

# THE PROGRESS JUNE 2022

## CAUTION

### SPEED BUMP AHEAD

This isn't your typical speed bump in the road, but a speed bump in your overall internet experience. With the increasing number of devices connected to your home network, you may need to increase the speed of your internet connection. To ensure you are subscribing to the right internet speed for your household, consider how many devices are connected, the number of users in your home, and if certain activities require high-bandwidth usage. Our speed calculator can help you bump into the right plan. Visit [www.parkregion.com/recommend-plan/](http://www.parkregion.com/recommend-plan/) to view what plan is right for you.

Throughout the summer, we are allowing you to bump up your home internet speed to the next package at **NO ADDITIONAL COST FOR 3 MONTHS.\*** Don't delay, contact us today to take advantage of this great deal!

\*Customers will be eligible to bump up to the next internet speed package available in their area at no additional cost for 3 months. After 3 months, bill will reflect the new package rate. To avoid a rate change, contact our office prior to the promotion ending. Internet speed bump promotion ends August 31, 2022.



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[www.parkregion.com](http://www.parkregion.com)

24/7 Help Desk Available • 800.247.2706

## IMPORTANT NOTICE: PRTEL EMAIL USERS

Park Region is committed to providing our customers with the best service possible. This is especially true when it comes to our email service. For several years Park Region has been providing a service that works to protect you from unwanted malicious emails. This comes in the form of anti-spam, anti-malware, and email virus scanning.

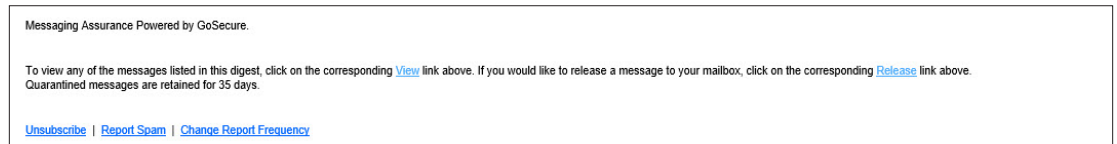
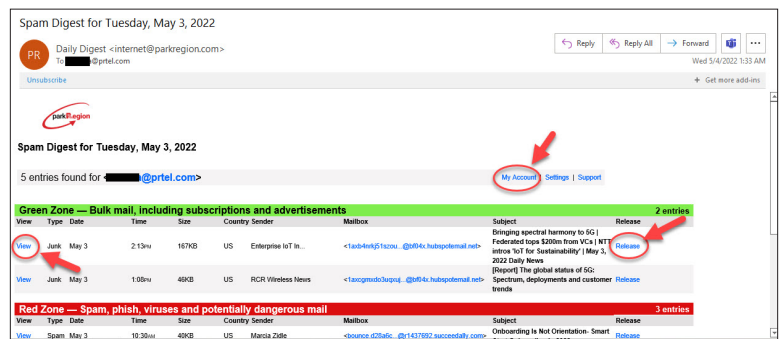
To continue providing this service, Park Region is needing to perform a major upgrade. During this upgrade process, all quarantined emails will become unavailable. What this means is customers who subscribe to this service will need to log into their spam settings and release any messages they would like to keep. The change will take place on the morning of June 12th. It is recommended you check your digest before 9:00am to make sure no emails are lost during the transition. Once the upgrade is finalized all anti-spam, anti-malware, and email virus scanning will function as normal.

We at Park Region thank you for your understanding during this upgrade and apologize for any inconvenience it may cause you. If you have any questions or concerns regarding the upgrade, please contact us by calling 218.826.6161 or 218.998.2000 to speak with one of our qualified support representatives.

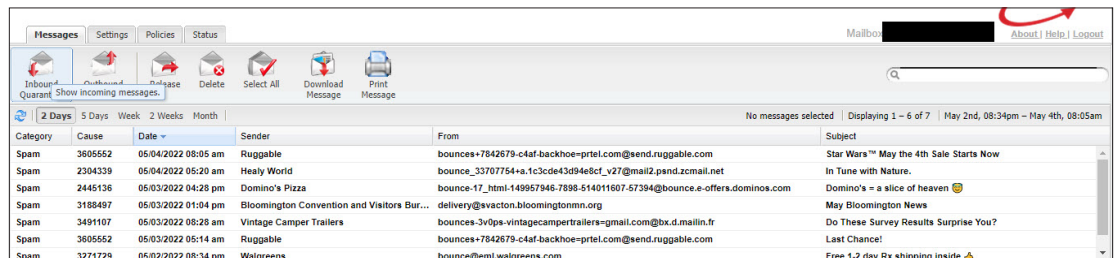
**OPTION #1:** Locate the email from *Daily Digest* in your inbox and open it.



You can [View](#) the quarantined message for the previous day or release emails into your inbox that you know are safe. You can also go into *My Account* and check quarantined messages up to the past month. Messages are automatically deleted after 35 days.

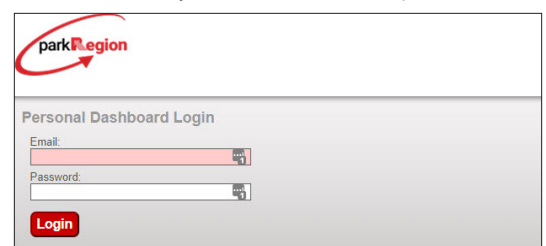
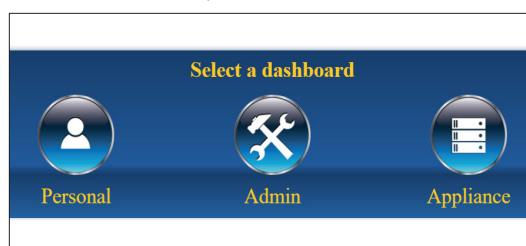


In *My Account*, you have access to view, release, and manually delete messages from the past month.



When done, simply logout of your account.

**OPTION #2:** Go to [rc.prtel.com](http://rc.prtel.com) and select the *Personal*. In the next screen enter your email address and password.



## SUMMER EVENTS

Park Region is excited to be planning summer events in each of the communities we serve. Our staff would love for the chance to meet with you, so make plans now to attend these events in your community. Here is a list of events:

**Friday, June 10th:**

- Fergus Falls Movie in the Park

**Saturday, June 11th:**

- Fergus Falls Parade

**Wednesday, June 22nd:**

- Dalton Picnic in the Park
- Dalton Movie in the Park

**Friday, June 24th:**

- Browns Valley Movie in the Park

**Saturday, June 25th:**

- Fergus Falls Vets Home Parade

**Thursday, June 30th:**

- Erhard Picnic in the Park
- Erhard Movie in the Park

**Monday, July 4th:**

- Erhard Parade

**Wednesday, July 13th:**

- Rothsay Picnic in the Park
- Rothsay Movie in the Park

**Thursday, July 14th:**

- Shop, Move 'n Groove Picnic in the Fergus Falls Office Parking Lot
- Ashby Picnic in the Park
- Ashby Movie in the Park

**Saturday, July 16th:**

- Rothsay Parade
- Ashby Parade

**Wed., July 20th – Sat., July 23rd:**

- West Otter Tail County Fair

**Saturday, July 23rd:**

- Battle Lake Parade

**Wednesday, August 17th:**

- Vining Picnic in the Park
- Vining Movie in the Park

**Saturday, August 20th:**

- Vining Parade

**Thursday, August 25th:**

- Browns Valley Picnic in the Park

**Thursday, September 1st:**

- Underwood Picnic in the Park
- Underwood Movie in the Park

**Saturday, September 3rd:**

- Underwood Parade

**Saturday, September 10th:**

- Dalton Parade

Event times for Picnics in the Parks will be 5:00–7:00pm or until gone, Movies in the Park will start at dusk or approx. 9:00pm, and parades will vary in start times. For more details or any changes, check our Facebook and Instagram pages.

# FOLLOW US ON SOCIAL MEDIA



## 2022 COMMUNITY GRANT PROGRAM

The Foundation for Rural Service is happy to announce that the 2022 Community Grant Program is now accepting applications. The Community Grant Program awards grants up to \$5,000 for nonprofit organizations in our communities doing great work. These grants are an opportunity for NTCA members to amplify the ways we are supporting our communities. Thanks to amazing NTCA memberships, FRS will award over \$155,000 in community grants in 2022. These grants are designed to provide support to a variety of local efforts to build and sustain a high-quality life in rural America. The grants awarded each November support a variety of projects concentrated in four major categories:

**Business and Economic Development** – Devise a plan to turn your community into a global phenomenon by growing small or existing businesses, developing new ones, and implementing a job creation program that attracts key talent from your community or from skilled individuals interested in relocating to small town America.

**Community Development** – Develop an outreach program that helps to promote advancing technology skills of your community members, incorporates innovation into learning, raises the visibility of your community's talent and artistry, and places your town on everyone's bucket list as the place to visit.

**Education** – Support advances in education by helping your school's technology (computers, smart boards, etc.) in the classroom, build resources for curriculum development, strengthen extracurricular activities and programs, and promote distance learning programs.

**Telecommunications Applications** – Show how you plan to turn your community into a technological powerhouse by promoting the implementation and use of broadband-enabled applications for telehealth, education, government services, safety and security, and efficient energy distribution and use.

As an NTCA member, Park Region encourages organizations in our communities to apply for the Community Grant Program. Applications for the grant program are due to the Underwood or Fergus Falls office by August 15, 2022. Visit [www.parkregion.com/about-us/community-donations/](http://www.parkregion.com/about-us/community-donations/) to learn more and to download the application.

## STANDBY POWER CUSTOMER NOTIFICATION

To improve access to 911 emergency services, the Federal Communications Commission (FCC) adopted backup power obligation rules for any service provider utilizing fiber optic or other nonpowered media to provide voice services to residential homes. The requirements include an obligation to offer subscribers the option to purchase backup power sufficient to operate the terminal located at the subscriber's home for a minimum of 8 hours in standby mode.

Park Region's phone service is delivered in one of two ways, over traditional copper wires or via fiber optic cable. In instances where fiber to the home (FTTH) is utilized, Park Region provides a battery backup solution, free of charge, at the time of installation for voice customers only.\* This solution will provide the customer with 12 hours of talk time and 24 hours of standby power when new and fully charged.

How does the battery backup work? Under normal operating conditions, subscribers have access to all 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 services while continuing to provide voice service and, more specifically, access to emergency 911 service until power is restored. Disabling video and broadband services extends the time the optical network terminal (ONT), provided by Park Region, can deliver access to emergency services.

Even though Park Region provides this solution at the point of installation, the battery is considered customer equipment and is therefore maintained by the customer. However, the unit that houses the battery remains the property of Park Region. Without proper maintenance, access to 911 services could be lost if commercial power is not available. The average lifespan of the backup battery is three years. Therefore, it is recommended that subscribers plan to replace their backup battery on a three-year cycle.

Park Region customers can replace the battery themselves by following the directions at [www.parkregion.com/support/battery-replacement/](http://www.parkregion.com/support/battery-replacement/) or an appointment can be scheduled to have a qualified technician replace the battery for a fee of \$100.00. Contact our offices at 218.998.2000 or 218.826.6161 or email [sales@parkregion.com](mailto:sales@parkregion.com) to schedule an appointment.

\*Consumer broadband only (CBOL) customers do not receive a standby power solution since the solution only works with voice services.