

THE *Progress* NEWSLETTER

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A newsletter for customers of Park Region Telephone, Otter Tail Telcom and Valley Telephone Company.



Park Region Telephone's Annual Meeting & Customer Appreciation Event

Thursday, April 12th
Underwood High School

Registration at 5:00 p.m. • Meeting at 6:30 p.m.

Our Offices:

PARK REGION
Mutual Telephone Co.
Park Region Telephone
PO Box 277 100 Main St
Underwood, MN 56586
218-826-6161
800-247-2706

OTTER TAIL
TELCOM

Otter Tail Telcom
230 West Lincoln
Fergus Falls, MN 56537
218-998-2000
888-716-8837

Valley Telephone
Browns Valley, MN
Call 800-247-2706
for 24 hour service.

Or simply dial 611 to reach your local office!

www.parkregion.com

Important Notice to Our Internet Customers!

Recently, we've identified a fraudulent email that has targeted some of our customers. This email informs our customers that we are currently upgrading the prtcl.com messaging server and requests personal information. **This email was not sent out by our company, please be aware that at no point will Park Region request credit card, banking or other personal information, including account usernames and passwords, via e-mail.**

Fraudulent emails are typically sent to obtain personal and financial information. Often, there are spelling or grammatical errors. The email is from an address that does not belong to the company in question. The email asks for personal information, such as a password or account number. There will usually be a sense of urgency – the email may suggest that you will lose your account or have information deleted if you don't respond. Sometimes, it will include links to websites, which should not be visited. If you receive a suspicious-looking email, delete it or forward it to abuse@prtcl.com. We will investigate the issue and resolve it to the best of our ability.

Directory News

Preparation for the 2012-2013 edition of our telephone directory is underway. Don't miss this low cost opportunity to make your business stand out from the competition. For only a few dollars each month, your business can stand out in the Yellow and White pages with a bold listing or try a colored ad to really catch your customer's eye.

Representatives from our publishing company will be in the Fergus Falls and surrounding area during the months of February and March to meet with local business to discuss advertising. For more information, call 1-800-343-8086.

A trip of a lifetime!



Once again, Park Region Telephone, Otter Tail Telcom and Valley Telephone are proud to sponsor a local high school student on a trip of a lifetime. The selected student will receive an all expense paid trip to Washington, D.C., June 2-6, 2012. The annual Foundation for Rural Service Youth Tour brings 100 rural students from across the United States to Washington, D.C. for a four-day tour of some of the most historical sites in the nation. While there, students learn about the telecommunications industry, as well as the regulatory and legislative process. Education sessions on these topics are greatly enhanced by site visits to the US capital and meetings with industry leaders and members of congress. Students will also tour such sites as the Lincoln and Jefferson Memorials, the Smithsonian Museums and much more.

We have a few simple guidelines for eligibility:

Students MUST be a high school student, age 16 or 17 at the time of the tour in June 2012.

Student's family must have local telephone service with Park Region Telephone, Otter Tail Telcom or Valley Telephone.

Here's how to apply:

Simply write an essay and send it to us by April 2, 2012. The essay can be of any length but should focus on a student's view of where the telecommunications industry will be in 5 years. Be sure to include student name, parent(s) name, home address and phone number with essay. Essay may be mailed to:

Park Region Telephone
Attn: Sue Jensen
PO Box 277
Underwood, MN 56586

Lifeline Link-up Program

You may qualify for discounted telephone service if your income level falls below 135% of the Federal Poverty Guidelines or if you are currently receiving benefits under one or more of the following programs: Medicaid, food stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, or the Low-Income Home Energy Assistance Program. For more information about the FCC Lifeline/Link-Up Program, call one of the following numbers:

Otter Tail Telcom customers: 1-866-290-1730

Park Region Telephone customers: 1-866-290-1721

Valley Telephone customers: 1-866-290-1729

\$ Scholarship Opportunity for Seniors

The Minnesota Telecom Alliance Foundation will award 5 \$2,000 scholarships to 2012 Minnesota graduating high school seniors. Park Region Telephone, Valley Telephone, and Otter Tail Telcom have begun a search for scholarship candidates.



Eligible students must be a 2012 graduating senior and must be attending post secondary education at either a university, college or technical college; be a Minnesota resident; and the applicant's family must subscribe to service from Park Region Telephone, Valley Telephone or Otter Tail Telcom.

MTA Scholarship applications can be obtained online at <http://www.mnta.org/associations/11041/files/MTAFoundation-ScholarshipApp-2012.pdf>. Once the student has completed the application on line, they need to print a copy and attach required documentation. A checklist can be found at the end of the online application to aid the student in ensuring their application is complete.

Completed applications need to be turned in to Park Region Telephone no later than March 2, 2012. Applicants may send the properly completed applications to Sue Jensen, Park Region Telephone, PO Box 277, Underwood, MN 56586, or drop it off at our office at 100 Main St., Underwood, MN.

We are thrilled to make an investment in our communities by helping young people get a technical or college education. We urge all eligible students to apply! Questions may be directed to Sue by emailing sue.jensen@parkregion.com or calling 218-826-6161, extension 308.

Customer Connection



Amanda Fuchs and Annabelle Lee

We'd like to welcome Annabelle Lee to Fergus Falls. Annabelle is the new owner-agent of American Family Insurance, formerly owned by Pat Hillely. She says that working with Otter Tail Telcom fits her communications needs. She appreciates doing business with

a local company that offers customer service for her telephone, TV and Internet service. Annabelle, along with her husband and three children, moved to Fergus Falls from Wadena, MN. She is ready to help you with your insurance needs, give her a call today at 739-3977 or email her at Ale1@amfam.com. You can also find Annabelle on facebook.

Having trouble using the telephone?



Phone family, friends or vital services even if you have a hearing, speech or physical disability.

Minnesota Relay is a free service, providing full telephone accessibility for anyone who is hard of hearing, deaf or speech disabled, through the use of specially trained communications assistants (CA).

- Available 24 hours a day, 365 days a year.
- Call next door or internationally.
- Calls are 100% confidential.

Now it is easier than ever to make a Minnesota Relay call. Just dial 711.

Once connected to the service, tell the CA the type of relay call you want to make.

Or, dial the specific toll-free number for the type of relay call you want to make.

TEXT TELEPHONE (TTY)

1-800-627-3529: Allows anyone who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

STANDARD TELEPHONE

1-800-627-3529: A hearing person uses a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

CAPTIONED TELEPHONE

(CAPTEL™): CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. Captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party. CapTel phone required. If you wish to contact someone who uses a CapTel phone, dial 1-877-243-2823.

HEARING CARRY OVER (HCO)

1-800-627-3529: Allows a hearing person with very limited or no speech capabilities to make a phone call. Requires a special phone.

VOICE CARRY OVER (VCO)

1-877-627-3024: Allows anyone who has difficulty hearing on the phone to voice conversations directly to a hearing person. Requires a special phone.

2 LINE VOICE CARRY OVER

(VCO) 1-866-855-4611: Allows a VCO user to use one phone line for speaking directly to the other person, and a second line to receive the CA's typed response from the other person. Requires additional service and equipment.

SPANISH RELAY 1-877-627-5448:

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

SPEECH-TO-SPEECH (STS)

1-877-627-3848: Allows a person who has difficulty speaking or being understood on the phone to communicate using his/her own voice or voice synthesizer.

COMPUTER (ASCII) 1-800-627-3537:

Set communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity, 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

900 PAY-PER-CALL SERVICES

1-900-230-3324: Allows a relay user to connect to any pay-per-call service.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free, specialized phone equipment to income eligible Minnesotans who have trouble using the telephone because of a hearing, speech or physical disability.

More Information:

1-800-657-3663 (voice)
1-888-206-6555 (TTY)
www.tedprogram.org.

New Listings



Below is an update of changes and additions to current directory listings. You may also search for current listings on-line by clicking on the "Directories" link at www.parkregion.com.

ASHBY

Brown, Patricia & Arleiegh 747-2433
Indigital Inc. 747-2898
Jenna's Salon 747-2919
Propst, Tim 747-2923

BROWNS VALLEY

Fisher, Dorothy 695-2822
Piechowski, Mike 695-2810

DALTON

Bickett, Denise 589-7822
Hayhurst, D. 589-7821
Krueger, D & M 589-7818
Moebius, Nolan & Delores 589-8110

ERHARD

Ackerman, Kimberly 842-5546
Milbeck, Billy & Lindsay 842-5553
Roberts, D. 842-5581

FERGUS FALLS

A-1 Wayne's City Shuttle 998-1222
Fagerberg, Lois 998-3204
Korby, Diane 998-3432
Nelson, Larry J. & Lois 998-3117
Paulson, Clarence 998-3216
Reiman W. 998-3210
Ziesemer, Gerald 998-3184

MAINE

Walvatne, Roger 495-2465
Fisher, Charles & Carrie 495-2974
Kugler, Rick 495-3126

UNDERWOOD

Carlson, Todd 826-6583
Clark, Jim & Cathy 826-6573
Dold, Joseph & Jennifer 826-6636
Lind, P & T 826-6582

VINING

Anderson, Martin & Kim 769-4473



Ella Leapaldt is the new owner of Somethin's Brewin at 401 S Cascade in Fergus Falls.

Bring your laptop and enjoy free WiFi while you sip on the famous specialty coffees and ice blended drinks. Ella also has an extensive menu including breakfast, soups, salads and sandwiches. Open 8:30 -5:30 M-F and 9:30-4:00 on Saturdays.

IMPORTANT INFORMATION

EMERGENCY ASSISTANCE: TTY callers should dial 911 directly. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may delay the response to your call.

BILLING OPTIONS FOR LONG DISTANCE RELAY CALLS:

- Direct
- Pre-paid calling card
- Collect
- Carrier calling card
- Third party billing

FILING A COMPLAINT: 1-800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission at 1-888-225-5322 (voice), 1-888-835-5322 (TTY) or www.fcc.gov/cbg/complaints.html.

More Information:

www.mnrelay.org or 1-800-657-3775 (voice/TTY)

PO Box 277 • Underwood, MN 56586

