

# THE PROGRESS

NOVEMBER 2022

## OFFICES CLOSED THANKSGIVING

In observance of Thanksgiving our offices will be closed on Thursday, November 24, 2022. Our 24/7 help desk will be available by calling 800.247.2706.

## THANK YOU VETERANS

Veterans Day, November 11th, is a great time to remember that our freedom isn't guaranteed. Thank you to all members of our military, past and present, for protecting our freedom by serving our country.

## PHONE BOOKS ARE HERE

The 2022-2023 edition of the Park Region Telephone, Otter Tail Telcom, and Rothsay Telephone phone book directory is here. They have been delivered to residents and businesses throughout our area. Extra copies of the directories are available at our offices in Underwood and Fergus Falls. Please remember to recycle your old directory by dropping it off at your nearest recycling center. Recycling locations are listed on page one in the green section of the directory.



100 Main Street N  
Underwood, MN 56586

230 W Lincoln Ave  
Fergus Falls, MN 56537

218.826.6161 • 218.998.2000

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

24/7 Help Desk Available • 800.247.2706

## \$5 BILL CREDIT TO SAY THANK YOU

Throughout the month of November, we are encouraging our customers to sign up for autopay and/or e-billing. As our way to say thank you for doing this, we will provide you with a \$5 bill credit on your next bill. Stop in our Underwood or Fergus Falls offices to sign up or visit [parkregion.com/bill-pay/](http://parkregion.com/bill-pay/) to print the Direct Payment Plan Form. Return the form to one of our offices, or mail to PO Box 277, Underwood, MN 56586 by November 30, 2022.

## HBO & CINEMAX 8-DAY FREE PREVIEW

We are excited to announce an HBO and Cinemax Free Preview in November! The dates of our November 8-Day Free Preview are Tuesday, November 22nd through Tuesday, November 29th. During this time for our prtvnow! subscribers, multiple HBO and Cinemax channels will appear on our guide for you to watch. Please note this is a gift from us to you and you will not be charged for watching these channels. Exciting programming during this Free Preview will include:

- **House of the Dragon** – the full first season of the new hit series!
- **HBO Original Series** – new episodes of *The White Lotus S2*, *Hard Knocks In Season S2*, the *Shaq Docuseries*, and *We're Here S3*.
- **Blockbuster Movies** – the thrilling blockbuster movie *Don't Worry Darling*, along with recent hits *DC League of Super-Pets* and *Elvis!*

## CUSTOMER PROPRIETARY NETWORK INFORMATION

Federal laws allow us to use information from your current records to market and advise you on new products and services that may satisfy your communications needs unless you notify us otherwise.

### What is this information?

It is information called "Customer Proprietary Network Information (CPNI)" relating to the telecommunications services you receive from Park Region Telephone, Otter Tail Telcom, Rothsay Telephone, and Valley Telephone.

### How can we use this information?

This information can be used to advise you about innovative communications services or new communications technology and products. We DO NOT sell or in any way provide this information to any other company other than the 911 records we are required by law to provide if you are a telephone customer.

### Will Park Region protect my information?

YES! You have the right and we have the duty, under federal law, to protect the confidentiality of this information. Therefore, regardless of whether you consent or not to allowing us to continue providing you with marketing and educational mailings your account information will be treated confidentially.

### Who will be able to use this information?

ONLY subsidiary companies of Park Region Telephone, which include Otter Tail Telcom, Otter Com, Rothsay Telephone Company, and Valley Telephone Company.

### What action is necessary on my part to show consent?

No action on your part is necessary. If you do not contact us within 30 days and indicate that we may not continue providing you with marketing and educational mailings, we will continue to do so.

### What if I do not consent?

You can contact us using the contact information below and indicate that you are withdrawing your approval of our use of your CPNI. You will not receive company information from us at that point. You may miss the opportunity to learn of new innovative service proposals, new packaging that could reduce your monthly bill, and new lower rates on services such as long distance and other information that keeps you informed of the happenings of your local company.

### Contact Information:

From any phone receiving service from us, call toll free: 611

Fergus Falls Office: 218-998-2000

Underwood Office: 218-826-6161

Email: [sales@parkregion.com](mailto:sales@parkregion.com)

## 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](http://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](mailto: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](http://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](http://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](http://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/sprintrelay](http://www.sprintrelay.com/sprintrelay).

#### 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](http://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.