

# THE PROGRESS

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# prtvnow!



Home. The place where we raise our families, entertain friends and relatives, feel comfortable and safe. Like you, all of us at Park Region and its affiliated companies desire these things for our families too. These factors are considered when selecting products and services to introduce to the people we serve. We strive to deliver services that offer the best value and customer experience.

Over the past several months, Nest home security products, Tech Home support and a new business Wi-Fi solution were added to our portfolio of services. Each was carefully considered, ensuring they tightly integrate into our support systems and represent quality products from reputable well-known companies.

In 2020 we will be introducing a new streaming video service, **prtvnow!** This service will replace our traditional cable TV systems serving Park Region, Rothsay

Telephone and Otter Tail Telcom. It is our goal to move all current subscribers to this platform by the end of 2020. At that time, legacy cable TV systems will be turned down. With **prtvnow!**, subscribers will enjoy a robust and enjoyable viewing experience. New features add flexibility to view programming on a TV, tablet, computer, or smartphone anywhere within a Wi-Fi connected home! Rates are being restructured and many add-on fees will disappear. For starters, HD and DVR services will be included and many channels will offer Restart and Replay. Set-top boxes will no longer be necessary; **prtvnow!** will work with streaming devices such as the Amazon Fire TV Stick and Apple TV.

As final preparations are made, be sure to check out our facebook page, newsletter, website and watch for direct mail pieces for more information about this exciting new streaming service. Or better yet, stop in for a demonstration by one of our knowledgeable representatives. We are excited for the opportunity to share details about **prtvnow!**



**PARK REGION Telephone Co.**  
ROTHSAY TELEPHONE | VALLEY TELEPHONE



# LIVE LOCAL SPORTS!

## Ashby

### Basketball



Date	Time	Sport	Opponent
2/4	7:15pm	Girls Basketball	B-E
2/6	7:15pm	Boys Basketball	CGB
2/10	7:15pm	Girls Basketball	Underwood
2/14	7:15pm	Boys Basketball	Parkers Prairie
2/20	7:15pm	Boys Basketball	Verndale
2/27	7:15pm	Boys Basketball	Wheaton

## Rothsay

### Basketball



Date	Time	Sport	Opponent
2/4	7:15pm	Girls Basketball	Battle Lake
2/7	7:15pm	Boys Basketball	Parkers Prairie
2/13	7:15pm	Girls Basketball	Underwood

## Fergus Falls

### Basketball, Hockey, & Swimming



Date	Time	Sport	Opponent
2/3	7:15pm	Boys Hockey	Alexandria
2/7	7:15pm	Boys Hockey	Wadena-Deer Creek
2/11	7:15pm	Girls Basketball	Sauk Rapids-Rice
2/13	7:15pm	Girls Basketball	Moorhead
2/14	7:15pm	Boys Basketball	Alexandria
2/18	7:15pm	Girls Basketball	St. Cloud Tech
2/20	7:15pm	Boys Basketball	Willmar

## Underwood

### Basketball



Date	Time	Sport	Opponent
2/6	7:15pm	Girls Basketball	Battle Lake
2/11	7:15pm	Girls Basketball	W-H-N
2/18	7:15pm	Boys Basketball	Rothsay
2/21	6:15pm	Girls Basketball	Norman County East
2/21	7:30pm	Boys Basketball	Norman County East

# SAVE the DATE



Annual Meeting & Customer Appreciation Event  
**Thursday, April 16, 2020**  
**Underwood School**

## Thank You!

Thanks to all who stopped by to celebrate the season with us at our holiday open house December 11th - what a great turn out on such a chilly day!

Congratulations to our door prize winners:

- Jennifer Fronning & Heather Herman (Yeti tumbler)
- Sue Lukken & Richard Tripp (\$25 Service Food certificate)
- Cornel Walker & Robert Eastwood (cooler bag)

## Scholarship Opportunities

The Minnesota Telecom Alliance (MTA) Foundation is awarding 10 \$1,000-\$2,000 scholarships to high school seniors graduating in 2020. Applications must be turned into Park Region by **February 21, 2020**. For eligibility requirements and to download the application visit <https://www.mnta.org/page/scholarship>.

The Foundation for Rural Service (FRS) is awarding \$2,500 scholarships to rural students for their first year of college or vocational school. Students may also be eligible for several named scholarships highlighted in the application. Please visit <https://www.frs.org/programs/youth-programs/scholarships> for eligibility requirements and to apply. Application deadline is **March 6, 2020**.

# WIN AN ALL-EXPENSES-PAID TRIP!

Park Region Telephone is proud to sponsor a high school student on a trip of a lifetime! The selected student will receive an all-expenses-paid trip to Washington D.C., June 6-10, 2020, for the annual Foundation for Rural Service (FRS) Youth Tour. While there, students will learn about the telecommunications industry, visit famous historical sites, learn about legislative and government processes, and meet many other high school students.

### Guidelines for Eligibility

Applicant must be a high school student, age 16 or 17, at the time of the tour. Student's family must also subscribe to service from our company.

### How to Apply

Write an essay focusing on your view of where the telecommunication industry will be in 5 years. Be sure to include your name, birthdate, parent(s) name, home address, and phone number with the essay. Essays can be mailed to Park Region Telephone, c/o Sue Jensen, PO Box 277 Underwood, MN 56586 or dropped off at our offices in Fergus Falls or Underwood. Essays must be received by **February 21, 2020**.

# Minnesota Relay Annual Notice

## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

### Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

### Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: [www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service).

### Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your 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.

### Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

### Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

### Internet Protocol (IP) Relay

IP Relay combines text-based relay service with the ease of the internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or smartphone.

Go to: [www.sprintrelay.com](http://www.sprintrelay.com).

### Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

### Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

### Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

### Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party.

Go to: [www.fcc.gov/consumers/guides/video-relay-services](http://www.fcc.gov/consumers/guides/video-relay-services).

### Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

### Emergency Assistance : 911

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay response to your call.

### To file a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

You will need to provide the date and time of the relay call, the calling from and to phone numbers, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission [www.fcc.gov/complaints](http://www.fcc.gov/complaints)

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

### Telephone Equipment Distribution (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

[mn.gov/dhs/ted-program](http://mn.gov/dhs/ted-program)

Voice: 1-800-657-3663

ASL via VP: 1-866-635-0082

### For More Information on Minnesota Relay Services

[www.mnrelay.org](http://www.mnrelay.org)

1-800-657-3775

## Do Not Call Notice

### Restrict Unwanted Telephone Solicitations

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry by telephone or by Internet at no cost. To register by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. You can register online for the national Do-Not-Call Registry via the internet at [www.donotcall.gov](http://www.donotcall.gov).

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days after registration. Your number will remain on the registry permanently. You are allowed to remove your number from the registry at any time.

If you continue to receive telemarketing sales calls or robocalls, you can file a complaint by visiting [www.donotcall.gov](http://www.donotcall.gov), or by calling 1-888-382-1222 (TTY 1-866-290-4236)

## Remember to SAVE the DATE

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Appreciation Event  
**Thursday, April 16, 2020**  
**Underwood School**



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ROTHSAY TELEPHONE | VALLEY TELEPHONE

PO Box 277 100 Main St N  
Underwood, MN 56586

# New Listings

## DALTON

Romberg, L.....589-8660

## FERGUS FALLS

Adams, Alan & Romona.....998-0185  
Adams, C.....998-0178  
Birchwood Psychological Center. 998-2575  
Bratton, Ron & Anne.....998-0505  
Haukebo, L. ....998-0278  
Hiedeman, Bryan & Joanne .....998-0446  
Krahn, Ken & Elinor .....998-0280  
Lakes Country Academy.....998-4545  
Nehk, Sandra.....998-0139

## FERGUS FALLS CONTINUED

Nyberg, Roland.....998-0082  
Otter Cove Children's Museum...998-5437  
Pemberton, Betty Joan.....736-8806  
Rau, Fern .....736-8854  
Rimpila, G. ....998-0443  
Roehl, Willis.....998-0189  
Schade, Robert & Hope .....736-8858  
Stoen, Dennis.....998-3060  
Syverson, Lela .....736-8872  
Thieme, Paul.....998-6372  
Zelmer, Richard & Irene .....998-3291

## UNDERWOOD

Reimers, J & S .....826-6355  
Turchin, Ron & Laurie .....826-6901

## ROTHSAY

Rosenthal, Jerry & BreAnn .....867-2189

### Park Region Telephone

PO Box 277 | 100 Main St N  
Underwood, MN 56586  
Office: 218.826.6161  
Toll Free: 800.247.2706  
Hours: M-F 8:00 AM-5:00 PM

### Otter Tail Telcom

230 Lincoln Ave W  
Fergus Falls, MN 56537  
Office: 218.998.2000  
Toll Free: 888.716.8837  
Hours: M-F 8:00 AM-5:30 PM

### Rothsay Telephone Company

Rothsay, MN 56579

### Valley Telephone Company

Browns Valley, MN 56219

Call 800.247.2706 for 24 hour  
service or simply dial 611 to  
reach your local office!

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