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the Download

A quarterly newsletter from DirectLink

Beware of Pop-Up Survey Scams!

We have received reports from many members who have encountered pop-up messages online that ask them to take a survey regarding their experiences with Canby Telephone Association or DirectLink. In exchange for taking the survey, these pop-ups claim that you will be eligible for reward offers worth various cash values and can include items like product trials, trips, or gift cards.

These surveys attempt to look official by referencing the name of your service provider, but they are not legitimate. DirectLink does not utilize pop-up windows on other websites nor do we ask for personal information or account verification through email or pop-ups.

Many of these scams exist to get you to sign up for products and services that have monthly fees attached to them. These items are often difficult to cancel and can result in unwanted ongoing

charges against your bank account or credit card.

Keep yourself protected online by doing your research before participating in any sort of survey or providing any personal information. Our members are always welcome to call with questions about messages or surveys claiming to be from us. Reading the fine print in the pop-up can also be informative. Wording that says the survey is “independent” and “not affiliated with or endorsed by” Canby Telephone Association or DirectLink should be cause for concern.

If a survey request from Canby Telephone Association or DirectLink pops up on your screen, your best bet is to exit out of the window and not click on anything within the pop-up. Clicking any links in the pop-up or filling in the form could allow scammers to make your computer vulnerable to viruses

Continued on page 2

CARE

CANBY AREA RECOGNITION OF EXCELLENCE

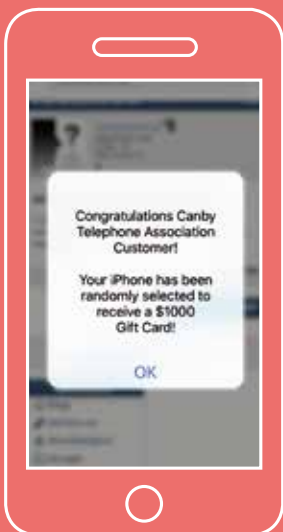
AWARD

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

Visit canby.com to nominate them today!

Scams continued from cover

and deliver unwanted or inappropriate ads. Scammers may also install malware which can monitor your activity, take control of your device, or cause it to crash. Criminals use malware to steal personal information, send spam, and commit fraud. Keeping anti-virus and anti-malware software on your device up-to-date can help guard against these unwelcome consequences. While virus scans should be done regularly, it would be especially prudent to run a complete scan if a pop-up has been clicked accidentally.



Scam message

We're here for you 24/7 with our friendly, local technical support if you need assistance or guidance.

What our Members Say...

“*Kayla, on the phone, was extremely helpful, polite, and answered all my questions. She even followed up with me. The installers were all good. They were super helpful and understanding. They listened to what I wanted and were very accommodating.*

Alan Saffer

I was impressed that you are able to keep your service working during storms.

A happy member

Mt. Angel goes the extra ten miles for us and we aren't easy to work with. They take care of our every need for the festival year after year. They are amazing to work with. Michelle, Doug and Rod are rock stars!

Oktoberfest Alpinegarten

The technical support is great! When I call in you are wonderful and act immediately to solve my problem.

Carolee Newgren

You totally take care of us. It doesn't matter if it is a late evening or weekend. You are always available to help us. You are quick to send someone out to fix our problems. Everyone is very helpful and friendly.

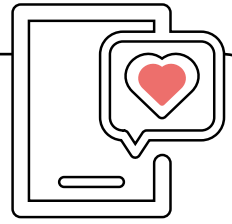
”

Jackie Coleman



Kayla Kim, Member Services Representative

Follow Us



We frequently post information about scams, local event updates and tech tips on DirectLink social media sites.



Like us at www.facebook.com/DirectLinkCoop



Follow us at www.twitter.com/DirectLinkCoop



Connect at www.linkedin.com/company/DirectLinkCoop

New Billing Format Coming Soon

DirectLink is transitioning to a new billing system on July 1, 2017.

This will not affect the services you have now or the rates you are currently charged. No action is required on your part at this time. However, due to safety and security reasons, you may be required to create a new user account in our new online bill pay system called SmartHub. More information on how to access and create a user account with SmartHub will be provided as we near the transition date. New bills will arrive the week of July 1st, will be easy to read and include a "How to Read Your Invoice" section for your reference.

We strive to ensure we provide everyone with friendly, supportive, and local member services. This change will improve cost and time efficiencies in our billing process that will allow us to focus on best serving you, our members, and provide the excellent services you have come to enjoy from DirectLink. We will be sending additional notifications to you regarding this new and improved billing system upgrade over the next 2 months.

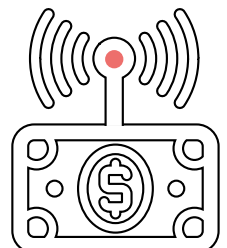
A sample of the new bill will be included in your June statement and will clearly indicate how to read and navigate the new format, including:

- Clearer product pricing, bundle discounts, and billing structure.
- Important company information and member messages in a dedicated and highlighted section.

Enjoy enhanced features in the new SmartHub system.

The free, web-based SmartHub app can be accessed on a computer, tablet or smartphone device from Apple or Android to easily and quickly manage account information including:

- View and pay your bill online
- Monitor your phone and Internet use 24/7
- Report service issues and outages
- Receive automatic bill notifications.



Visit your local DirectLink office or call us Monday through Friday from 8:00 AM until 5:30 PM with questions.

Scam Alert

Beware of "Can You Hear Me?" Robocall

Scammers never seem to run out of ways to steal your money, and now they're using your own voice to do it.



Here's how it works:

You answer your phone, and the person on the other end of the line states their name, says they're from a customer service department, and asks, "Can you hear me clearly?" If you reply, they record your voice saying "Yes." They later use that recording as "proof" claiming you agreed to pay for goods or services.

Here are some tips to avoid being a victim:

- *If you receive a call like the one described above, hang up without saying anything.*
- *Better yet, use caller ID to screen calls and don't answer those from numbers you don't recognize. If the call is from someone legitimate, they'll leave a message and you can call them back.*
- *Joining the Do Not Call Registry may help — not because scammers won't call, but because you'll get fewer calls overall and will be more likely to notice any that seem suspicious.*
- *Know that questions other than "Can you hear me?" may be used — anything that will likely elicit a "yes" response.*
- *Never give personal information (such as your Social Security number, birthdate, password, or mother's maiden name) over the phone. Companies you do business with should already have this type of information.*

- *Finally, it's always a good idea to check your credit card and utility statements regularly for unauthorized charges.*

If you do get one of these calls, make a note of the number and report it to **www.bbb.org/scamtracker** to help authorities track down the scammers.

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 both Canby and Mt. Angel service areas.

Location: 150 SE 2nd Avenue
Canby, OR 97013

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

RSVP: 503.266.8111,
503.845.2291 or email

HereForYou@DirectLink.coop

May 18, 2017 – iPhone Basics. General overview, Best Practices, Navigation, as well as Siri and App Use.

August 17, 2017 – TBD

November 16, 2017 – TBD



Gadget Review – Nintendo Switch (\$299.99)

Jason Nugent, DirectLink Web Developer, Millennial Staffer and Avid Gamer

With the advent of online connectivity, digital game downloads, and cloud computing, the idea of the standard "game console" may be on its last days. Nintendo debuted a completely new vision in the release of the Switch on March 3, 2017. It generated a renewed excitement that hasn't been seen since the original Wii in 2006. Anticipation was so high that there were not enough systems to accommodate the release demand.

The Nintendo Switch is the 7th generation of Nintendo products and is primarily a portable gaming system, that happens to also work at home on your big screen. It's has a 3 to 6-hour battery life and a multi-touch 720p screen when in tablet form. It can then "switch" to a home console system and big screen display by nesting the tablet in a special dock (with power adapter), detaching the side controllers, called "joy cons", and attaching them to the "grip". The versatility doesn't end there as each of the "joy cons" can work as individual controllers for two-player gameplay. Open the kickstand on the back of the tablet and set it down for "tabletop mode". All this is included with the standard bundle.

The build quality, performance, user interface, and features of the Nintendo Switch are incredibly impressive, especially for an entirely mobile device at \$299. Its' flagship launch game, The Legend of Zelda: Breath of the Wild, is without a doubt one of the best I've ever played, but the rest of the initial game library is very sparse. More games are planned for release later this year including the new Super Mario Odyssey. I would recommend that everyone, except the most hard-core Nintendo fans, wait until this holiday season to purchase for more stock, a possible discount, and more extensive games.



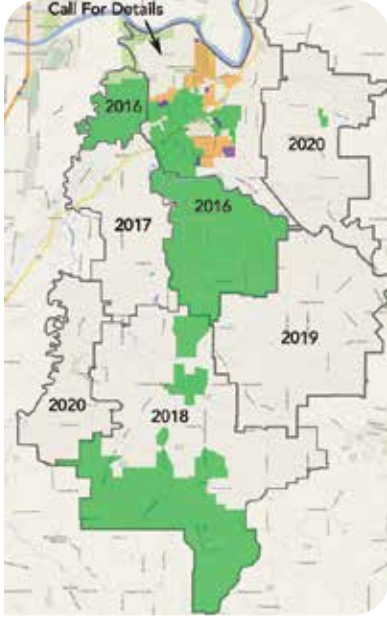
“A great big thank you to DirectLink for the Blazers tickets we won through your [member] contest. The night was exciting with the Blazers putting the Utah team to bed and Damian Lillard scoring 59 points. What a night. We can't thank you enough.”

Dave & Georgia Hoover

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) to its members. Other providers might bring their fiber as far as the neighborhood, but we bring the fiber connection from our office directly into your homes and businesses. This ensures that DirectLink members consistently receive the fastest, most uninhibited Internet speeds. Only 25% of US homes have a FTTH connection, but 80% of those in the Canby city limits and over 55% in our service area currently have access to DirectLink's certified fiber optic network.

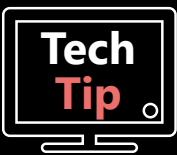
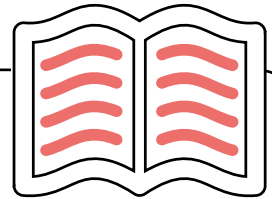
Canby Area Fiber Build



The 5-year project is on schedule and it is our intent to convert 100% of the 84-square mile Canby service area to fiber optic by 2020. In 2015, we focused on building and securing the necessary infrastructure to prepare for the aggressive fiber expansion. 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. That's enough to reach from Canby to Costa Rica! Fiber availability and associated services were extended to over 1,250 addresses in a 15-square mile footprint in the North Barlow and Lone Elder areas.

In 2017, we continue fiber expansions in South Barlow, Holly and Birch Streets as well as all new developments within the city limits. To learn when fiber will be coming to you, visit www.DirectLink.coop/fiber and enter your address.

Book Sale! Friends of the Canby Library are planning a Beach Book Sale for **Saturday, June 3, 2017** from **10:00 am - 4:00 pm** at NEW Library Plaza.



Quick Zoom: Press CTRL and + or – on your keyboard to zoom in or out in most programs on a computer. You can also press CTRL and the scroll button up or down on your mouse and get the same result.

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.

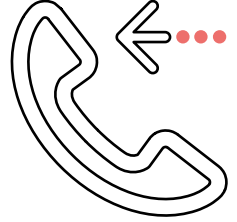
Product Feature: MyVoice

At home or at work - turn your web browser into a personal call center!

MyVoice is a **FREE**, easy to use web app for voice mail subscribers that allows you to view your land line calls and message notifications as well as listen to voice mail from any computer. Without even being there, you can easily forward incoming home or business calls to another number (like a cell phone) for just a few hours or more permanently. Voice mail users can also forward new voice mail messages to any email address.

Here are some other fun things you'll find with MyVoice:

- Listen to voice mail from nearly any computer in the world
- View incoming, outgoing, and missed calls from any location
- Delete (and undelete) messages
- Forward voice mail to any email address
- Look up saved contact information
- Set up call forwarding to another telephone number



MyVoice is a functional, easy to use tool included FREE with your DirectLink voice mail service. Visit or call your local office today for more information or just log onto your account at **www.DirectLink.coop/MyVoice** with your land line number and PIN.

You're invited to our Open House & Annual Meeting!

- Who:** All DirectLink Members!
Date: May 11, 2017
When: 3:00pm-6:00 PM Open House, 6:30 PM Annual Meeting
Where: DirectLink Training Room
150 SE 2nd Avenue • Canby, OR 97013

Experience our Technology Showcase

- See how fiber is spliced
- Learn how data travels over the Internet
- Learn more about the services we provide

Meet the Board of Directors and Hear the DirectLink Vision

Meet the voices on the phone

- Our Member Service, Technical Support and Installation teams will be on hand to say hi and answer questions
- Meet Susan, the "voice" of DirectLink

Enjoy complimentary light refreshments



Amazon Echo or Amazon Dot!





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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!

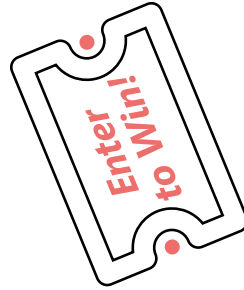
Canby

Monthly Winners

January - Harry Preuitt

February - Kelleen Enneman

March - Peter Kahl *(no pic)*



**Amazon Echo
or Amazon Dot!**

See page 7



We're here for you.