

# THE PROGRESS

FEBRUARY 2022



## MAGNOLIA NETWORK

The relaunching of the DIY Network to the Magnolia Network became official on January 5, 2022.

The Magnolia Network can be viewed on prtvnow! channel 176.

IN OBSERVANCE OF  
**PRESIDENTS' DAY**  
OUR OFFICES WILL BE CLOSED ON  
**FEBRUARY 21, 2022**



OUR 24/7 HELP DESK WILL BE  
AVAILABLE BY CALLING  
800.247.2706



100 Main Street N  
Underwood, MN 56586

230 W Lincoln Ave  
Fergus Falls, MN 56537

218.826.6161 • 218.998.2000

**www.parkregion.com**

24/7 Help Desk Available • 800.247.2706

## 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 (TTY 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 by visiting [www.donotcall.gov](http://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](http://www.donotcall.gov), or by calling 1-888-382-1222 (TTY 1-866-290-4236).

## SCHOLARSHIP OPPORTUNITIES

### Minnesota Telecom Alliance Foundation Scholarship

The Minnesota Telecom Alliance, of which Park Region is a member, has established a Foundation and awards \$2,000 scholarships to seven high school seniors. To be eligible, applicants must be attending post secondary education at either a university, college, or technical college, be a Minnesota resident, and the applicant's family must subscribe to at least one service from Park Region Telephone, Otter Tail Telcom, Rothsay Telephone or Valley Telephone.

To apply, visit <https://www.parkregion.com/wp-content/uploads/2022/01/MTA-Scholarship-Form-2022.pdf> to download the MTA Scholarship Application. Applications must be received in our office no later than 2/18/22.

### Foundation for Rural Services (FRS) Scholarship

The 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 window is now open and will close February 25, 2022.

Visit <https://www.frs.org/programs/youth-programs/scholarships/> for more information on this scholarship and to apply.





### Business Spotlight

The Spot - Now Open!! Serving meal replacement protein shakes and energizing, metabolism-boosting teas. The Spot is located at 220 W Lincoln Ave in downtown Fergus Falls, located in the former The Spot Panini & Wine Bar building. Currently open Monday-Friday 7:30am-3:30pm, they will soon be expanding their hours to 7:30pm and will be open on the weekend. Business owner Jodana Heinzen states, "We are really looking forward to helping the Fergus Falls community reach their health and wellness goals, often running weight loss challenges and body transformation challenges. Be sure to stop by! We cannot wait to meet you!"



## BETTY WHITE CHALLENGE

On Betty White's 100<sup>th</sup> birthday, January 17<sup>th</sup>, Park Region employees celebrated Betty White's legacy by making a donation to the Humane Society of Otter Tail County. The Betty White Challenge encourages people to donate to local animal shelters in her name. The beloved star's death spurred what has become a national movement. Betty White spent her life advocating for animals and we wanted to contribute to making her 100<sup>th</sup> birthday the movement she deserved.

## SMART ROOM

### Fergus Falls Area Chamber of Commerce's New Smart Room

Park Region designed a video conferencing solution with the Fergus Falls Area Chamber of Commerce for their existing conference room. The video solution is independent of the conferencing platform a user chooses. Therefore, an end user should have no issues connecting with Zoom or Microsoft Teams conferencing services! The solution consists of a video camera with programmable presets. This will allow a presenter to quickly zoom into the whiteboard, or other focal point, and then back out to standard presentation mode, if need be. The solution also consists of audio-only conference capability for those occasions where video is not required.

This conferencing capability will allow the Fergus Falls Area Chamber of Commerce to serve the greater business community in our area by providing a business solution that helps connect businesses for collaboration purposes.

## SUN OUTAGES

### Sun Outages May Affect Your TV Service

Twice a year, you may experience some degree of television interference due to "sun outages." Such outages are caused by a phenomenon called a "solar satellite interference." These brief outages occur when the sun is in a direct line behind a satellite transmitting cable signals. When the sun is aligned with a satellite, solar radiation, an energy the sun is emitting, interferes with the satellite's signal and causes a brief signal outage.

Sun outages occur every year in the fall and spring and last approximately a week each time. During the sun outage, you may experience a pixelated or frozen picture or audio distortion for a brief period of time. In the spring, sun outages typically occur in late February or early March before the March equinox. Signal loss can last anywhere from 2 minutes to more than 15 minutes.

## STANDBY POWER

### Access 911 Emergency Services

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 24 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.



## IF YOU SEE THIS CALL OUR OFFICE FOR INFORMATION ON A BILL CREDIT \*

\* Bill credit will appear on the March 2022 billing and is limited to one credit per account. Offer expires Tuesday, February 22, 2022.