

# THE PROGRESS

May 2021

## MAINTENANCE NOTIFICATION

Park Region will be performing a voice switch upgrade the morning of **May 5, 2021**. This upgrade will impact all local, long distance, and 911 emergency calls.

It is anticipated that all voice services will be impacted during this window. The estimated time of the outage is between 20 and 40 minutes beginning at 12:30 am.

If you have any questions, please call 218.998.2000 or email [sales@parkregion.com](mailto:sales@parkregion.com) and a service representative will assist you.

Thank you.  
Network Operations Team  
Park Region



## Minnesota Fishing Opener

Otter Tail County will be hosting the 2021 Minnesota Governor's Fishing Opener and Park Region is proud to sponsor this event. This will take place May 13-15 with the walleye fishing opener on May 15. More information on the Governor's Fishing Opener can be found at [www.mn governorsopener.com](http://www.mn governorsopener.com).

**GOOD LUCK TO ALL THE FISHERMEN & WOMEN,  
WE HOPE YOU CATCH THE BIG ONE!**

HAPPY  
*Mother's Day*  
♥

Park Region would like to wish all of the mothers a very Happy Mother's Day on Sunday May 8. We hope you have a wonderful day and get a chance to relax.

*Congratulations!*

Park Region would like to congratulate the 2021 graduating class on their achievements. We wish you the very best on your graduation day and beyond!

**CONGRATULATIONS!**



## Offices Closed

Our offices will be closed Monday, May 31 in observance of Memorial Day.

# 10 Digit Dialing Notification

On July 16, 2020, the FCC adopted order FCC 20-100, approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. Customers must currently continue to dial 1-800-273-TALK (8255) to reach the Lifeline until the assigned starting date.

This FCC Order requires all telecommunications carriers, such as Browns Valley Telephone, Park Region Telephone Co, Otter Tail Telcom & Rothsay Telephone, to make any network changes necessary to ensure that users can dial 988 to reach the Existing National Suicide Prevention Lifeline by July 16, 2022. Therefore, we need to implement the 10-digit dialing requirement in Minnesota's 218 and Browns Valley 320 Area Codes and in South Dakota 605 Area Code.

Because of this change we need to make you aware that all equipment on your end (the customer provided equipment) will also need to change from 7 digit to 10-digit dialing if it has not been changed already.

Examples of equipment are:

- Life safety systems or medical monitoring devices
- PBX's
- Home Monitoring Systems
- Fax Machines, Internet dial-up numbers
- Fire or Burglar alarm and security systems of gates
- Existing Subscriber telephones pre-programmed phones
- Speed dialers
- Mobile or other wireless phone contact lists
- Call forwarding settings.
- Voicemail services, and other similar functions

Park Region will have 10-digit dialing in place by April 24, 2021. This is considered the permissive phase where both 7-digit and 10-digit dialing will co-exist. During this time, Park Region will be educating customers on the new change. Beginning October 24, 2021, the mandatory 10-digit dialing phase takes place at which time all outbound calls are to be dialed using 10 digits.

Any local call you currently make is 7-digit dialing. After October 24, 2021 you will need to insert the area code in as well as the normal 7-digits. This remains a local call and NOT a long-distance call, do not dial a 1 prior to the area code when making the local call. If you dial a 1 prior to the 10-digit dialing for the local call, you will be charged long distance fees.

For Park Region Telephone, Otter Tail Telcom & Rothsay Telephone Co. customers please refer to page 17 of our phone book for the Extended Area Service (EAS) where the 10-digit dialing will now be required.

For Browns Valley Telephone Customers please refer to page 6 of our phone book for the Extended Area Service (EAS) where the 10-digit dialing will now be implemented.

If you have questions regarding this change, please contact Park Region Customer Service 218-998-2000.