

THE PROGRESS

JANUARY 2022

YEARS OF SERVICE



BILL DENNIS
OUTSIDE PLANT TECHNICIAN
5 YEARS OF SERVICE



GERRY BERGQUIST
OUTSIDE PLANT TECHNICIAN
15 YEARS OF SERVICE



PAUL OLSON
IS SUPPORT SPECIALIST
15 YEARS OF SERVICE



CHAD SETHRE
NETWORK ACCESS TECHNICIAN
15 YEARS OF SERVICE



RITA FINSETH
CUSTODIAN
20 YEARS OF SERVICE



DAVID LINDGREN
OUTSIDE PLANT TECHNICIAN
20 YEARS OF SERVICE



ROB FIEDLER
IS MANAGER
25 YEARS OF SERVICE



SUE JENSEN
ADMINISTRATIVE ASSISTANT
25 YEARS OF SERVICE



KEITH JOHANSEN
NETWORK ACCESS TECHNICIAN
25 YEARS OF SERVICE



LEW OBRICHT
ENGINEER
40 YEARS OF SERVICE

NEW YEAR, NEW ELECTRONICS

After the holidays, a majority of households experience an increase in internet usage with new electronics added to their network. Park Region's mysafeTnet puts you in control of your network. With mysafeTnet you will not only have the latest and greatest in Wi-Fi technology, but you will also have the ability to manage your Wi-Fi experience while adding a layer of protection to your home network. Anti-virus and content filtering are just a couple of features that come with mysafeTnet. You will also receive:

- The ability to pause the internet, set schedules, prioritize devices, and activities.
- Notifications and tracking of web threats, intrusions, and blocked viruses to keep your home devices safe.
- An intuitive interface to categorize your digital life into people, places, and things!
- Bandwidth testing directly from your home router to ensure that your internet is running at optimum speed.

With mysafeTnet you are put in the driver's seat of your home network data, devices, and security. If you are a Managed Wi-Fi customer, you can download the app and sign up for a mysafeTnet account today. Simply scan the QR code using the camera on your favorite smart phone or tablet. A web link will pop-up to allow you to download the mysafeTnet app from the Apple App Store or the Google Play Store. Otherwise, you can search mysafeTnet in the Apple App Store or the Google Play Store. To receive all the features the app has to offer, contact a customer service representative today by calling 218-826-6161 or 218-998-2000.



RETIRED & NEWLY HIRED

After 20 years of dedicated service as Park Region's custodian, Rita Finseth is enjoying a well-deserved retirement with her recently retired husband, Eric Finseth, and their family. We will miss Rita deeply and never forget her contributions to our company. Although we are saddened by Rita's departure, we are happy to announce our newly hired custodian, Teresa Nordick. Please join us in welcoming Teresa to our team and wishing Rita all the best in her retirement.



Rita Finseth & Her Family



Teresa Nordick



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 Helpdesk Available • 800.247.2706

SCHOLARSHIP OPPORTUNITY

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/> to find a link to the scholarship and deadline information.



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.

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 the 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 consumercomplaints.fcc.gov
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/deaf-hard-of-hearing

Voice: 1-800-657-3663

ASL via VP: 651-964-1514

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/sprintiprelay.

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.