

THE PROGRESS

March 2021

Same Companies, New Look!



Park Region Telephone, Otter Tail Telecom, Rothsay Telephone and Valley Telephone have a new logo! We will continue to operate as the companies you know and trust and

remain committed to providing our customers the quality products and services they have come to expect.

MN TAP Changes

For customers that receive TAP Credit

Minnesota Telephone Discounts provide affordable telephone service to low-income consumers to stay connected with jobs, family and emergency services. The Telephone Assistance Plan (TAP) credit that appears on your bill will increase on April 1, 2021. The credit will increase from \$7.00 to \$10.00. The Federal Lifeline amount for voice service is \$5.25.

For customers getting assessed the fee

Minnesota Telephone Discounts provide affordable telephone service to low-income consumers. In order to fund the credit, local service providers collect a monthly surcharge from customers. Local service providers remit this surcharge revenue to the Department of Public Safety, which deposits the funds into the Telephone Assistance Program (TAP) fund. The TAP surcharge on your bill will decrease beginning April 1, 2021. The rate will decrease from the current \$0.10 to \$0.07 per access line. The 911 and TAM surcharge fees remain the same. Because these fees are charged together, the rate reflected on the MN 911/TAP/TAM fee line item of your bill will decrease from the current \$1.12 to \$1.09 beginning April 1, 2021.

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.

Visit this link to review our policies:

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

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 Program on Indian Reservations (FDPIR)

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

Tech Home: Enough to Worry About

Your life is already hectic enough without technology problems slowing you down. With Tech Home your technology is simplified! Tech Home makes it easy to setup, use, protect and enjoy your networked devices. Letting you get back to things that really matter!

Did you know with your internet service you receive 1 FREE subscription to Tech Home Protect?! That gets you coverage on 1 computer and 1 mobile device. It includes web security, ransomware protection, bloatware removal, mobile anti-theft protection, 50GB cloud backup, and a password manager! Additional plans with full tech support are available at an affordable rate.