

# the progress

## NEWSLETTER

### In this issue

- Holiday Hours
- Scholarship Opportunity
- Holiday Open House
- Changes to Lifeline
- And the Winner is...
- New Team Member
- Important Notice About Your Account
- New Listings



#### **PARK REGION**

Mutual Telephone Co.

#### **Park Region Telephone**

PO Box 277 100 Main St.  
Underwood, MN 56586

218.826.6161

800.247.2706

Office Hours

M-F 8:00 AM-5:00 PM



#### **Otter Tail Telcom**

230 West Lincoln  
Fergus Falls, MN 56537

218.998.2000

888.716.8837

Office Hours

M-F 8:00 AM-5:30 PM

#### **Valley Telephone**

Browns Valley, MN 56219

#### **Rothsay Telephone Company**

Rothsay, MN 56579

Call 800.247.2706  
for 24 hour service.

**OR**

simply dial 611 to reach  
your local office!

[www.parkregion.com](http://www.parkregion.com)

## Holiday Hours

Our offices will be closed on Monday, December 26th and Monday, January 2nd so that our employees can enjoy the holidays with family and friends.



## Scholarship Opportunity

As your local telecommunications service provider, it is our pleasure to offer the FRS national scholarship to local graduating high school students. Should a local student be selected to receive one of the \$2,000 scholarships, Park Region Telephone will contribute an additional \$500 to the scholarship, bringing the total one-time scholarship award to \$2,500. Students may also be eligible for four FRS Staurulakis Family Scholarships valued at \$5,000 each. Students who are majoring in math, science, engineering, or medicine are given preference for the FRS Staurulakis Family Scholarships. Additionally, one \$7,000 Everett Kneece Return to Rural America Scholarship will be awarded.

telecommunications issues. In keeping with its mission, furthering the education of rural youth is one of the foundation's primary focuses. Park Region Telephone is a member of NTCA and is proud to support FRS in this worthy endeavor.

Applicants must be a graduating high school senior whose family subscribes to service from Park Region Telephone, Otter Tail Telcom, Valley Telephone, or Rothsay Telephone, in addition to other eligibility requirements as specified in the application. Visit [www.frs.org](http://www.frs.org) for more information and to download an application. Completed applications are due to Park Region Telephone no later than February 24th to allow enough time for the NTCA Member Sponsor Certification portion of the application to be completed.

***We are very excited to bring this scholarship opportunity to our local students!***



# Open House

Please join us for our Holiday Open House on Wednesday, December 14th. Stop by our offices in Fergus Falls and Underwood to enjoy delicious holiday refreshments and register for door prizes. We welcome the opportunity to celebrate the season and thank you for your business.

## Changes to Lifeline & What It Means for You

On December 2, 2016, you may notice some changes to your Lifeline Program benefit. These changes – and what they mean for customers – are outlined below.

**You can now apply your monthly discount to Internet service.** You will be able to apply your monthly Lifeline discount towards internet service. If you would like to switch to an internet plan, ask your telephone company or internet provider if a Lifeline Program cell phone data plan or home internet service is available in your area.

**You can still choose phone service.** You can continue to apply your monthly Lifeline discount to your home or cell phone, but **you can only receive a discount on ONE option – phone or Internet.** Some companies may give you the option to apply the discount to a service bundle, such as home phone and home internet service.

**How to qualify for a Lifeline discount.** You must participate in at least one of the following programs to be eligible for a Lifeline Program discount:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Program
- Income below the Federal Poverty guideline
- Bureau of Indian Affairs General Assistance
- Tribally-administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution on Indian Reservations (FDPIR)
- HEAD Start

If you signed up for a Lifeline discount through the National School Lunch Program, Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP), or any other state-run program, your phone or internet provider will ask you to confirm your enrollment in one of the above, eligible programs when they do your next eligibility confirmation.

Changes to your plan Lifeline phone and internet services will have to provide certain minimum features. Lifeline-discounted services must offer at least:

- 500 minutes per month for cell phone voice plans
- 500 MB per month at 3G speeds for cell phone data plans
- 150 GB per month at 10/1 download/upload speeds for home internet plans

**Exception:** In those areas where the provider does not offer speeds at or above 10/1 download/upload speeds, they must provide the highest performing, generally available home internet plans, which must be at least 4/1 download/upload.

**Changing companies:** If you decide to apply your monthly Lifeline discount to either home internet service or a data plan for your cell phone, you must remain with the company that provides your service for at least 12 months. After that, you are free to switch to a different company. If you move to a different state or to an area where your company does not offer service, let your company know. They will guide you through the process of changing companies. If you sign up for new home or cell phone service, you need to stay with your company for at least 2 months. If you choose to apply your discount to a bundle, ask the company which change policy applies.





## And the Winner is...

Thank you to those who took time to stop by our Underwood office in October to celebrate National Coop Month. The lucky winner of our gift basket was Shirley Sem of Underwood.

**Congratulations, Shirley!**

## Welcome New Team Member

Brandi Mounts joined our team in October and works as an Accountant in our Underwood office. Brandi is originally from Arthur, ND. She attended MState in Fergus Falls where she earned AS degrees in Accounting and Business. In her spare time she enjoys spending time

with family, reading, taking photos, traveling, watching sports, spending time at the lake and Jet-Skiing.

**Welcome to the team Brandi!**



## Important Notice About Your Account

Federal laws allow us to use information from your current records to market and advise you on new products and services that may satisfy your communications needs, unless you notify us otherwise.

**What is this information?** It is information called "Customer Proprietary Network Information (CPNI)" relating to the telecommunications services you receive from Park Region Telephone, Otter Tail Telcom, Rothsay Telephone Company and Valley Telephone.

**How can we use this information?** This information can be used to advise you about innovative communications services or new communications technology and products. We DO NOT sell or in any way provide this information to any other company other than the 911 records we are required by law to provide if you are a telephone customer.

**Who will be able to use this information?** ONLY subsidiary companies of Park Region Telephone, which include Otter Tail Telcom, Rothsay Telephone Company and Valley Telephone.

**Will Park Region protect my information?** YES! You have the right, and we have the duty, under federal law,

to protect the confidentiality of this information. Therefore, regardless of whether you consent or not to allowing us to continue providing you with marketing and educational mailings, your account information will be treated confidentially.

**What action is necessary on my part to show consent?** No action on your part is necessary. If you do not contact us within 30 days and indicate that we may not continue providing you with marketing and educational mailings, we will continue to do so.

**What if I do not consent?** You can contact us using the contact information below and indicate that you are withdrawing your approval of our use of your CPNI. You will not receive company information from us at that point. You may miss the opportunity to learn of new, innovative service proposals, new packaging that could reduce your monthly bill and new lower rates on services such as long distance and other information that keeps you informed of the happenings of your local company.

**Contact Information:** From any phone receiving service from us, call toll free: 611  
Fergus Falls office: 218-998-2000  
Underwood office: 218-826-6161  
Email: sales@parkregion.com



PO Box 277 100 Main St.  
Underwood, MN 56586

# New Listings

## ASHBY

Froemming, Stephanie.....747-2188  
Jones, E.....747-2288  
Marsolek, T. ....747-2184  
Olson, H.D.....747-2288

## BROWNS VALLEY

Flann, Alexys .....695-2279  
Price, Pam.....695-2276

## DALTON

Anderson, Tom & Amy .....589-7028  
Buschette, S. ....589-7032  
Finkelson, Joel & Melissa.....589-7026  
Larson, Bill & Joanne.....589-7403  
Nelson, Steve & Kelly.....589-7055

## ERHARD

Emery, Rick.....842-5169  
Hunter, Jeff & Shannon.....842-5200  
Leach, Finas .....842-5177  
Miller, Byron & Carrie.....842-5566  
Mortenson, Steve .....842-5147  
Sydow, Nick .....842-5156

## FERGUS FALLS

Birch, D. ....998-4342  
Bondley, Deloris.....998-4810  
Eggen, Leo .....998-4794  
Hoekstra, M.....998-4077  
Hunter, V. ....998-4737  
Larue, Scott & Nancy .....998-3705  
Randall, Frank.....998-3100  
Reidhammer, Z. ....998-2599  
Savvy Sun Travel .....998-3586  
Schierer, Ben & Tessa .....998-4826  
Scramstad, M.A.....998-2459  
Walters, J.....998-4838

## MAINE

Gilbertson, Ronald .....495-2221  
Sazama, Cody .....495-2277

## ROTHSAY

Anderson, G.....867-2105  
Anderson, Joe & Ann.....867-2103  
Bjornstad, A. ....867-2108  
Carlsrud, Jeremy & Kari.....867-2767  
Grunewald, Jason & Danielle.....867-2130  
Marquardt, Missy .....867-2118

## UNDERWOOD

Borchert, D. & B.....826-6364  
Eklund, Kristi.....826-6366  
Hutchinson, Kevin .....826-6670  
Kupfer, R.....826-6622  
Miller, Dacia .....826-6361  
Newborg, Kirby & Dalynn .....826-6347  
Shea, Kevin & Sue .....826-6505  
Stanley, John .....826-6376  
Stich, H. ....826-6367  
Tordenskjold Town Hall.....826-6676