

THE PROGRESS

February 2021

Office Closed

Our offices will be closed on Monday, February 15 for staff development. We will re-open at 8am on Tuesday, February 16.

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



Scholarship Opportunity

The Minnesota Telecom Alliance (MTA) Foundation is offering seven \$2,000 scholarships to high school seniors graduating in 2021. Scholarships are awarded after the student demonstrates a successful completion of the first year of college or technical school. Applications must be returned to Park Region Telephone for signature. The application deadline is February 19, 2021. To download the application go to <https://www.mnta.org/page/Scholarship>.

Foundation for Rural Services (FRS), along with the National Telecommunications Cooperative Association (NTCA) and its members, strongly promotes the continuing education of rural youth. As your local telecommunications service provider, we are happy to offer this national scholarship program to our customers' high school seniors. To be eligible, the applicant must be a graduating high school senior whose family subscribes to at least one service from Park Region Telephone, Otter Tail Telcom, Rothsay Telephone or Valley Telephone. The application for the FRS College Scholarship Program is available each October for the following year's program. For more information please visit <https://www.parkregion.com/about-us/community-donations/>

Save the Date

Mark your calendar for our Park Region Telephone Virtual Annual Meeting on April 15, 2021. Members of the COOP will receive more information on how to attend in future mailings.



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.

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, or by calling 1-888-382-1222 (TTY 1-866-290-4236)

Sports are Back

Winter sports are back in action! We will be airing as many of the local games as we are able on pvtv channel 1 & 2 and online at www.parkregion.com. We will be posting a weekly schedule to our Facebook page. All games are subject to change and updates will be made on Facebook.

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.

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.

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.

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.

For More Information on Minnesota Relay Services

www.mnrelay.org
1-800-657-3775

Emergency Assistance
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
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 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
Voice: 1-800-657-3663
ASL via VP: 1-866-635-0082