

VOICE

Molalla's source for news about your Cooperative and Community.

Volume Four 2008

Our Members
Are Loving Our
Free Broadband!



Refer-A-Friend Program

More info on page 4

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Dear Valued Member,

Molalla Communications encourages member questions and feedback. In this edition, we would like to address some important questions many of our Members may be asking about MCC services. Please feel free to call our Member Relations Team at 503-829-1100 anytime you have questions, comments or concerns. MCC is your Cooperative, get involved or share information that you find helpful to others in our community.

Q: Why are you upgrading to X-FON? What makes X-FON better than a Cable connection?

A: Because Our Xtreme Fiber Optic Network or X-FON employs advanced fiber-optic technology, the result is a much faster, more robust, and more reliable service. While the Cable Company also has a fiber-optic network, their fiber stops at a central node and a less-efficient wire is run to your home. The fiber bandwidth must be shared by all the Cable users on that node, which may become congested causing online activities to become sluggish and unreliable.

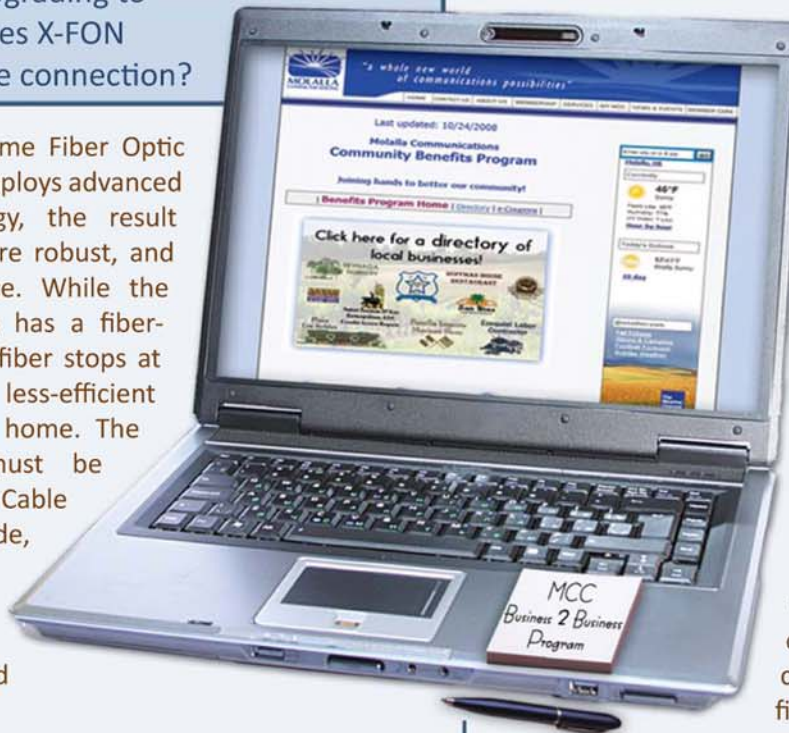
With MCC X-FON, your computer is directly connected to our fiber network. There are no bandwidth battles. When we say you get 20 Mbps of connectivity - we guarantee it! Advantages of a dedicated X-FON connection include: seamless browsing to graphic-intense websites; ultra-fast and reliable downloads of your favorite applications and music; and uninterrupted streaming video of that High-Definition TV show or movie you've been meaning to see.

Q: Are there any benefits to consumers in your Business-to-Business Program?

A: Absolutely! In fact, we just launched our new Business-to-Business Website located at www.molalla.com/business. You will find we've joined hands with many businesses in our community in an effort to build a mutually beneficial

network between our Co-op members and our local businesses.

This website is a one-stop location to learn about upcoming events at your favorite shops and restaurants, get great deals by printing exclusive e-coupons, view maps to help you find our many local businesses, and even check local weather, the stock market, and directory assistance. Please explore this new benefit brought to you by your Cooperative and check back often for updates and new business information. Everything on this site is completely free for MCC Members.



Q: In this tough economic time, what is MCC doing to support our local economy?

A: Just this past month at our annual Co-op Day, Molalla Communications distributed \$600,000 to the Membership in patronage checks. In fact, the Board of Directors has authorized retirement and payment of \$2,400,000 in member equity credits this year alone. The Board believes whole-heartedly in the payout of member patronage and will continue to do so whenever fiscally feasible.

Additionally, Molalla Communications continues to provide support to many community programs and events through our Economic and Educational Development Fund. MCC's most recent contributions over the past ten weeks include: a donation for the MHS FFA Auction; a new timing device for MHS Track & Field; new equipment for the MHS Video Dept.; donated items for Country Christian School Auction; web-hosting for Molalla Kiwanis; and a new scoreboard for Molalla Aquatic Center. Our commitment to community has also fueled the development of the 2008 Molalla Communications Holiday Food Drive, which you can read more about on the top of page 6.

Sincerely,
Your Molalla Communications Team



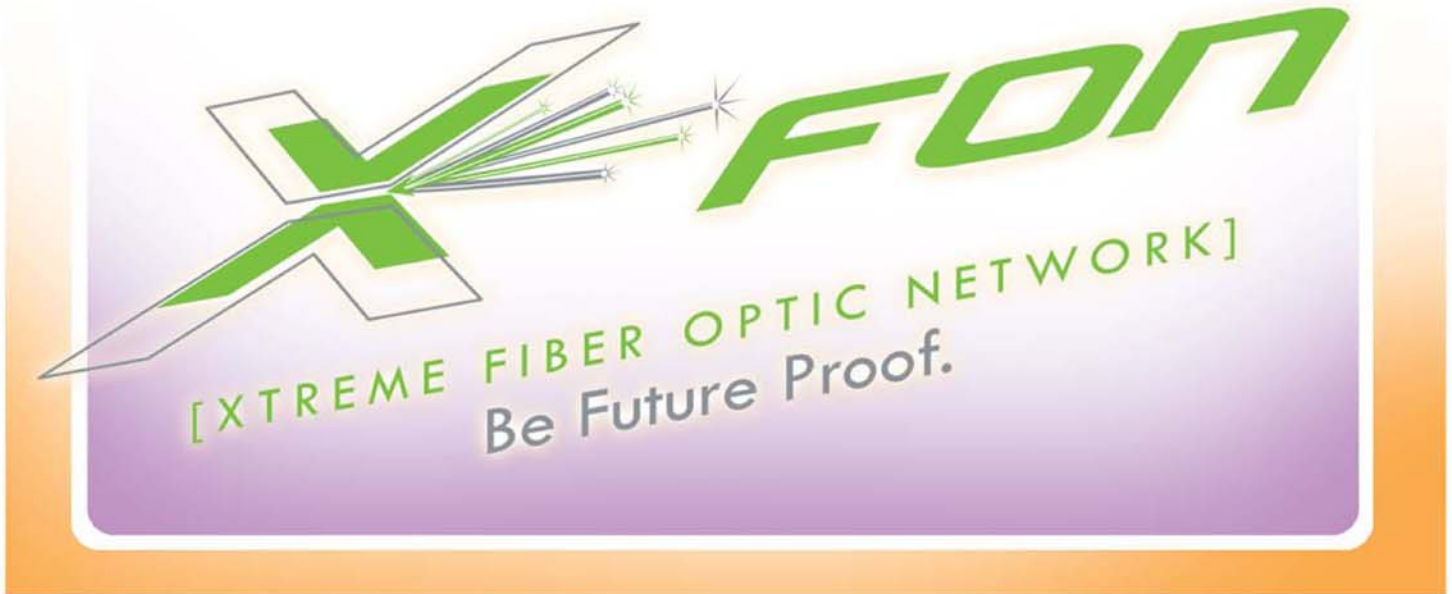
Patronage Checks | Hot Dogs, Chips, Cookies | Gift

Today, it's quite rare to hear of a company putting money back into the pockets of members using their services. Fortunately, that is just one of the many perks of belonging to a Cooperative, and Molalla Communications remains committed to doing just that. At this year's Co-op Day, MCC had the pleasure of handing out over 720 checks to members for patronage equity credits allocated in part of 1995 and 10% of 2007. Not only did MCC distribute \$600,000

in patronage to the Membership, we also provided a free hotdog lunch with cookies, chips and soda pop. Members were able to pick up their checks, enjoy a tasty lunch, and visit with fellow Cooperative members. Attending members also received gift bags which included an MCC t-shirt and a 2009 calendar. It was fantastic to see all of the familiar faces at this year's event and the entire MCC Team was pleased to greet and serve so many members.

Want more information on events? Turn to page 6 for information on upcoming MCC hosted and sponsored events during this holiday season





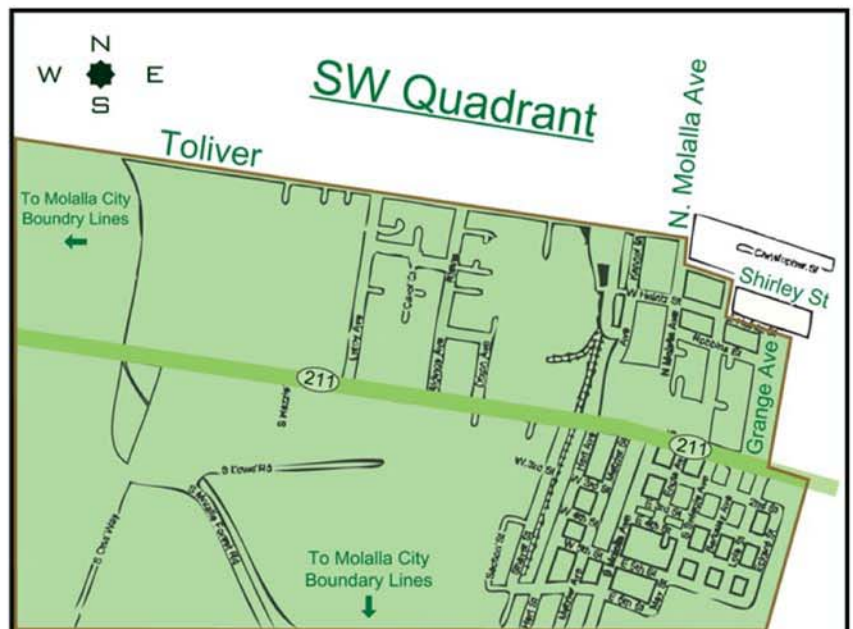
What's Next:

If you live in the green shaded area on the map below, then early 2009 is when you'll be upgraded to MCC's Xtreme Fiber Optic Network, or X-FON!

X-FON is one of the most advanced delivery systems in the world for voice, internet, entertainment, and smart home technology. With X-FON you can expect 6 to 20 Megs of download speed and 1 to 10 Megs of upload speeds depending on the X-FON Internet package you choose!

We are currently mounting vital Optical Network Terminals (ONT) and battery backups on the outside of homes and businesses in this area. If you reside in the green shaded area on the map to the right and signed up for MCC Broadband after our electricians came through and completed this phase, call us so we can get you wired up with an X-FON jack and an outside AC outlet, if needed. This will be at no cost to you if you call before we begin the final stage. This is a one-time offer, so call 503-829-1100 soon to make your home "Future Proof" with X-FON!

Not sure if you are in the X-FON area? Go to www.X-FON.info and click on the "Can I get it" link to search your phone or address and see if your home is X-FON ready!



Our Members Are Loving Our Free Broadband!



MCC recently launched its new and improved Broadband Refer-A-Friend Program this October! If you are currently an MCC Broadband subscriber or have X-FON service, you can refer any number of friends and **both** you and your friend could get one Free month of MCC Broadband or X-FON Internet Service!*

There are many reasons why MCC Members introduce their friends and family to Molalla Communications: industry-leading Broadband services, competitive pricing, and unparalleled Member service and support. Now we can add one more...

One Free Month for THEM to try our ultra-fast Broadband or X-FON Internet and **One Free Month for YOU** of your current Broadband or X-FON Internet package!*

Just put your member information on the lines provided below and ask your friend or family member to bring this newsletter when they sign up for NEW Broadband service. It's as easy as that!



Existing Member's Name:

Phone:

Email:

Friend or Family Member's Name:

Phone:

Email:

*Free month offer for both parties is only valid with a new Broadband service activation. Offer cannot be combined with any other promotion. Referred members may opt to take an introductory promotion in place of a free month. The new Broadband member must retain service for 90 days before credit will be applied to the existing member's account. Free month credit to the existing member will be based on their current Broadband package at the time of referred member's new activation. A member account can only be referred once. MCC reserves the right to cancel or change this offer at any time. Certain restrictions may apply.

MCC Holiday Food Drive

After meeting with the Molalla Service Center this fall and recognizing that the need this holiday season would be greater than any year before, we made the decision to suspend our once yearly hot meal Thanksgiving Feast and instead focus our energy on more long-lasting support to benefit area families.

To initiate the beginning of this change in focus, we will be sponsoring the first MCC Holiday Food Drive this year. Our local community food bank – the Molalla Service Center – is already strained and anticipating an even greater increase in the number of community members receiving food baskets this Christmas. In order to make sure no one is turned away this holiday season, we've set a goal to raise 2.5 tons of food for their food baskets.

If you'd like to donate, you can do so by sending cash or checks made payable to the Molalla Service Center. Please mail all donations to Molalla Communications, ATTN: MCC Holiday Food Drive, P.O. Box 360, Molalla, OR 97038. Members are also welcome to make a non-perishable food donation at the MCC Member Relations Office, located at 211 Robbins St. Please keep in mind no donation is too small and all monetary donations are tax deductible.

Your name or business name will be put together along with Molalla Communications as supporters of the Holiday Food Drive in the Molalla Pioneer newspaper and on the front page of our website. The distribution of food baskets will be on December 23rd. If you have questions or need additional information, please don't hesitate to call Adam Young at 503-829-1134.

Santa Day

December 13 | 10am to 1pm
MCC Business Office Conference Room

Bring your child to Molalla Communications to have their photo taken with Santa and take home a high quality print-out for Free! Photos will also be available online following the event to print more copies or to email to friends and



family! Each child will also receive a Christmas goodie from Santa. Please bring a canned food donation to help support the Molalla Service Center. We also ask that you leave your pets at home.



The MHS Singing Christmas Tree

December 11, 12, 13

The MHS Singing Christmas Tree, sponsored by Molalla Communications, will be held in the Molalla River Civic Auditorium on December 11, 12, and 13.

Come enjoy the sounds of the season sung by Molalla's youth.

The Singing Christmas Tree boasts breathtaking scenery, mood lighting for each song, and a group of extremely talented singers and musicians of all ages.

Tickets are available at Molalla High School and Cutter's Hi-School Pharmacy. Experience the wonder and the mystery of the holiday season at this year's 14th Annual Singing Christmas Tree!

For more information regarding these events, visit: www.molalla.com/events

Proud to call MCC HOME

I joined the team at MCC in October of 1995 after 20 plus years in the banking industry and I have never looked back.

My parents moved to Molalla when I was a year old and I have lived in the local area ever since. I graduated from Molalla Union High School in 1966 and attended the University of Oregon for a year. I have been a member of the Molalla Buckeroo Association for many years and love being involved in our local Rodeo. I also enjoy spending time with my friends and family, especially my two grandsons.

I have been with Molalla Communications for 13 years this month. I feel very fortunate to be able to work for a great company and be close to home. I was amazed to find the depth of knowledge and



I am very proud of the fact that MCC supports so many wonderful events in our community such as the Relay for Life, Santa Day, and Member Appreciation Day. It is fulfilling for me to be able to volunteer to give back to my community and be supported by my employer. I appreciate the opportunity that I have been given here to learn and grow. Molalla Communications is a great asset to our community and I am very proud to be a part of this wonderful team!

-Bert Pitman, Member Relations Representative

I have been happily employed with Molalla Communications for a little over a year now and enjoy coming in every morning.

I work as the Help Desk Team Lead or Supervisor of the Help Desk staff. This was a new position in the company when I started so I have been proud to blaze the trail. Although I am new to the Telecommunications industry I have been working with and on computers for the last 13 years. In 2005 I graduated from Chemeketa Community College with a degree as a Computer Systems Support Specialist and have been able to utilize my support skills on a daily basis in this role. Prior to MCC I have worked for a number of retail stores selling and repairing computers, but none of them can compare to the camaraderie, level of knowledge, and friendliness of my co-workers here.



Being able to support this community as a Help Desk Technician gives me a sense of joy and accomplishment. Even though I am new to the community I feel like I have been a part of it for a long time now. Our Help Desk Team

here has been through quite a few changes not only with technology, but with the way calls are handled and followed up on. We have implemented a three day follow-up program which I feel has been a great tool in providing superb customer service and it separates us from the competition.

I am excited about the current promotions and speeds that we have here in the Molalla area and the personal service that you get whenever you walk through our doors or call our lines. It's X-FONTASTIC!!!

-Jarit Pitochelli, Help Desk Team Lead

Winter Community Calendar

December 3
City Christmas Tree Lighting
Molalla City Hall 503-829-6855

December 11, 12, 13
MHS Singing Christmas Tree
MHS Auditorium
503-829-2355 ext. 4341

December 4
Molalla Area Chamber of Commerce Banquet
Held at St. James Catholic Church
503-829-6941

December 13
Santa Day at Molalla Communications
MCC Conference Room
10am - 1pm, 503-829-1100

January 29, 30, 31 and February 5, 6, 7
Molalla High School Drama Department Presents
Little Shop of Horrors
MHS Auditorium
503-829-2355

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