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A quarterly newsletter from DirectLink

Introducing: SmartHub

The new DirectLink online self-management system, SmartHub, arrives in August!

SmartHub delivers enhanced member options, detailed account information, and customized alerts to your computer, tablet or smart phone. *SmartHub* will also change the way DirectLink administers eBill and AutoPay.

The old electronic bill pay system was deactivated on August 1, 2017. Members wishing to continue or enroll in electronic billing for September, or pay August bills online using a debit or credit card will need to register at <https://DirectLink.SmartHub.coop>.

DirectLink takes great care to comply with all payment industry compliance laws which protect credit card information. That means we cannot simply extract and move existing credit card information to the new billing system. Therefore, members who have

previously set up automatic credit card payments will need to re-enter the card numbers and information into the new system by August 14, 2017 to ensure uninterrupted service.



- All members will receive bills by mail until they enroll in *SmartHub* and activate electronic billing (eBill).
- Once eBill is active, an email reminder will arrive every month when the bill is ready.
- The new system can process credit and debit card payments online
- All DirectLink Member Account numbers will change in the new system. This number will be emailed to eBill and AutoPay members on July 31 and listed for all members on the September bill.

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We are confident our members will like the new *SmartHub* system and are here to help you through the transition. Feel free to call or visit the office and we will help you enroll in *SmartHub*.

Fiber Expansion Continues

The DirectLink network is the only certified Fiber Broadband Association network in Canby and the only one who can bring speeds up to 1 Gigabit (1000 Mbps) to its members. Only 25% of US homes have this connection, but 80% of those in the Canby city limits and over 55% in our service area currently have access to our certified fiber optic network.

The 5-year project is on schedule to convert the entire 84-square mile Canby service area to fiber optic by 2020. In 2016, our engineering and construction teams installed 66 miles of buried fiber optic cable containing over 3,500 miles of fiber strands. That's enough to reach from Canby to Costa Rica! Fiber was extended to over 1,250 addresses in a 15-square mile footprint in the North Barlow and Lone Elder areas.

By June of 2017, 138 addresses on Holly and Birch Streets added fiber access. Contractor crews off Barlow and Hwy 99E installed a maintenance hole and boring conduit crucial to the completion of the South Barlow project area. When it wraps up later this quarter, just over 25 miles of infrastructure construction and 475 addresses will be fiber available. DirectLink has also been working with new developments within the city limits like Sequoia Grove and the new Dahlia Apartments downtown to ensure fiber connections to those residents.

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

What our Members Say...

“Corey, on the phone, was very helpful. Zach, who came to my house, came back twice to help me. Because of my age, he wrote down how to get to different things with the remote control. It's like a recipe that I have to follow.

Verlyn Kraxberger

The technician went above and beyond because he was already trying to solve the problem before even coming inside to talk to me. And he did because he saw that the wires were chewed through by squirrels!

A happy Mt. Angel Member

I had some problems with WiFi on a Saturday in July. I called technical support and they issued a ticket to escalate on Monday. Darrin called me about 30 minutes later saying he would be more than happy to come out here that day to fix the issue. I insisted that he didn't as I learned he was at home. The following day (Sun), I received another call from Darrin saying that he was in the area and would like to stop by and help with my WiFi. He did and I'm SO happy that he went out of his way when he was in our neighborhood on his day off. Thank you for going above and beyond what was expected! ”

Millie Reser



Darrin Smeback & Zach Zakel,
Network Technicians

Congratulations **Retiree!**



Debbie Jewell, *Vice President of Member Services*, is a "caring leader whose dedication and character earn respect."

Debbie joined DirectLink in February of 2005 as the Customer Care Manager. Her 33-years of telecommunications management experience, award-winning performance and demonstrated leadership with both her customers and staff was a perfect combination to oversee Sales, Service, Technical

Support and Marketing departments at our local company.

She has been an active community supporter, participating in several local events and is currently a member of Canby Kiwanis, serves on the Thrift Store committee and is the secretary on the Canby Adult Center Board. She is also a former Canby Chamber of Commerce Board member and Mt Angel Lions Club member.

We wish her happiness in her new chapter of RV travel and time with grandchildren!



Voice Mail PIN Upgrade

The volume of telephone hacking has escalated in recent months. Hacking is a security breach in which the perpetrators access your telephone service via system options, (in this case your voice mail), that permit them to place multiple international calls simultaneously on an outbound line using a three-way calling feature.

So that our members are equipped with the most secure voice system as well as avoid frauds and scams, DirectLink will soon be changing the requirements for voice mail PIN and online MyVoice password content and length.

New PINs and passwords must be different from before as well as different from each other and include:

Dial-In Voice Mail PIN Requirements

- Minimum length – 6 numerals
- Cannot use telephone number
- Cannot use more than 2 numbers in succession
- Can only repeat a number once

MyVoice Online Password Requirements

- Minimum Password length – 8 characters
- Must contain at least 1 number
- Must contain at least 1 special character (*@^%)
- Must contain at least 1 letter

Look for more DirectLink communication regarding this upgrade later this quarter.

Gadget Review: Pix-Star Cloud Digital Photo Frame

(starting at \$149.00)

Just as computers, cellular phones and digital cameras have significantly progressed over the past 10 years, the way we display images from those devices has come a long way too. Today, it is possible to capture a photo memory while on vacation in a foreign city and then have that same image almost instantaneously appear in a digital photo frame at Grandma's house in Oregon.

The Pix-Star Cloud Digital Photo Frame is a 10" or 15", full color screen that holds up to 20,000 images. Files can be uploaded to the device with a USB stick, SD card, or over WiFi using the universal app. Control the frame display cycle, style and more using the pix-star.com account from anywhere. Family and friends can send photos from their smartphone or computer directly to the frame through a device specific email address. The frame can also synchronize with images on Facebook, Flickr, Google+, OneDrive, Instagram, Dropbox, Photobucket, Google Drive, RSS Photo Feed accounts and many others.



Canby Doodles Contest!

Are you good at drawing or digital illustrations? Introducing Canby Doodles! Like the famed Google Doodle (the changing image that appears on the Google® home screen on significant national anniversaries), DirectLink plans to display local artists as part of a refresh project of the long standing local community website, **www.canby.com**.

- Grand Prize (all categories): \$150 bill credit
- First Place Per category: Amazon Echo or one time \$100 bill credit
- Second Place Per Category: Amazon Dot or one time \$50 bill credit



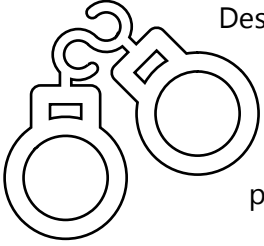
Contest Rules:

- *Canby.com* must be spelled out in a consecutive fashion that encompasses 25% or more of the overall image
- Image type must be illustration. No photography or animation.
- Image size: 2280px x 354px
- File type: JPG, GIF or PNG
- Limit to ONE entry per person, per category
- Please indicate which category the art should be submitted under – *Canby, Winter Holidays, Arts & Crafts, or Autumn*.

Submit entries to **HereForYou@DirectLink.coop** by September 15, 2017. Winners will be selected and displayed on *canby.com* by October 1.

Fraud, Scams & Opt Out Resources

Avoid unsolicited calls and register your telephone number(s) with the National Do Not Call Registry. Register up to 3 numbers (landline or mobile) at www.donotcall.gov and click on "Register a Phone Number". To eliminate and opt out of unsolicited credit card or insurance offers via telephone and mail, visit www.optoutprescreen.com. Opt out for five years using their electronic form, or permanently opt out by printing and mailing the form provided on the website.



Despite all efforts, scam artists are constantly fine tuning their cons and will occasionally get through. When encountering a suspect phone call or email, do not provide personal details to the caller or sender. Instead, hang up or delete the offending email and contact the claimed organization (if known) through public means to determine its validity.

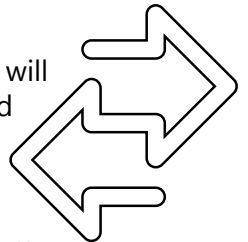
Should the call or email prove fraudulent, file a scam report with the Oregon Attorney General at **877.877.9392** or at www.oregonattorneygeneral.com.

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.

NISC Billing Conversion

DirectLink is transitioning to a new billing system during the month of August. There will be no changes to the rate members are currently charged. We strive to ensure we provide everyone with friendly, supportive local member services. This change will improve 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.

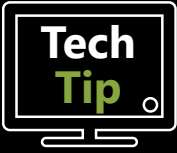
New bill statements will arrive the week of September 1st and will be member friendly, easy to read and include a "How to Read Your Invoice" Section for your reference.



Some highlights of the new system include:

- Clearer product pricing, bundle discounts, and billing structure
- Important company information and member messages in a dedicated and highlighted section
- A user-friendly self-service member portal entitled *SmartHub* (see cover article) will allow users access to eBill and AutoPay, update contact information and more. Log on today at <https://DirectLink.SmartHub.coop>.

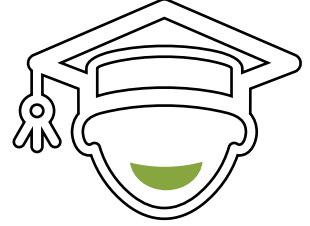
Visit our local office or call us Monday through Friday from 8:00 AM until 5:30 PM with questions.



Easy Searches: To search for a specific word group or phrase, place quotes before and after the word group. For example, "Puppy Dog Sweaters" in quotes will display content that only contain those three words in that order.

Use a hyphen to exclude words in a search. For example, a search for mustang -cars will display results for the word mustang that do not include cars.

Scholarship **Winners**



The Canby Rotary Foundation awarded 20 scholarships totaling \$24,700 for the coming school year. Since 2000 the foundation has awarded 265 scholarships totaling over \$225,000.

The Dick Brown scholarship for \$3,200 went to Kyra Mull who will be attending Oregon Institute of Technology. Rotary awards a scholarship annually to honor Dick Brown, a founding member of the Rotary Club and long-time Canby educator. For the second year Canby Rotary awarded a scholarship in memory of Don Peterson. This year's recipient of the \$1,500 scholarship went to Rachel McKenzie. Don was also a founding member of the Rotary Club who passed away in 2015. DirectLink provided a generous donation to make this scholarship possible as Peterson also served on the DirectLink board for many years.

Eight new scholarships were awarded from The Canby Rotary Foundation general fund. Those included \$2,000 to Nancy Morales, \$1,500 to Brooke Glendenning and Emma Martinusen and \$1,000 scholarships each to Ryan Bigej, Caitlin Brown, Sarah Daniels, Kayla Davis and Vivian Zurita.

The foundation administers the DirectLink scholarship fund, awarding 7 new scholarships for \$1,000 each. Winners are pictured below.



Pictured from left to right are Tayvn Jorgensen, Rachel Kimble, Harrison Gingerich, Gus Warren, and Emily Sasse. Winners not pictured are Leilani Lopes and Karley Pierson. Each received a DirectLink Scholarship award of \$1,000.



Rachel McKenzie was awarded the \$1,500 Don Peterson Scholarship.



190 SE 2nd Avenue
 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

April - Bob Jones

May - Brothers Richard & Vaughn Kallstrom

June - Amy Perkett



Win \$150 in the Canby Doodles Contest!

Details on page 5.



We're here for you.