



WE'RE A HORSE OF A DIFFERENT COLOR

A recent survey indicated that our members would like to know what sets Canby Telcom apart from the rest – what differentiates us. It is not easy for us to brag about ourselves. We would much rather continue to do what we do best without a lot of fanfare but we also want our members to know that we listen to them. 503-266-7896 So, here goes.

1 We are owned by you. More than 1.2 million Americans receive their local telephone, and now Internet, service from a company like Canby Telcom. As a member-based cooperative, it is our duty to be good stewards of the trust you've placed in us by providing the most cost-effective, state-of-the-art, and quality services available.

2 We are focused on you. We have connected Canby and the surrounding areas to the world since 1904. For other providers, Canby is one of many towns on a service map. With us, you are our sole focus and we are very concerned with the entire member experience. In addition to quality products, we also conduct fun contests like the recent BINGO game, March Madness and College Bowl bracket contests, and hide telephone numbers in our newsletter for a complimentary bill credit. We also randomly select one member each month to receive a seasonal gift basket worth \$50.

With an average 95% positive customer satisfaction rates from third party surveys, there is most certainly no comparison to other communications providers when it comes to our customer service and treating members with the care, responsiveness, and the dedication you deserve. 503-266-5370

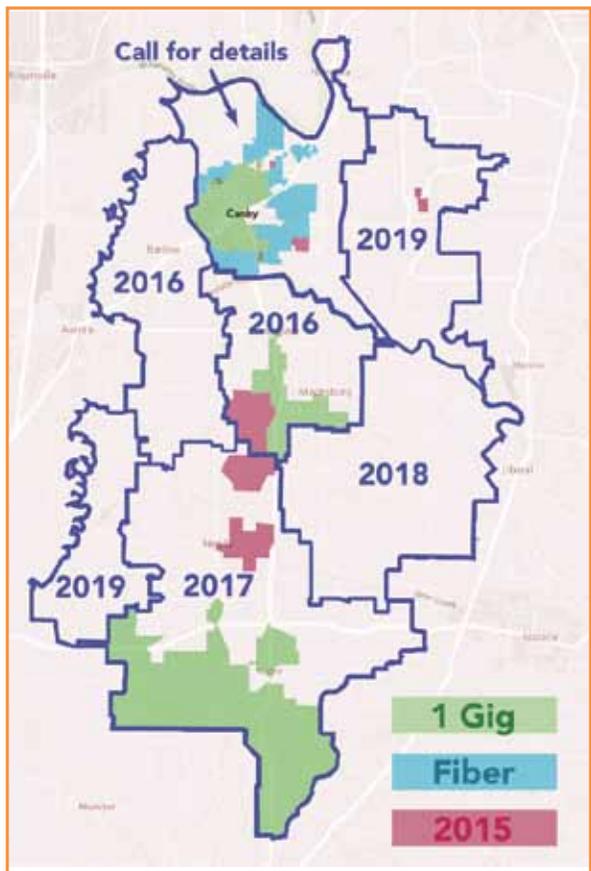
➤ FOZ (FIBER EXPANSION) UPDATE

Our FOz network is the only certified Fiber to the Home (FTTH) fiber optic network in Canby. The average Internet speed in the US has been reported to be only 11.4 Mbps but with FOz, we are able to bring speeds up to 1 Gigabit (1000 Mbps) to our customers. 503-651-3855 Unlike other providers who bring fiber cable just to their office or maybe as far as the neighborhood, we bring the fiber connection directly to your home or business. This ensures that our customers consistently receive the fastest, most uninhibited speeds for their Internet needs.

Fiber optic construction over the past several years has successfully saturated nearly 70% of the city limits and 50% of all member addresses. 503-263-3630 However, the Canby Telcom service area covers 84 square miles. So the company has developed and the board has approved a 6-year construction and migration plan to provide fiber optic access to all members within the serving area by the end of 2020.

Network improvements were an important milestone in 2014, providing improved connectivity for customers in areas suffering from broadband capacity challenges. A primary goal for 2015 is to continue improvement within the network and offer even more bandwidth to members.

This first year of the construction plan, will be to address the most critical areas with facilities that have become outdated and may even be damaged. The old copper wiring will be replaced with fiber optics that will last well into our future. 503-263-6567 This strategy will allow us to go into 2016, year two, with a solid foundation toward a well-designed and efficient plan to provide longer term goals a better chance at achievement within the allotted timeline.



Current FOz footprint and 2015 construction areas.

More information can be found about the fiber expansion plan at our new webpage www.canbytel.com/fiberexpansion.

CUSTOMER COMMENTS

"Impressed that it only took a 30 second phone call to increase my Internet speed with CanbyTelcom."

David Frey on Twitter

"Josh, in the technician division, does a good job of fixing my problems."

Barbara Langan

"It is always a good experience when I call in to talk to someone. You have excellent customer service!"

Corrinne Larson

"It is so nice to talk to local people when I have a problem or need something. All the people have been so pleasant."

Caryl Bow



Josh Peak, Technical Support Specialist



LET US KNOW

If you have an idea for a local story or article to be considered for a future newsletter, or comments about this or past newsletters please email us at newsletter@canbytel.com.

FIND YOUR NUMBER AND WIN!

To get \$20 off of your next bill, look carefully through the contents of this newsletter and if you find your telephone number call us by July 24th to claim your one-time \$20 credit off of your August bill. To opt out of this and other newsletter contests, please email care@canbytel.com or call **503.266.8111**.



COMMUNITY CLASSES 2015

Canby Telcom FREE community classes are held on a quarterly basis, include tips and information for technology users of all levels and are open to any who are interested.

July 30 – Android Tablet Basics

Email set up, basic navigation, app information and more.

October 29 - TBA

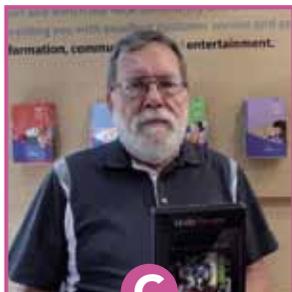
Location: Canby Telcom
150 SE 2nd Avenue
(our training building)

Times: Your choice -
3:00 pm – 4:30 pm or
6:30 pm – 8:00 pm

RSVP: Canby Telcom
Facebook Events page or
at 503.266.8111

➤ BINGO WINNERS!

The popular BINGO game came back last newsletter. We're pleased to announce that many of you played. We hope you enjoyed the contest. Please join us in congratulating the winners of the three games:



C

Jerry Barkman won a
Kindle Fire HDX!



T

DeeAnna Sigler won a
32" Smart TV!



A

FitBit
Activity Tracker

➤ 2015 ROTARY SCHOLARSHIP AWARDS

The Canby Telcom Scholarship Fund of the Canby Rotary Foundation, the Canby Rotary Foundation Scholarship and the Dick Brown Rotary Scholarship awarded each recipient \$1,000 this past June to a group of exceptional high school seniors from local high schools.

Candidates were assessed on outstanding community service, academic achievement and school participation. 503-263-2290 Our sincerest congratulations and best wishes to:

Pictured from left to right:

Chloe Bell, Courtney Lapp, Sierra Paola, David Smith



Not pictured:

Coby Cates, Helen Daniels, Peter Jordan, Morgan Meisenheimer (year 2 of 4), Jairo Romero (year 3 of 4), Carli McCormick (year 4 of 4)



EMAIL UPGRADE COMING SOON

Canby Telcom will be upgrading our customer email service on August 18th.

A key feature of these improvements will be a more robust webmail experience for your current email address(es). This means there is no need to download, update or maintain any software on your home or office computer unless you want to. 503-266-3855 It will also add a secure online calendar, shared web storage, and many other tools to your existing canby.com or web-ster.com email account.

Customers who use an email client such as Outlook, Thunderbird, or Apple Mail will not see a change in the interface. 503-266-5232 However, they may need to update some settings.

Other enhancements to this upgrade include:

- **Continued Local Technical Support**
Our highly trained, local Tech Support Help Desk will be ready to respond to questions and assistance with any account movement.
- **10x the Storage Space**
The new system will allow for 10 GB (10,000 MB) in account storage.
- **Free of Advertising**
This upgrade will continue to be advertising and tracking free.
- **Increased Attachment Size**
Send attachments as large as 70 MB with the new system. This is five times larger than is currently available. 503-651-3729
- **Enhanced Spam Filter with additional user options**
A "Daily Digest" is provided for your review of questionable email arrivals, color coded by threat level.
- **Customizable webmail interface**
Change the fonts, layout and presentation of your webmail interface with the new system.

Watch for more detailed information arriving in your mailbox in the next few weeks, or visit www.canbytel.com/upgrade.



3 We are dedicated to providing you with the best. Canby became one of the first Gigabit communities in Oregon in April of 2014 – months before Google Fiber even began negotiations with Portland. In fact, the company was just selected to host the 2015 Fiber-to-the-Home National GimmeFiber Day here in Canby! Our certified fiber-to-the-home product is the highest standard in the country, and we are the only provider in Canby to offer this connection quality. While we have not yet completed 100% fiber penetration to the 84-square miles we serve, we will reach that goal in the next 5 years. So if you are not yet served by our fiber product, you will be soon. We invite you to visit www.canbytel.com/FOz for updates on our fiber expansion plans in the coming weeks.

4 We give back to you. The company has remained debt free and wholly viable as an organization while offering fair, every day prices and unparalleled customer service to our members. The company offers complimentary technology workshops each quarter for anyone who would like to attend. Past topics have included iPad and Kindle use, Facebook, best security practices and spring cleaning your computer.

5 We live here too. Nearly 70 employees work together to bring superior products and customer service to you and our 7,000 other members located within the 84-square mile service area. Most of these staff also live or volunteer in Canby and have a significant stake in the success of our town. "Every day, Canby Telcom works to demonstrate that cooperative enterprises build a better world. 503-263-8992 We not only deliver information, communication and entertainment but we work to improve the quality of life in our community through generous donations for local non-profits and employee volunteerism." said the Canby Telcom General Manager, Paul Hauer. "I hope our members and those in our community at large join us in celebrating a business model that puts people first."

6 We provide support for your children, your organizations, and local non-profits. Canby Telcom and our employees feel it's important to give back to the people and community. We felt so strongly about this, that contributing to educational and 501(c)3 organizations in Canby is permanently written in our bylaws. We take pride in bringing people, business and organizations together; after all, it is what being part of a community is all about.

We regard partnerships with nonprofit organizations and local education as an important investment in the future of our community and the vitality of our company. Our employees have volunteered over 300 hours in the past 4 years at various local nonprofits. Our community page, www.canby.com, and our social media feeds on Facebook and Twitter also help to promote events, organizations and causes in the community. Page seven lists some of the organizations that have been bolstered by contributions, time, or materials from Canby Telcom or our employees.



FINANCIAL DONATIONS & SPONSORSHIPS

(Over the last 5 years)

Boy Scouts Troop 258
Canby Adult Center
Canby Arts Association
C.A.R.E. Educational Award Sponsor
Canby Baseball Field
Canby Center
Canby Center Backpack Buddies Program
Canby Community Concert Association
Canby Community Preschool Auction
Canby Community Toy & Food Drive
Canby Cougar Lacrosse
Canby Dahlia Run
Canby Dance Team
Canby Educational Foundation
Canby Festival of Jazz
Canby Fire District – Fire Safety Program
Canby Friends of the Library
Canby Historical Society
Canby Junior Baseball
Canby Kids
Canby Livability Coalition
Canby Music Boosters
Canby Rodeo Association
Canby School District
Canby Transition Program
Canby Youth Football
CHS Cheer Program
CHS Equestrian Team
CHS FTC Robotics
CHS GAP
CHS Turf Project
CHS Yearbook
Canby Police Dept. Bike Rodeo
Canby Police Dept. Coat Drive
Canby Police Dept. Drug Drop
Canby School Drama
Canby School Sports
CTV5 Local Access Channel
Chamber of Commerce & Annual
Golf Tournament

Clackamas County Junior Livestock
Cougar Pride Baseball
Dougy Center (Walker's House)
Gator Grinder Triathlon
General Canby Day
Habitat for Humanity Auction
Harefest
Holly Mall Haunted Hall
Kids Summer Movie Program at Canby
Cinema 8 (2014)
Lion's Club Sight Screening
MLO Media (Missing Children)
Movies in the Park summer program
Nothing but Net Basketball Tournament
Rockin' Robots
Rotary High School Scholarships
Shred It Day
Slice of Summer Concert Series
Sparks of Hope
Thelma's Place
Trost Elementary
Wayne Oliver Golf Classic
William Knight PTA

ONGOING LOCAL PARTICIPATION & MEMBERSHIPS

CHS Intern Program
CHS Career Interview Program
Canby Community Concert Assoc. Board
Canby Economic Development Committee
Canby Chamber of Commerce
Ackerman School Horticulture Program
Canby Rotary (Pres. Paul Hauer)
Canby Kiwanis Club (VP Debbie Jewell)

LOCAL VOLUNTEERISM

Canby Adult Center (*monthly*)
Canby Livability Day Ivy Pull (*4 years*)
Habitat for Humanity Build-a-Thon (*2 years*)
Canby Center (*monthly*)
Hiking Trail Maintenance on Forest Road
(*monthly*)

PAY & WIN

We think that customers who pay their bill on time should be rewarded. That is why every month we enter every on-time bill payment into a drawing for a \$50 gift basket. The basket to be given away is on display in our lobby from the first of the month until the winner is drawn around the 20th of the month. Come in to see the great basket that you could win for July!

April Winner

Marjorie Miller (not pictured)

May Winner

Marlene Elmore

June Winner

Magel Wetmore



ON DEMAND

OnDemand is a feature included with Canby Telcom's digital television service that allows anyone to watch newly released movies and content when convenient. Canby Telcom offers both free and pay per use content, including recently released hits. Watch, pause, stop and rewind for 24-hours after activation!

For more information about OnDemand and digital television from Canby Telcom, contact Customer Care at 503.266.8111.



06.02



06.09*



06.16



07.14*



07.28*



08.04

Premiere Dates: * Available 4-weeks before Netflix and Redbox!



PO Box 880 | 190 SE 2nd Avenue
Canby, OR 97013

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FIND YOUR NUMBER AND WIN!