

# THE PROGRESS

VOLUME 37 | ISSUE 1 | FEBRUARY 2018

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## SAVE THE DATE



Mark your calendar for our Annual Meeting on April 12, 2018 at the Underwood High School Gym. We hope to see you there!



## SUN OUTAGE

THESE OCCUR EVERY FEBRUARY

A sun outage takes place when the orbital positions of the satellite and the sun are in one line. We receive signals from both. But when the sun has more powerful rays, we receive a loss of satellite signal. Your TV may experience fuzzy channels, sparkles, total picture loss, tiling or frozen pictures.



Sunspot outages occur every spring and fall for about two weeks, and last from a few minutes up to 15 minutes a day.

**OTTER TAIL  
TELCOM**



**PARK REGION**  
Mutual Telephone Co.

 [www.parkregion.com](http://www.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  
[www.fcc.gov/complaints](http://www.fcc.gov/complaints)  
Voice: 1-888-225-5322  
TTY: 1-888-835-5322

## 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/dhs/ted-program](http://mn.gov/dhs/ted-program)  
Voice: 1-800-657-3663  
ASL via VP: 1-866-635-0082

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

### 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.

# TRIP OF A LIFETIME

## For One Lucky High School Student

Park Region Telephone is proud to sponsor a high school student on a trip of a lifetime! The selected student will receive an all-expense-paid trip to Washington D.C., June 2-6, 2018. The annual Foundation for Rural Service (FRS) Youth Tour brings 100 rural students from across the United States to Washington, D.C., for a 4-day tour of some of the most historical sites in the nation. While there, students learn about the telecommunications industry as well as the regulatory and legislative process. Educational sessions on these topics are greatly enhanced by site visits to the US Capitol and meetings with industry leaders and members of congress. Students will also tour such sites such as the Arlington National Cemetery, Library of Congress, U.S. Supreme Court, Mount Vernon, and much more.



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### Guidelines for Eligibility

We have a few simple guidelines for eligibility: Applicant must be a high school student, age 16 or 17, at the time of the tour. Student's family must also subscribe to service with Park Region Telephone, Otter Tail Telcom, Rothsay Telephone or Valley Telephone.

### How to Apply

Here's how to apply: Simply write an essay focusing on the your view of where the telecommunication industry will be in 5 years. Be sure to include the student name, birthdate, parent(s) name, home address, and phone number with the essay. Essays can be mailed to Park Region Telephone, c/o Sue Jensen, PO Box 277, Underwood MN 56586 or dropped off at our offices in Fergus Falls or Underwood. Essays must be received by March 9, 2018.

## Scholarship Opportunity

The Minnesota Telecom Alliance (MTA) Foundation is offering six \$2,000 scholarships to high school seniors graduating in 2018. Scholarships are awarded after the student demonstrates a successful completion of the first year of college or technical school. Applications must be returned to Park Region Telephone for signature. The application deadline is February 23, 2018.



Download the application here

[http://www.mnta.org/resource/resmgr/files/2018-MTA\\_Scholarship\\_Form.pdf](http://www.mnta.org/resource/resmgr/files/2018-MTA_Scholarship_Form.pdf)

# DO NOT CALL NOTICE

## Restrict Unwanted Telephone Solicitations

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the 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.

For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. You can register on-line for the national Do-Not-Call Registry via the internet at [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).

## Office Closed

Our offices will be closed on Monday, February 19th. Our on-call technician can be reached by calling our offices.

## Directory Advertising

Preparation for the 2018-2019 edition of our telephone directory is underway. Don't miss this opportunity to make your business stand out from the competition. For only a few dollars each month, your business can attract attention in the Yellow and White pages with a bold listing or a colored ad. For more information, contact Pinnacle Marketing Group at 1-800-343-8086.



PO Box 277 100 Main St.  
Underwood, MN 56586

# NEW LISTINGS

## ASHBY

Kamrath, Angie .....747-2228  
Eberhardt, Justin.....747-2264

## BROWNS VALLEY

Drum, David A. ....694-2674  
Deutsch, Craig .....694-2771  
Spinler, Cy .....695-2117  
Stewart, Donna R.....695-2322  
O'Neill, Phil & Viv.....695-2330

## DALTON

Holo, Gerald .....589-7545  
Dalton Storage .....589-7600  
Romberg, L. ....589-8660

## ERHARD

Oster, Dustin & Katie.....842-5522

## FERGUS FALLS

Cory, Jean.....736-0778  
Becker, Mike.....998-0114  
Beyer, Paul H. & Barb .....998-0423  
Carlson, J. ....998-0115  
Johnson, Ryan .....998-0131  
Miller, C.....998-3611  
Ohman, T.....998-5399  
Quam, N. ....998-0410  
Piekarski, Brian & Nycol .....998-0123  
Sneva, P.....998-4132  
Thiede, Mark & Pam .....998-0175

## ROTHSAY

Baker, Dominic & Stephanie...867-2775

## UNDERWOOD

Herman, Darren & Heather.....826-6117  
Sandahl, Wayne & Brenda.....826-6428  
Page Cabin.....826-6459  
Leitch, Allison.....826-6478  
Opsahl, Mark.....826-6681  
Mullen, Jeremiah & Brianna...826-6765  
Cook, Tom & Kristi.....826-6774

## VINING

Becher, A. ....769-4118  
Kramer, D. ....769-4190

**Park Region Telephone**  
PO Box 277 | 100 Main St.  
Underwood, MN 56586  
Office: 218.826.6161  
Toll Free: 800.247.2706  
Hours: M-F 8:00 AM-5:00 PM

**Otter Tail Telcom**  
230 West Lincoln  
Fergus Falls, MN 56537  
Office: 218.998.2000  
Toll Free: 888.716.8837  
Hours: M-F 8:00 AM-5:30 PM

**Rothsay Telephone Company**  
Rothsay, MN 56579  
**Valley Telephone Company**  
Browns Valley, MN 56219

Call 800.247.2706 for 24 hour  
service or simply dial 611 to  
reach your local office!

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