

the Download

A newsletter from your local Internet, Video and Voice provider - DirectLink



Beloved "Voice of DirectLink" Susan Peach Retires

If you've ever visited the Canby DirectLink location or called into either office, you were likely greeted by a cheerful woman with an infectious smile and a welcoming attitude. For 22 years, Susan Peach served the DirectLink cooperative with dedication and helped each member as if they were family. In that time, Susan became one of the most visible (and audible) representatives of the company, and many enjoyed calling in to speak with her when they needed help.

"I've referred to her many times as 'the voice of DirectLink,'" said Billing Services Manager Sharon Puhlman. "[It is] her friendliness and the way she loves her [members]. They love to speak with her."

Susan's reputation for being kind, helpful, and genuine earned her a bit of a fanbase among the DirectLink membership.

"One day, I was covering the phones and the voice on the other end said, 'You're not Susan, where is Susan?' I assured them that she was on a well-deserved vacation and that she would be back soon," Sharon said.

"Susan was very member-focused," said Michelle Madison, Member Services Supervisor. "She greeted them by name and made them feel important."

Susan took pride in her job and in making sure that people were taken care of. She hopes she leaves a legacy of respect and hard work.



In addition to her commitment to the cooperative, Susan actively volunteered in the Canby and Mt. Angel communities for local events and organizations, like the Canby Senior Center, Canby Independence Day Celebration, Slice of Summer, and Willamette Valley Habitat for Humanity builds.

Susan said she enjoyed building relationships with people and looked forward to helping people over the phone or in the office.

"I enjoyed the interactions with all the members and my coworkers," Susan said. I made friends with people over the phone and in person, people that I recognized that came in over the years. It kept me going all day."

Susan said she plans to spend most of her new free time with her grandkids and traveling, and she's been known to enjoy the occasional ATV ride.

"Susan worked a long time to prepare for her big day," Michelle said. "We are all so happy for her."



Congratulations to the 2021-2022 DirectLink Scholarship Winners!



Our local students are amazing! The Canby Rotary Foundation awarded 23 scholarships totaling \$36,000 for the coming school year, including the oversight of the DirectLink fund and the Don Peterson Memorial Scholarship. Since 2000, the foundation has awarded 360 scholarships totaling over \$350,000.



Elsa Anderson - \$1,500



Gonzalo Rodriguez - \$1,500



Drew Wright - \$1,500



Kaleb Blaschke - \$1,000



Kellie Peters - \$1,000



Allison Odell - \$1,500



Rachel Bigej - \$1,000



Trevor Taylor - \$1,000



\$1,500 Don Peterson Memorial Scholarship Winner Ainsley Beck with DirectLink President Paul Hauer

The Cooperative Difference

As your local cooperative, DirectLink's main focus is the wellbeing of our members. We work to foster a positive, service-oriented environment where our team members feel valued and members are taken care of. In fact, DirectLink employees far exceed the average years on the job for others in the communications industry.

We've been here for the community since 1904, and we'll continue to be here for you.

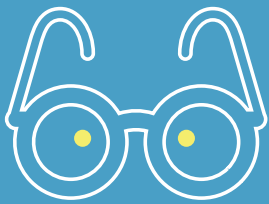


Communications Industry
6.6 years



DirectLink Team
13.7 years

Top 3 Tech Tips of the Quarter



Watch Netflix™ without Internet

Did you know you can download Netflix shows and movies to your smartphone or tablet devices to watch when you're not online? Open the Netflix app on the device you want to download content to, tap "Downloads," and then search for shows and movies. To save on mobile data usage, download while connected to WiFi.



Update Smartphones

Every now and then, the software that makes our smartphones run smoothly needs an update. In order to make sure your phone has the latest features and bug fixes, it's a good idea to let updates run automatically. As long as your device is charging and connected to WiFi, the updates should happen overnight as scheduled. Visit the Updates section of your device's Settings menu to enable them!



Protect Your Passwords

You've heard it before, but we'll say it again. It's important to have strong passwords and change them regularly to help keep your accounts safe.

Here are the basics when creating a password:

- Don't use personal information.
- Don't use real words.
- Create longer passwords. Try for at least 10 characters.
- Don't use the same password for multiple logins.
- Change passwords a couple times per year.
- Consider using a password management service like LastPass, 1Password, or Dashlane. With these services, your passwords will live in a digital vault behind one mega-password.



Remember to Call Before You Dig

Now that nicer weather is here, that means time for home projects. If you plan to begin any project that involves digging — such as building a patio, putting up a fence, or planting bushes and trees — remember to call 811 before work begins.



Know what's below.
Call before you dig.

Member Appreciation Day is Back!

Save the Date

August 19, Mt. Angel Office
2:00 PM to 4:30 PM

Look for details on **Facebook**
and on **DirectLink.coop**.



Stay Safe from Scammers!

Have you ever received a text message or an email that looks or feels a little suspicious? Maybe it came from an odd email or number you don't know, or there are several misspelled words throughout. And why did you get an automated phone call about an Amazon order you never placed asking for your account details? With so many different scams popping up aiming to steal your money or personal information, we created a webpage with helpful information about spotting and avoiding different types of scams.

Visit www.DirectLink.coop/support/scams to read through our knowledgebase and familiarize yourself with common practices scammers love to use.

Your Comments



“ I love you guys ... You've helped out our families in need during distance learning, helping our kids stay connected and learning. Your customer service is always fast and helpful and your services are more affordable than anywhere else. Thank you for all you do and keep up the good work! ”

Instagram comment

“ DirectLink has been great! We moved to Canby this past summer and with working from home and 3 teenagers Zooming their classes (while I'm sure on their phones while in class) it has kept up with our connection and speed needed. ”

Facebook comment

“ I have never had better service in my life [than] when I was part of DirectLink. I use this as a major factor when ever considering real estate. ”



Twitter mention



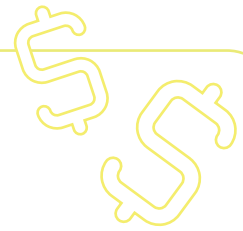
190 SE 2nd Avenue
P.O. Box 880
Canby, Oregon 97013-0880

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Keep up with DirectLink events, news, product updates, and more by following us on social media!

-  facebook.com/DirectLinkCoop
-  Instagram.com/DirectLinkCoop
-  twitter.com/DirectLinkCoop

Pay Your Bill on Time for a Chance to Win a Gift Card to a Local Business!



All DirectLink members who pay their bill on time online, via mail, or in-person are automatically entered into a random giveaway for a \$50 gift card to a local establishment.

Easily pay your bill on time with AutoPay in your SmartHub account. Visit **DirectLink.SmartHub.coop** to create a free login and begin virtually managing your account.

- January Winners:** William Stevens, Canby - Pudding River Chocolates, William and Renee Bland, Mt. Angel - Sin-Able Sweets
- February Winners:** Ancelmo Duran-Lopez, Canby - Canby Builders Supply, Steve and Ruth Engel, Mt. Angel - Boschler True Value Hardware
- March Winners:** Jean Lessard, Canby - Gwynn's Coffee House, Bob and Sherrill Hawley, Mt. Angel - Mt. Angel Meat Company
- April Winners:** Arnold and Sheri Nofzige, Canby - Ebner's Custom Meats, Doug and Collette Decock, Mt. Angel - Pacific Honeybee
- May Winners:** Sharon Sample, Canby - Wilco, Greg Beyer, Mt. Angel - Wilco
- June Winners:** Clyde and Joanne Trapp, Canby - Frontier Golf Course, Chrisy Patterson, Mt. Angel - Evergreen Golf Course

