A happy member

Whoever the installer was, he was fantastic and deserves huge kudos. ”

Mark Weinberg



Susan Peach, Member Services Operator



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

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!



National Telephone Day

April 25th was National Telephone Day! As your local member-owned telecommunications cooperative, we're proud of our more than 100-year history serving in the local communities. The independent telephone industry was developed throughout the country by farmers who were unable to receive telephone service in the small rural communities where they lived and worked. 503-651-3304 These farmers pooled their resources to establish telephone cooperatives like DirectLink.

Though we started as a telephone service provider, our services have grown as technology has advanced, and we couldn't be happier to have our local members right there with us the whole time.

Open House and Annual Meeting

Who: All DirectLink Members

Date: Thursday, May 10, 2017

Time: 3 p.m. to 6 p.m. Open House, 6:30 p.m. Annual Meeting

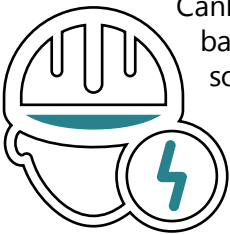
Where: DirectLink Training Room | 150 SE Second Avenue | Canby, OR

- Experience our new TV product EZVideo with a demonstration and learn how it will enhance how you watch your favorite shows
- Check out our technology showcase
 - See how fiber is spliced
 - Learn how data travels over the Internet
 - Learn more about the services we provide
 - See fiber plans for Canby & Mt. Angel
- Enjoy complimentary light refreshments
- Enter to win choice of an Amazon Echo or Dr. Dre Wireless Beats
- Meet the Board of Directors and our staff
- Hear the DirectLink vision at the 503-263-4888 Annual Meeting



Member Safety and Connectivity Are at the Top of Our List

As technology advances, it allows us to offer more services to our members, like HD and DVR-capable television and lightning-fast Internet speeds with our expanding fiber optic network. But with those increased services comes the need for state-of-the-art infrastructure that can sustain technologies that require massive amounts of processing power. In order to support our constantly-growing member base, we recently replaced the 35-year-old generator at our Central Office in Canby with a brand-new Kohler 400KW. 503-263-8700 It serves as a back-up power source in case Mother Nature decides to throw something crazy at us, increasing network reliability for our members.



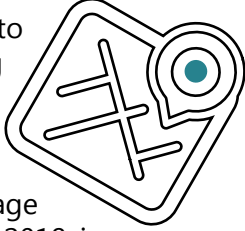
The ability to support huge amounts of processing power and prepare for extreme inclement weather situations is only the first phase of ongoing infrastructure upgrades at our Central Office. After we've transi-

tioned to our new generator, the next phase includes installing a new primary cooling system. The amount of power needed by the servers and switches that support all of your services throughout our service area which is the size of Seattle generates heat, and they need to be cooled down continuously in order to operate correctly and efficiently. We're taking steps to ensure that no matter what happens, we're here for you.



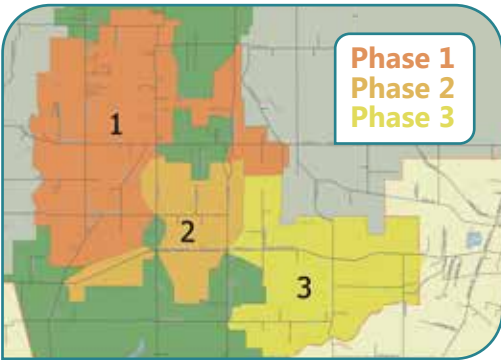
Fiber Network Expands to Needy Area in 2018

We're getting closer to our goal of providing a comprehensive fiber optic network to 100 percent of our 84-square mile coverage area, and up next in 2018 is the Needy area. While our promise to bring you lightning-fast Internet advances, DirectLink is committed to supporting our local community by being transparent and involving our members in every step of the process.



As part that commitment, members from the Needy area fiber build were invited to attend a Town Hall meeting at DirectLink on March 15 for information on the project's progress in and around their homes. Attendees were shown a presentation from our lead engineers and consultants that included the extensive benefits of fiber, how it works, what they can expect from us as we begin installations in around their homes, and the project timeline.

The Needy project covers 458 addresses, includes 12.7 square miles, and will require 52 miles of buried Fiber Optic Cable that includes 27 miles of main line and 25 miles of service drops.



Needy Fiber Expansion Phases.
See full map at www.DirectLink.coop/ftth/map

Also included in the Town Hall meeting were a variety of educational stations that showed in detail the splicing of fiber, comparisons between different Internet speeds, and what the installations will look like around the home once finished.

Our fiber optics network installations are Fiber-to-the-Home certified and bring a dedicated connection directly from our Central Office into member homes and businesses, ensuring the fastest, most consistent and uncongested Internet speeds. Ookla reports

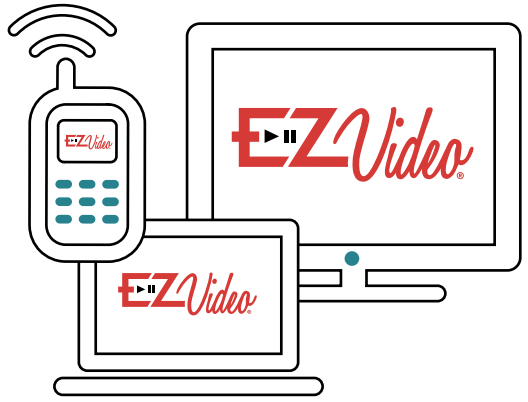


the average Internet speed in the United States is just over 22 Mbps. DirectLink fiber provides speeds 45 times faster. 503-263-6777 Fiber also provides matching download and upload speeds, allowing you to perform a variety of lightning-fast tasks. In addition, fiber is easier to maintain and is not impacted by the elements like copper technology is, allowing for a more seamless, reliable user experience. 503-263-1938 Only 25 percent of homes in the United States have access to fiber, and soon all of the Canby area will too!

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

EZVideo is Here!

Life is busy enough. The last thing you need is a cluttered and complicated entertainment zone when you're ready to unwind at the end of the day. Having to switch back and forth between devices and boxes for live TV and streaming services can be frustrating and cumbersome. You have enough boxes, remotes and wires to keep track of, and our new



full-featured, subscription-based television service EZVideo integrates seamlessly into most of the devices that are already in your home. 503-266-8825 All you need is a device and an Internet connection from DirectLink to access live, local, broadcast TV channels. Call us to activate EZVideo, then download the app on your Apple TV, Amazon Fire TV, or another one of our recommended devices that are likely already in your home, log in with your TV credentials, and start watching your favorite shows and movies. Simple as that!

We heard you. EZVideo members no longer pay extra fees for HD channels or DVR capability, do not sign extensive contracts, and are not tethered to one room or one screen. Enjoy included user experience enhancements such as Replay TV, which supports instant access of up to 72 hours of content on participating networks; Restart TV, which lets you view a program from the beginning even if you just turned on the channel; and personalized profiles that give recommendations based on viewing habits.

Visit www.DirectLink.coop/EZVideo to get started today!

Canby Public Library – May Events

Read to the Dog. Sunday, May 13 and Sunday, May 27 from 1:30 p.m. to 2:30 p.m.

Master Gardener Talk. Tuesday, May 1 and Tuesday, May 15 from 6:30 p.m. to 7:30 p.m. Attracting Hummingbirds, Presented by Clackamas County Master Gardeners.

Legos @ the Library. Wednesday, May 2 from 6:30 p.m. to 7:30 p.m.

Homeschool Parents Meet-Up. Thursday, May 3 from 6 p.m. to 7:45 p.m.

Disaster Preparedness. Tuesday, May 8 from 6:30 p.m. to 7:30 p.m. Red Cross Disaster Preparedness: What you need to know to prepare in case disaster strikes.

S.T.E.A.M Night. Thursday, May 10 from 6 p.m. to 7:30 p.m. Explore science, technology, engineering, arts and mathematics.

Music in the Stacks. Saturday, May 12 from 2:30 p.m. to 3:30 p.m. Lonesome Dewey & The Coyotes.

Book Group Meeting. Thursday, May 17 from 2 p.m. to 3 p.m. Everyone welcome

Family Evening. Thursday, May 31 from 6:30 p.m. to 7:30 p.m.



190 SE 2nd Avenue
P.O. Box 880
Canby, Oregon 97013-0880

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.

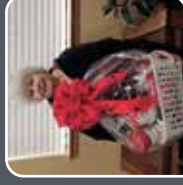
The basket is on display in the lobby at both locations throughout the first half of each month. Visit our office and see what you could win!

Monthly Winners

January
Mary Jean Baker

February
Marnie Sievers

March
Chris Utterback



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

Call us by May 25 to claim your discount.

We're here for you.

