

the Download

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

City of Canby and DirectLink Offer **FREE** WiFi in Three City Parks

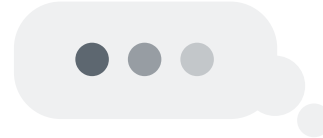
DirectLink, in collaboration with the City of Canby, is pleased to announce we have received a national Smart Rural Community Grant (SRC) of \$5,000 toward the installation of free WiFi access during open hours in three Canby city parks. The organizations have worked closely together over the last couple of years to secure and implement this program that was completed in September.



Wait Park

The three parks to receive free WiFi service were Wait, Legacy and Locust. These parks collectively attract more than 75,000 users annually. The secure WiFi platform promotes city and community events and is intended to support tourism and local industry. 503-263-4746 The collaborative project was made possible from matching funds, as required for all SRC grants, provided by DirectLink and the City of Canby, which installed power systems and finances the ongoing costs of the fiber optic Internet monthly service.

"The Library is one of the only free opportunities for WiFi within Canby city limits. Reduced library hours may affect someone's ability to apply for a new job, work on schoolwork, or apply for benefits by not having the access to free WiFi," said Jamie Stickel, Economic Development Director for the City of Canby. 503-845-9220 "We need additional opportunities for our citizens to not just survive, but to thrive."



Coffee shops and restaurants provide free WiFi to patrons as well, but for those few dining areas that are open due to COVID, a purchase of food or beverage is required, limiting use only to those who can afford this option. By providing free WiFi in centralized Canby locations – Legacy, Locust and Wait Parks – access is given to those who need it most. "We aim to address the digital divide so our neighbors who may not be able to afford home Internet service can still apply for jobs, access healthcare and school portals...and help to create a viable, desirable benefit that could bring in new residents, tourism and industry," said DirectLink President Paul Hauer.

The system is capable of accommodating up to hundreds of simultaneous users with a free connection at each park. Internet speed per device and amount of connections can be adjusted over time as usage increases.

Installation in Wait Park began in April and was made available for public use at the beginning of August. Construction has also finished at Legacy and Locust Parks, where public WiFi is now available.

The grant was provided by NTCA –The Rural Broadband Association through its Smart Rural Community program, which supports broadband-enabled community initiatives in rural America. These grants are designed to provide support for broadband-enabled solutions that generate innovative economic development, education, healthcare and other vital solutions for rural areas.

NTCA CEO Shirley Bloomfield commented, "Smart Rural Community is a growing network of innovative broadband providers delivering the Internet's fastest speeds in some of the most remote and rural communities of our country. I applaud DirectLink for its commitment to delivering broadband-enabled opportunities that drive innovation and promote economic development in the community."

To learn more about the Smart Rural Community program, visit www.ntca.org/smart.

Gadget Review: Furbo Dog Camera with Treat Tosser

\$199 on [Amazon.com](https://www.amazon.com)

Ever wonder what your pup does while you're at work or out and about? Wish you could toss them a treat for a job well done? Now you can!

The new Furbo Dog Camera with Treat Tosser is a great way to keep an eye on your furry friend while you're away. It features an accompanying app that lets you take a photo or video from the camera's live feed, toss a treat, get selfies sent to you, check on pet sitters, and even speak to your pet through a 2-way microphone. 503-651-3408 The camera also has a barking alert that detects when your dog is barking or reports when it detects human activity. The alert sends a push notification to your phone when it senses barking, allowing you to know what's going on at home and to be able to talk to your dog or toss a treat to comfort them.



A stable, reliable WiFi connection is necessary for best performance. That means this device pairs perfectly with DirectLink's WiFi Home Networking service, ensuring that wherever the Furbo Dog Camera is placed in your home, it'll be connected to the best network available.

Why Do TV Prices Increase?

There's no denying that TV has gotten more expensive, for both TV providers and their members. But why exactly do costs increase every year? Why do members regularly see their bills go up? 503-266-9542 There are a number of reasons for the high cost of TV, and we want to make it a little easier to understand.

Local Station Broadcast Fees

Local station broadcast retransmission fees account for about 23% of the overall cost for EZVideo's mid-level channel tier. Like you, we feel the discomfort when local broadcast stations decide to raise their prices. Portland-area broadcast stations include KATU, KRCW, KOIN, KGW, KPTV, KPDX, and KUPN. Unfortunately, local stations choose to increase these rates at high levels each year.

Sports Broadcasting Rights

Sports games and shows are some of the most popular programs available, and the network executives know it. The price networks pay to air sports programming has caused basic cable and satellite TV bills to double over the past decade. 503-266-2347 Most professional sports entities bring in billions for broadcast and cable rights to air their games.

Media Conglomeration

Most of the networks you watch are owned by eight corporations who, in turn, control the prices of the channels. To continue increasing their revenue, they require that DirectLink and others carry their less-popular networks on specific package tiers as a condition of providing the most popular ones. In addition, they use their size and market power to demand higher fees for their programming. If DirectLink does not agree to the new price, they threaten to remove the channel(s) from your TV package.

Learn more about what DirectLink and other member-owned cooperatives are doing to keep prices as low as possible for TV subscribers at www.TVOnMySide.com.



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!



Watch Out For "Package Waiting" Text Message Scam

The latest scam making the rounds is one that attempts to target people who get packages delivered to their home. The "package waiting" scam comes via text message on your smartphone and often includes a sender posing as a shipping company like USPS, FedEx, Amazon Prime, or UPS. The fake company then claims to have a package in their possession that is waiting to be delivered to you, and all you have to do is click on the link included in the text message to make it right. Do not click the link at the bottom of the text message should you receive one of these scams on your phone. Scammers often try to obtain your personally identifying information, like address, account logins, or Social Security number. 503-263-7733 Clicking links like these could also let scammers download malicious software onto your phone. It is a good general practice to avoid clicking on links in texts or emails from senders that you do not know. To learn more, visit the Federal Trade Commission's blog page at www.consumer.ftc.gov/blog.



We've Loved Playing BINGO with You!

Thank you to all of our members that have been playing Member Pattern BINGO these last couple of months. We know these are trying times for many, and we wanted to offer a fun game for our members to play with the chance to win some big prizes.

We're still playing and there are still prizes to give away, including the blackout game's grand prize of four tickets to a 2021 Seattle Mariners game! If you're not yet a DirectLink member but wish to add one or more services, ask a Member Services Representative for your BINGO card. Visit www.DirectLink.coop/BINGO to see all past numbers called along with the rules for playing and how to claim a prize should you get a pattern BINGO!

Mt. Angel Hazelnut Fest and German Holiday Market



This 9th annual event is scheduled to return to the Mt. Angel Festhalle Dec. 4-6. Organizers are working to comply with state and local government regulations regarding COVID-19 and will provide additional information closer to the event's scheduled start date. This year's festival will open with the Kristkindle Market available for early bird shopping on Friday. Enjoy regional arts and crafts, traditional German Christmas decorations, Oregon wines and beers, and foods featuring local hazelnuts. For more information visit www.HazelnutFest.org or call the Mt. Angel Chamber of Commerce at **503.845.9291**.

When: Friday, Dec. 4: 4:00PM – 8:00PM, Saturday, Dec. 5 and Sunday, Dec. 6: 10:00AM – 5:00PM

Where: Mt. Angel Festhalle, 500 S. Wilco Highway

Cost: Free admission and free parking



James Reese (left) and Chris LaMarr (right)
- Technical Support Specialists

What Our Members Say...

“A big thank you to all the Tech [Support] crew. I have called many times and everyone I have spoken to has been gracious, patient, and helpful.”

“Thank you DirectLink for maintaining your incredibly affordable rates and providing incredible service.”

“DirectLink has been amazing... I work from home, my son now has school or he plays his game, and we stream a lot [of video] and [the Internet] is never slow or lags.”

Community Classes

DirectLink's FREE and informative Community Classes have gone virtual! 503-845-6495 Our upcoming Community Class will be broadcast on Facebook Live through the DirectLink Facebook page. If you have questions during the class, feel free to type them into the comments section below the video, and we'll answer them live! If you don't have a Facebook account, you can still attend the class but will be unable to ask questions. After the live video has ended, it will be available to watch OnDemand on our Facebook page.

Date: Wednesday, Dec. 2, 2020

Time: 10:00 AM

Topic: Internet Basics: Search, Settings, and Safety. Learn the basics of using the Internet, important settings to pay attention to, and how to protect your personal information online.

Place: www.facebook.com/DirectLinkCoop/live



Annual Holiday Toy and Food Drives

Let's get into the spirit of giving and show our community what we're capable of!

Canby Kiwanis Community Food & Toy Drive

The drive will look a bit different this year due to COVID-related restrictions and safety measures in place. 503-266-1405 The Canby Kiwanis Club is asking for monetary donations to purchase grocery gift cards in place of the food boxes that have been given out in years prior. The toy drive will still occur, but there will be fewer donation sites throughout town, and toy donations will be sanitized. For additional information visit www.CanbyKiwanis.org.

Mt. Angel St. Joseph Shelter Food & Toy Drive

St. Joseph Shelter's Food & Toy Drive will take place this year with several drop box locations throughout town. The organization is asking for toy donations, particularly items for ages 13 and up. They ask that any food items donated do not have an expiration date before Christmas. Visit www.ccsww.org for details.

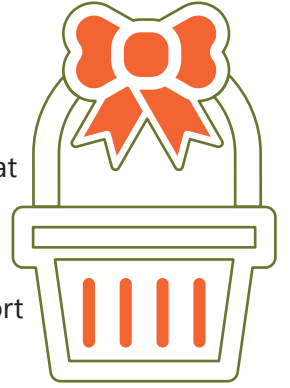


Tech Tip

Did you know you can use Google's "Site:" feature to search for specific content and significantly narrow down your results?

Open Google in your browser (or type directly into the search bar at the top if you're using Chrome) and type "site:" and then the website you want to search directly after. Make sure not to include a space after "site." You also don't need to include a "www" for the website. For example, a search for "site:DirectLink.coop Internet" would show results for the term "Internet" only on the DirectLink website. Oh, and you don't need to include the quotation marks.

Pay & Win



For more than 17 years, we have given away gift baskets every month to a random member that pays their bill on time. While we recognize that these gift baskets have stood as a longstanding tradition that members look forward to, we have decided to switch to gift cards for the Pay & Win program as of January 2021. 503-845-6257 We plan on providing gift cards from local businesses for a similar amount in value to the gift baskets in an effort to continue to support businesses in our communities.

We usually welcome members into the office to pick up their baskets and snap a photo for future editions of The Download. But due to COVID, recent winning members have received their baskets through a contactless curbside pickup system.

Make on-time payments easy so you're entered in the next drawing by setting up autopay on your account through SmartHub. Visit DirectLink.SmartHub.coop to get started!

Canby Winners

June

Sue Winner



July

Cristina Tuli



August

Emiliano & Mari Carrillo



September

Leonard Dieker



Mt. Angel Winners

March

Maria Kraemer



April

Shawn & Marcie Wood



May

Kyle Beyer



June

Joe & Pam Duda



July

Wade & Raeanne Barth



August

Bobbi Tryon

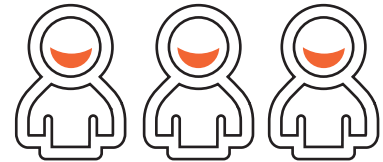


September

Lisa Austin



Check Out These Recommended TV Shows from Our Staff!



With darker, rainier months ahead, we thought it would be fun to poll our employees and ask their thoughts on binge-worthy TV shows to watch! 503-266-1966 You know, those shows where you can't seem to hit "Play Next" fast enough. Here are our recommendations, in no particular order, including the genre, a note about each one, and the streaming service they are available on.



Yellowstone

Genre: Drama/Western

Platform: Paramount Network app (sign in with watchTVEverywhere account, included with an EZVideo subscription); also available to purchase on Amazon Prime Video

Rating: TV-MA

What we like about it:

"Super intense and just so good"



The Mandalorian

Genre: Science Fiction/Adventure

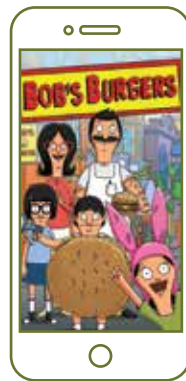
Platform: Disney+

Rating: TV-PG

What we like about it:

"Short episodes, short season, easy to complete in a day" ... "Taking a faceless character and giving him depth is hard, and this show pulls it off"

Note: Season 2 became available to stream on Oct. 30.



Bob's Burgers

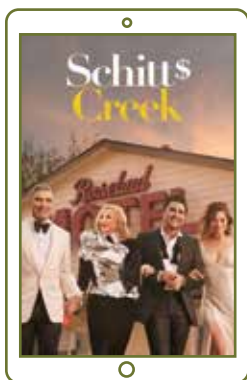
Genre: Cartoon Family Comedy

Platform: Hulu

Rating: TV-14

What we like about it:

"Has been a family favorite for years."



Schitt's Creek

Genre: Comedy Sitcom

Platform: Netflix

Rating: TV-MA

What we like about it:

"The family is endearing and quirky enough to make me laugh out loud" ...

"It's funny and touching"



The Good Place

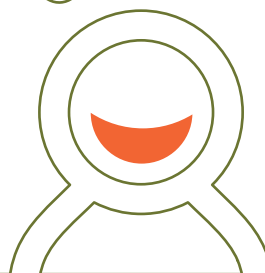
Genre: Comedy Sitcom

Platform: Netflix, Peacock

Rating: TV-14

What we like about it:

"Very funny and well-written"



Give to Local Nonprofits Just by Shopping!



Did you know you can donate to local nonprofit organizations simply through your regular shopping trips? Programs like AmazonSmile and Fred Meyer Community Rewards automatically donate to charitable institutions dear to you when shopping as you normally do.

AmazonSmile is a separate website run by Amazon that donates a percentage of purchases to eligible groups at no cost to you. Visit smile.amazon.com and shop for products as usual. There, you'll find the same prices and selection as Amazon.com, but a portion of every purchase is distributed to chosen charitable organizations most important to you.

Support organizations of your choice simply by shopping at Fred Meyer with your Rewards Card. At the end of each quarter, Fred Meyer will donate to nonprofits based on the accumulated spending of Rewards Customers linked to them. 503-651-3421 Visit www.fredmeyer.com/signin to sign in or create an account, then click on Community Rewards to search for and choose a participating nonprofit group to support!

Got EZVideo questions? Ask us live on Facebook!



Our EZVideo Tutorials have gone virtual and are a great way to ask us any questions you might have about the EZVideo app.

You'll get a live, step-by-step demonstration from our product team about how to use EZVideo on an Amazon Fire TV Stick. And just like our Community Classes, if you don't have a Facebook account, you'll still be able to watch the class but will be unable to leave comments or questions. And if you can't attend the class during the live session or you want to watch it again, the video will be available to watch OnDemand on the DirectLink Facebook page.

Date: Thursday, Nov. 19, 2020

Time: 10:00AM

Place: www.Facebook.com/DirectLinkCoop/live

EZVideo Tips



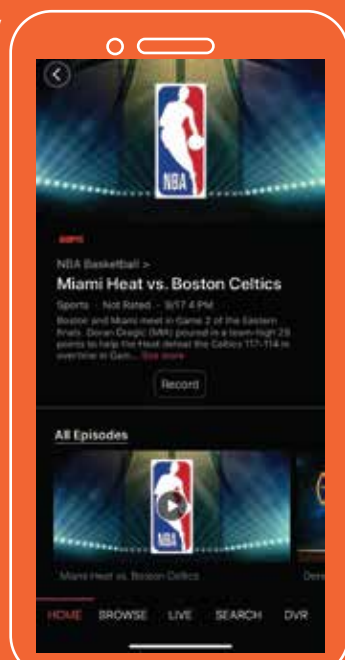
Use a wired Ethernet connection for a seamless experience.

A wired Ethernet connection can help provide the best experience for EZVideo users by offering faster speeds, lower latency (or buffering), and a more reliable link than a wireless signal. A wired connection also eliminates one more device to fight for bandwidth on your WiFi network. Check the device's specifications for information about Ethernet and other accessories that might be available to enhance your viewing experience. An Amazon Fire TV Stick, for example, requires a separate Ethernet adapter.



Record a show or movie even when away from the TV.

With EZVideo's cloud-based DVR, you can record and watch programs anywhere with an Internet connected device, 503-845-5283 like a smartphone, tablet, or laptop computer. Simply download the EZVideo app on your compatible device and log in with your account credentials. In the EZVideo app, you can browse or search for programs and then add them to your DVR library! When you record a program, it will appear on any device with the EZVideo app logged in. So set a recording while you're out, and it will be there to watch when you get home!





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

Find Your Number, Get \$20 Off Your Next Bill!



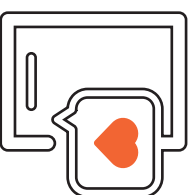
Call us by November 30th to claim your discount.

Let us
know!



If you have an idea for a local article to be considered for a future edition, or comments about this or past newsletters, please email us at: HereForYou@DirectLink.coop

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Instagram.com/DirectLinkCoop
twitter.com/DirectLinkCoop

We're here for you.



What Does it Mean to Be a Cooperative Member?

When you purchased services from Directlink, you became a member of a local cooperative that has been serving this



community for more than 116 years. Communities co-ops like DirectLink provide around 50 million rural Americans with Internet, Video, and Voice services. We are fortunate and grateful to have an amazing team of dedicated employees that have called our community home for so long. Directlink employees have a combined 640 years of technological know-how across all departments - that's about 13 years of service per person! Our people believe the work we do makes a difference and are committed to provide quality member service. According to data from the Bureau of Labor and Industries, telecommunications industry workers have been with their current employer for 6.6 years - that's among the highest across all occupations!

Dedication to the community and the work we do is commonplace in cooperatives across the country. We love working in a community where we see our members every day while out shopping, at the park, at school functions, and more.