

THE PROGRESS

December 2020

Holiday Hours

Christmas Eve (12/24): 8a - 12p

Christmas Day (12/25): Closed

New Years Eve (12/31): 8a - 5p

New Years Day (1/1): Closed

*Due to COVID our office buildings are closed to the public until at least January 4th.

Our 24/7 help desk is available by calling 800.247.2706.



COVID-19 Office Closure

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.

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

Battery Backup Notice

To improve access to 911 emergency services, the Federal Communication Commission adopted back-up power obligation rules for any service provider utilizing fiber optic or other non-powered media to provide voice services to residential homes. These requirements include an obligation to offer to subscribers the option to purchase back-up power sufficient to operate the terminal located at the subscriber's home for a minimum of 8 hours in standby mode.

As a service to our subscribers, we equip all fiber served premises with a complete standby power solution that exceeds the FCC's mandated operating characteristics at no additional cost.

Under normal operating conditions subscribers have access to all subscribed services including voice, video and broadband data without interruption. However when commercial power is interrupted, the fiber terminal will change to emergency standby mode and disable video and broadband data service while continuing to provide voice service and more specifically access to emergency 911 service for a period of time. Disabling video and broadband services extends the time the terminal can provide access to emergency services. The battery located in each fiber terminal is capable of providing as much as 12 hours of talk time and 15 hours of standby power when new and fully charged.

Our network operations center monitors the health of batteries and dispatches technicians as needed to replace the batteries once its service life has ended. Battery service life and the ability to provide sufficient standby power are affected by numerous factors including temperature, how often and the duration of commercial power outages and the operating characteristics of phones within the home. We recommend that during a power outage, subscribers limit the use of the landline phone to emergency calls because use of the phone for non-emergency purposes will accelerate power discharge of the battery and limit the amount of standby time. Following these guidelines will ensure access to emergency 911 services over a greater period of time.