

THE PROGRESS

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E-LEARNING



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**Park Region Telephone
Annual Meeting**
scheduled for Thursday,
April 16, 2020 has been
postponed. We will post
the most up to date
information on
www.parkregion.com
and our Facebook page.



PARK REGION Telephone Co.
218.998.2000 | WWW.PARKREGION.COM

COVID-19 SAFETY MEASURES

We at Park Region/Otter Tail Telcom place the safety and health of our employees and members as a top priority. We are taking proactive steps to ensure the continued safety and health by establishing the following practices as it relates to Coronavirus (COVID-19).

In order to do our part to stop the spread of this virus, we are asking our members and clients to call our offices for any business transactions rather than visiting our offices. You may reach us at (218) 826-6161, (218) 998-2000 or toll free (800) 247-2706.

If a technician is needed to come to your home or business, we will be asking if you or anyone in your premise has shown signs of any respiratory illness in the last 24 hours. For the protection of our employees and members, we are directing our technicians to avoid contact with customers showing signs of respiratory illness.

If you have an appointment scheduled and develop an illness, please contact our office to reschedule the appointment.

For the most up to date information please follow our Facebook page or check www.parkregion.com

During this time we ask you to please make payments by phone, mail, online (www.parkregion.com/bill-pay/) or at one of our local drop box locations. We can take Visa, Mastercard, Discover or checking payments online or over the phone at no extra charge.

Drop Box Locations:

Park Region Telephone

100 Main St N, Underwood

Otter Tail Telcom/Park Region

230 West Lincoln Ave, Fergus Falls

Utility Drop Boxes

Alley next to the former Post Office,
Fergus Falls

Erhard Drop Box

State Street, Erhard

WHAT IS prtvnw!?

prtvnw! gives you everything you had in traditional TV and adds the features and convenience you get with streaming services. Our prtvnw! plan offers the flexibility to choose how you watch your favorite programs whether you are on your TV, tablet, computer or smartphone.

Why should you switch?

For starters, several viewing enhancements are included in your package - High definition, cloud DVR, and replay TV - so no more paying additional fees for these features!

How is this different than my current TV service?

You will no longer need those bulky set top boxes and wires at each of your TVs. Instead you will stream programming by using your Internet connection and streaming devices or select smart TVs.

Do I need Internet for prtvnw! and how much speed do I need?

Yes, because prtvnw! is a streaming service it does require an internet connection. In order to deliver the best experience possible for our customers we recommend a minimum of 25Mbps to ensure your TV and other Wi-Fi connected devices have the best experience available to you.

Can I watch TV anywhere, even away from home?

Since prtvnw! is a streaming service, it requires the use of your home IP address to watch live TV. You can, however, watch and set recordings from just about anywhere with a Wi-Fi connection using your cloud DVR. You can continue to watch content from Watch TV Everywhere when you are away from your home network.

Can I watch it on any TV or device in my home?

Our service includes three streams which can be viewed on up to three supported screens at a time. You can add additional streams (up to six) to your package.

Is HD available?

Yes! All channels are in HD. prtvnw! has an auto detection feature, giving you the best viewing available on all your channels - with no extra fee!

Is DVR available?

Yes, prtvnw! comes with 50 hours (more available) of cloud DVR allowing you to control live TV and record programs.

What is Cloud DVR?

Cloud DVR doesn't have the same limitations as a regular DVR set-top box. There is no actual box, wires, or cables; instead the data is stored in the cloud allowing for more storage capability and the ability to record more shows that air at the same time. Content is stored and accessed based on the user's login information.

What is Replay TV?

Replay TV allows the viewer to watch up to the past 72 hours of shows, movies and sports across most of our channels. However, not all networks have given us permission and Replay TV is enabled/disabled on an individual show and/or network basis.

Call us today to switch to prtvnw! Feel free to stop into our offices for a demonstration from one of our knowledgeable representatives.



prtvnw! INSTALLERS



Tyler Budd

Please help us welcome Tyler Budd and Daxton Olson as members of our prtvnw! installation team. Along with our skilled technicians, Tyler and Daxton will be helping us convert your current TV service to prtvnw!



Daxton Olson

NOTICE: LIFELINE LINK-UP DISCOUNTS

FOR LOW INCOME RESIDENTS

You may qualify for discounted telephone OR internet 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:

- 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)

Beginning March 26, 2020, Park Region, Valley and Rothsay Telephone customers eligible for the Federal Lifeline Telephone and Internet service assistance program, can complete an application online. The application is available at

www.checklifeline.org/lifeline.

Consumers can also apply by calling 1-800-234-9473 or by submitting a paper application by mail to:

Lifeline
PO Box 7081
London KY 40742



WELCOME TO THE TEAM!



We welcomed Cassandra Jordan, Customer Service/Sales Representative, to our team in January! Cassandra grew up in Ashby, MN where she was a three sport athlete for the Ashby Arrows. She has an older brother and sister who she has always looked up to. She has an Associates in Liberal Arts from M State and a Bachelors of Science in Finance from MSUM. Her hobbies include spending time with her nieces, playing with her golden retriever, and hanging out with family and friends.

**We are excited to have
Cassandra on our team!**

WORD SEARCH

WORD BANK

ASHBY
BROADBAND
BROWNS VALLEY
DALTON
ERHARD
FERGUS FALLS
FIBER
INTERNET
MAINE
NEST
OTTER TAIL TELCOM
PARK REGION
PRTVNOW
ROTHSAY
ROUTER
SECURITY
TECHHOME
TELEPHONE
TELEVISION
UNDERWOOD
VALLEY TELEPHONE
VINING

O	R	R	L	H	P	A	T	V	P	G	S	P	T	D
N	T	Y	E	M	Y	E	C	A	S	T	L	R	E	N
T	H	T	A	T	N	G	R	L	E	D	L	T	L	A
J	E	I	E	R	U	O	J	L	D	R	A	V	E	B
V	N	C	E	R	T	O	E	E	F	A	F	N	V	D
E	I	T	H	H	T	P	R	Y	I	H	S	O	I	A
T	N	N	S	H	H	A	O	T	B	R	U	W	S	O
I	S	A	I	O	O	G	I	E	E	E	G	U	I	R
C	Y	E	N	N	H	M	I	L	R	Y	R	T	O	B
D	S	E	N	I	G	H	E	E	T	U	E	J	N	V
S	E	C	U	R	I	T	Y	P	M	E	F	D	R	D
N	O	T	L	A	D	Y	B	H	S	A	L	A	P	I
P	A	R	K	R	E	G	I	O	N	C	S	C	Z	F
R	Y	E	L	L	A	V	S	N	W	O	R	B	O	K
A	A	T	D	O	O	W	R	E	D	N	U	V	U	M

ACCEPTABLE USE POLICY

Park Region and its affiliated companies encourage our customers to review our Internet Service Acceptable Use and Privacy Policies. We believe it's important for consumers to understand their rights and our approach to protecting consumer data and other terms of use regarding the services we provide.

www.parkregion.com/support/acceptable-use-policy/



**OTTER TAIL
TELCOM**

PARK REGION Telephone Co

PO Box 277 100 Main St N
Underwood, MN 56586

NEW LISTINGS

BATTLE LAKE

ABC Brewing.....864-2739

UNDERWOOD

Donahoe, Sean826-6762

FERGUS FALLS

Glawe, Joan.....736-8864

Iverson Garage Door Co.....998-2355

Jordahl, Carol998-5702

Karlgaard, Mildred.....736-8826

Kolle, Rosemary.....736-8809

Koziol, Orin & Sylvia998-0266

Otter Cove Children's Museum...998-5437

Peterson, Joyce.....998-2283

Swift, Vern736-8810

Teberg, Doris736-8834

The Pawn Shop.....998-3030

Thrivent Financial998-2723

Uhlig, J.998-2442

Weaver, Michael & Mary998-0504



**OTTER TAIL
TELCOM**

PARK REGION Telephone Co.

YOUR COMPLETE TECHNOLOGY PARTNER

Smart Wi-Fi • Security • Home Phone • Streaming Video • Device Protection

www.parkregion.com

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Underwood, MN 56586
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Fergus Falls, MN 56537
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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