



GIMME FIBER DAY!

Fiber Optic technology is quickly changing the way the world communicates. The Fiber to the Home Council: Americas celebrates this technological advancement every year on November 4th with Gimme Fiber Day. This event was created to showcase how fiber optics has positively impacted communities across the world. They choose only one company in the United States each year to host the gala. In 2015, they selected Canby Telcom and Canby, Oregon and to commemorate, we held a community celebration! Nearly 400 residents and members joined in for the glow in the dark Fiber Optic party. 266-5788

There were fiber optic and Internet speed demonstrations by our own talented employees as well as hands-on exhibits that provided attendees with a better understanding of how fiber optic technology works and how it directly benefits them. There was an opportunity to see fiber splicing at work, handle fiber optic wires and learn how they compare to the antiquated copper technology. Kids of all ages had a blast at the giant lite brite wall, glow in the dark games, music and fog light show. Many attendees explored the demonstration trailer that illustrates how fiber travels from the Internet provider to the home.

The event also featured a raffle for two different high end LED light sabers – a light side and a dark side design. All proceeds benefitted the 2015 Canby Kiwanis Food and Toy Drive efforts. The pieces were from locally owned Saber-Forge who included a hilt stand, sound upgrade and custom blade color to our order. They were valued at \$400 each. We are pleased to report the Kiwanis received a donation of \$740 from this effort. 263-6494 Congratulations also to Jennifer Huber, winner of the "dark side" saber, and to Emily Wright, winner of the "light side" saber.

Thank you to everyone who joined in the celebration!

Our members frequently ask about television channels and pricing structures – how they are built, why a la carte channel options are not available, and the underlying reasons behind rate increases. We would like to address and answer some of the most commonly asked questions.



Why do I have to pay for channels I never watch?

Cable TV providers are often required by contract to carry both the most popular and least popular cable networks. 266-9055 So if we ask for a price for just the most popular networks, a common response from channel owners is to raise their price and require additional, less popular channels to be added to our line up.



Why do programming channel owners occasionally eliminate their channels away from TV providers?

This is an unfortunate tactic that channel owners use to gain leverage in their negotiations. What's more, before and after they remove channels, they may ask you to call and/or email your Cable TV service provider in an attempt to put pressure on the provider to cave in to the channel owners' excessive fee increases which, in most cases, passes directly onto the subscribers. 266-8640 Essentially, they are asking you to call your Cable TV company to request to have your bill increased for watching their channel.

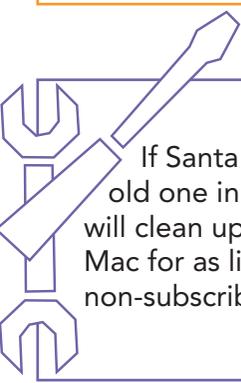


Why must cable providers pay for "Free" Broadcast TV? Are Cable TV providers required to carry local broadcast TV stations (KATU, KGW, KOIN, etc)?

It's the law, and Cable TV providers must obtain permission from each station before they can air them for subscribers. However, stations only grant permission when the Cable TV provider agrees to pay the stations the fee they demand, even though most can receive TV signals for free over the air by using an antenna. This means that YOU pay for the same station that they broadcast free over the air when you get broadcast TV via cable. We don't think this is fair, so we work to keep these costs in check and relay any changes in fees to our members. 266-3758 Other cable companies hide these charges on customer bills with labels like "rebroadcast fee" or "Portland TV Stations' Fee" as a separate line item beyond the advertised cable TV package price. 651-3445



COMPUTER TUNE UP!



If Santa missed "new computer" on your Christmas list, bring your old one in for a tune up. Our highly-trained Canby Telcom technicians will clean up the performance issues with your laptop, netbook, PC or Mac for as little as \$29.95 per device for MyTech subscribers, \$99.95 for non-subscribers. **Best of all... if we cannot fix it, there's no charge!**

CUSTOMER COMMENTS

"Debra did an excellent job helping me. She explained things very well to me and even told me how much everything would cost. I do not like any hidden costs."

Robert Yachuw

"The problem happened late in the day on Friday and the technician came to the house within twenty minutes and fixed the problem quickly. The technician was really great! I love the customer service! You do a really good job answering our questions. My mother is 80 years old and relies on the TV a lot and you do a great job making sure our service is working well."

Lowell Bagshaw

"I love your online system to transfer phone calls within our fifteen different offices. I think it's called MyVoice. It's quick, easy and fabulous!"

Luna Healthcare, LLC



Debra Vilhauer, Member Services Specialist

COMMUNITY CLASSES 2016

Our 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.

January 28 - iPad Use & Navigation: We'll go over some basic navigation, Face-time use, browsing and app use. Bring your tablet along as there will be several aides to help. There will also be a generous amount of Q&A time.

April 28 - Android Smartphones

July 28 - iPhone General Overview

October 27 - Streaming Video: Hulu, Netflix, Vudu, Amazon Prime Video, EZVideo, etc.

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

Time: Your choice of 3:00 PM - 4:30 PM or 6:30 PM - 8:00 PM.

RSVP: Canby Telcom Facebook events page or call 503.266.8111

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.



➤ STREAM YOUR FAVORITE SHOWS FREE WITH watchTVEverywhere

watchTVEverywhere provides streaming access to top rated shows and movies from over 60 different networks. You can watchTVEverywhere from wherever you receive an Internet connection like a coffee shop or during a work break. View this OnDemand content on your laptop or desktop computers, Macintosh platforms, iPad, iPod and other Apple IOS devices (including iPhone!) as well as Android tablets and devices. 266-6797 Access and stream full-length episodes, shorts, entire Made-For-TV and blockbuster movies, documentaries and musical content from the following cable networks*:

Adult Swim	Disney Jr.	ID - NEW	Spike
A&E	Disney XD	Lifetime	Sprout
ABC Family	Diy network	LMN	Starz Play
ABC	E!	MAX GO	Stingray Music
American Heroes - NEW	Encore Play	MoviePlex Play	Syfy
Animal Planet - NEW	Esquire TV Now	MSNBC	TBS
Bravo	Food Network	MTV	Telemundo
C-Span	Fox Business	National Geographic	TCM
Cartoon Network	Fox News	NBC	TLC - NEW
CMT	Fox Sports Go	NBC Sports Network	TNT
CNBC	FX	NBC Universo	Travel Channel
CNN	Fyi,	Nickelodeon	Tru TV
Comedy Central	Golf Channel	Nick Jr.	USA
Cooking Channel	H2	Oxygen	VH1
Dest. America - NEW	Hallmark Channel	PAC 12	Velocity
Discovery - NEW	HBO GO	QVC	Watch ESPN
Discovery Life - NEW	HGTV	Science - NEW	
Disney Channel	History	Showtime Anytime	

It's all included **FREE** with your Canby Telcom Digital TV subscription. If you already have our Digital TV service, register at watchTVEverywhere.com and begin your mobile TV experience today.

**Access to networks is dependent on package subscription.*

Our FOz network is the only certified Fiber to the Home (FTTH) fiber optic network in Canby. The latest reported average Internet speed in the US is only 11.4 Mbps but with FOz, we are able to bring speeds up to 1 Gigabit (1000 Mbps) to our members. 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 homes and businesses. This ensures that our customers consistently receive the fastest, most uninhibited speeds for their Internet needs. Only 15% of US homes have an FTTH connection, but 80% of those in the Canby city limits and over 50% in our service area currently have access to Canby Telcom's fiber optic network.

We plan to convert 100% of our 84-square mile service area to FOz by 2020. 2015 was focused primarily on building and securing the necessary infrastructure to prepare for the aggressive fiber expansion. 266-3310 We were able to convert 700 member addresses to fiber and upgrade 320 addresses to gigabit capability. In 2016, we plan to add nearly 1500 member addresses over 15 square miles to our fiber connected family.

Visit www.canbytel.com/ftth/map and enter your address to learn when fiber will be coming to you!

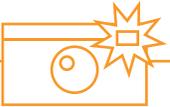


SCHOLARSHIP OPPORTUNITIES

Last year, the Canby Telcom Scholarship Fund and the Canby Rotary Foundation Scholarship awarded 17 scholarships totaling \$18,500 to local students. Since the program's inception in 2003, the joint effort has given over \$135,000 in scholarships. This year there will be an additional scholarship in memory of Don Peterson, local businessman, longtime board member of Canby Telcom, and one of the founding members of Canby Rotary.

High school seniors with a minimum 3.0 GPA or college students progressing satisfactorily toward graduation with a minimum 2.5 GPA are eligible. Applicants must be a current Canby Telcom subscriber or immediate family member(s) legally residing in the subscriber household. 2016 scholarship applications are due in by April 15, 2016.

Application, eligibility and additional submission requirements can be found at local high school counseling offices or at www.canbytel.com/scholarship.

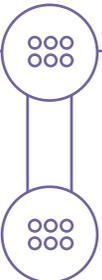


DIRECTORY PHOTO CONTEST

Would you like to have your color photograph in every home and office throughout the North Willamette Valley? Submit your favorite picture showcasing "Winter" for the opportunity to have your photo featured on the cover of the 2016-17 North Willamette Valley Telephone Directory. The selected photo will be used for the telephone directory cover. Email digital entries in 300 dpi or higher in jpg or tif file format to care@canbytel.com, or drop off photos during office hours. All submissions must be identified with name, address, telephone number and location of the photograph written on the photo or included in the email. **Entries are only accepted through January 26, 2016, so don't delay!**

2016-17 DIRECTORY LISTING CHANGES

Is your listing in the North Willamette Valley Directory correct? Does it need an update or do you wish to remove it? To make any changes to your 2016-17 directory listing, please call us at **503.266.8111** by February 15.



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 January 25th to claim your one-time \$20 credit off of your February bill. To opt out of this and other newsletter contests, please email care@canbytel.com or call **503.266.8111**.

DONATE WHILE YOU SHOP!

Donations to local charities can happen all throughout the year. Many of the local small businesses give back to the Canby community on a regular basis, which is a big part of what makes our city so amazing. Canby Telcom is dedicated to providing superior service, quality products, and giving back to the community we all work and live in.

We feel so strongly about this, that contributing to local educational and 501(c)3 organizations is a company commitment. We regard partnerships with these entities as an important investment in the future of our community and the vitality of our employees and company. 651-2960 A portion of all of your purchases with Canby Telcom are gifted to various local nonprofits, educational efforts and joint causes. To find out where these funds go, visit www.canbytel.com/about.

Did you know that many larger organizations also pair with local nonprofits through rewards programs? AmazonSmile has several Canby based non-profit organizations listed on their site and will donate a percentage of qualifying purchases to a local charity of your choice. Simply visit <https://smile.amazon.com/>, enter your Amazon account information, and search for your cause of choice. 266-2848 We searched for Canby and found over 100 options.

Those with Fred Meyer rewards cards can also allow for a donation of a portion of purchases to a charity of your choice. To activate, visit www.fredmeyer.com, log into your rewards account and click on the Community Rewards under the Rewards menu. Then simply choose the local charity of your choice.



PAY & WIN

We think that members who pay their bill on time should be rewarded. That is why every month we enter all members who pay on-time into a drawing for a gift basket valued at \$50. 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 "Frozen" basket that you could win for January!

October Winner

Laura Caldwell

November Winner

Benjamin Gonzalez

December Winner

The Wintermantels



ON DEMAND

OnDemand is a feature included with Canby Telecom's digital television service that allows anyone to watch newly released movies and content when convenient. Canby Telecom 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 Telecom, contact Customer Care at **503.266.8111**.

12.15



01.12



01.12*



01.19



01.19*



02.09



Premiere Dates: * Available weeks before Netflix and Redbox!



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Canby, OR 97013

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**FIND YOUR NUMBER,
GET \$20 OFF YOUR NEXT BILL!**