

# THE PROGRESS

April 2021

## 10 Digit Dialing Notification

On July 16, 2020, the FCC adopted an order approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline. This will not go into effect until July 16, 2022. Until then, customers must continue to use 1-800-273-TALK (8255) to reach the lifeline.

In the meantime, telecommunication carriers are preparing for this coming change with a two-phased approach. The first phase, permissive dialing phase, will begin April 24, 2021. During this phase customers will be able to dial both 7 and 10 digits when making local calls. However, it is encouraged that customers begin to dial 10 digits for all local calls. The second phase, which is the mandatory phase, will begin October 24, 2021. After this date all customers will need to dial 10 digits when making a local call.

This change will only affect local calls and will have no impact on long distance and international dialing. If you have further questions, please contact one of our customer service representatives at 218.998.2000 or email [sales@parkregion.com](mailto:sales@parkregion.com).

There is no long distance toll charge for calls between the exchanges indicated below. When calling an Extended Area Service (EAS) exchange you will need to dial the 10-digit telephone number. (You do not need to dial a 1 first when dialing an EAS exchange.)

From	To
Ashby	Dalton, Evansville-Melby
Battle Lake	Clitherall, Maine
Carlisle	Elizabeth, Fergus Falls
Clitherall	Battle Lake, Maine
Dalton	Ashby, Underwood
Deer Creek	New York Mills, Wadena
Dent	Maine, Perham, Vergas
Elizabeth	Carlisle, Fergus Falls
Erhard	Pelican Rapids
Fergus Falls	Carlisle, Elizabeth
Henning	Ottertail, Vining
Maine	Battle Lake, Dent, Ottertail, Underwood
Ottertail	Henning, Maine, New York Mills, Perham
Pelican Rapids	Cormorant, Erhard
Underwood	Dalton, Maine
Vining	Henning

## Federal Universal Service Charge

Due to a recent FCC decision, the Federal Universal Service Charge (FUSC) amount on your bill will increase effective April 1, 2021. FUSC is charged as a percentage of interstate rate elements. The Federal Universal Service Fund is designed to help keep local telephone rates affordable for all customers in all areas of the United States.

## Are You Protected?

You can count on Tech Home security suite to keep you protected however you are using the Internet! Shop, browse, listen, and watch without worry! Tech Home includes anti-malware, file backup, password management and more to keep your information, PCs, smartphones and tablets secure. Need help with technology issues in your home? Check out Tech Home Support for 24/7/365 live tech support!

### PROTECT - FREE

Included in your Park Region Internet Service

- SecureIT web security (mobile/PC)
- Anti-theft for phone or tablet
- FileHopper file backup
- Password Genie password manager
- Covers one computer & one mobile device

### PROTECT PLUS - \$9.95

- SecureIT web security (mobile/PC)
- Anti-theft for phone or tablet
- FileHopper file backup
- Password Genie password manager
- Covers four computers & mobile devices

### SUPPORT - \$14.95

- Whole home premium tech support
- 24/7/365, US-based service
- Wi-Fi support with assessment app
- Setup, support, troubleshooting + more
- Includes PROTECT PLUS on four computers or mobile devices.

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