



THE PROGRESS

JANUARY 2025



Federal Universal Service Charge (FUSC) Rate Increase

Due to a recent FCC decision, the Federal Universal Service Charge (FUSC) amount on your bill will increase effective January 1, 2025. FUSC is charged as a percentage of interstate rate elements. The Federal Universal Service Fund is designed to help keep local telephone rates affordable for all customers in all areas of the United States.

Save the Date

Park Region is thrilled to announce the date of the Annual Meeting and Customer Appreciation Event which will be held on **Thursday, April 10, 2025** at the Underwood Public School. Doors will open at 5pm. Enjoy a famous Underwood Lion's pork chop and all the fixings in the commons area, then make your way to the gym to register for the meeting, visit with staff members and our Board of Directors, see product demonstrations, and more. The Annual Meeting will begin at 6:30pm, followed by numerous prize drawings.

In March, Park Region Co-Op Members will receive an official notice in the mail. Mark your calendars to join us for the Park Region Annual Meeting and Customer Appreciation Event!

Foundation for Rural Services (FRS) Scholarship

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. The application window is now open and will close February 14, 2025. Visit www.frs.org/programs/youth-programs/scholarships/ to find a link to the scholarship and deadline information.

Fergus Falls Public Library Free Technology Help

Did you know the Fergus Falls Public Library offers free technology help? You can schedule a free hour-long appointment with a librarian to go over the topic of your choice.

- Check out library eBooks, audiobooks and magazines.
- Use an iPad, Kindle, tablet or smartphone.
- Use a computer, laptop or the internet.
- Set-up a Facebook, email or other account.
- Organize files, photos and music.
- Other topic of your choice.

To schedule an appointment with the Fergus Falls Public Library, call 218-739-9387.

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 at no cost. You can register on-line for the national Do-Not-Call Registry via the internet at www.donotcall.gov. To contact the registry by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236.

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.

Underwood Office:

100 Main Street N
Underwood, MN 56586

Fergus Falls Office:

230 W Lincoln Ave
Fergus Falls, MN 56537

Office Hours: M–F, 8am–5pm

218.826.6161 • 218.998.2000

24/7 Help Desk: 800.247.2706



www.parkregion.com



How to Recognize & Avoid Phishing Email Scams

In today's digital age, email has become an essential tool for communication. Unfortunately, it's also a prime target for scammers. Phishing emails are deceptive messages designed to trick you into revealing personal information, such as passwords, credit card numbers, or Social Security numbers. Protecting yourself starts with knowing what to look for and what steps to take. Here's how to spot and avoid phishing email scams:

1. Red Flags in the Sender's Address

Look closely at the sender's email address. Scammers often use addresses that mimic legitimate companies by altering a few characters (e.g., support@prtell.com instead of support@prtcl.com). If the email address doesn't match the official domain of the organization it claims to be from, it's likely a scam.

2. Generic Greetings

Be cautious of emails that start with generic phrases like "Dear Customer" or "Dear User." Legitimate companies often use your name in their communications.

3. Urgent or Threatening Language

Phishing emails frequently create a sense of urgency or fear, such as threatening to suspend your account or warning of unauthorized access unless you act immediately. This pressure is intended to push you into reacting without thinking.

4. Suspicious Links or Attachments

Hover over links before clicking to see the actual URL. If it doesn't match the claimed source or looks suspicious, don't click. Avoid opening attachments from unknown senders. These may contain malware or viruses.

5. Requests for Personal Information

Legitimate companies will never ask for sensitive information, such as passwords or Social Security numbers, via email. If you receive such a request, do not respond.

6. Poor Grammar and Spelling

Many phishing emails contain spelling mistakes or awkward phrasing. These errors are often a giveaway that the email is not from a professional source.

Steps to Protect Yourself:

- **Enable Spam Filters** – Use your email provider's spam filter to automatically block suspicious emails.
- **Verify Directly with the Source** – If you're unsure about an email, contact the company directly using their official website or customer service number.
- **Keep Software Updated** – Regularly update your email client, antivirus software, and operating system to protect against the latest threats.
- **Report Suspicious Emails** – Most email providers allow you to report phishing attempts. Doing so helps protect others from similar scams.
- **Educate Yourself and Others** – Stay informed about the latest phishing tactics and share this knowledge with friends and family.

By staying vigilant and taking these precautions, you can reduce the risk of falling victim to phishing email scams. At Park Region, we're committed to keeping our customers informed and safe online. If you have any questions or need assistance, don't hesitate to reach out to us.

What Would You Buy with an Extra \$10?

Your favorite coffee, lunch out, flowers, or fishing jigs? Whatever you're into, treat yourself for switching to autopay and e-billing. As our way to thank you for switching to both options, we will provide you with a \$10 bill credit on your next bill. If you only sign up for one option, you will receive a \$5 bill credit on your next bill. Simply stop by one of our offices to sign up or scan the QR code to access the Automatic Payment Form. Return the form to one of our offices, or mail to PO Box 277, Underwood, MN 56586.

Scan QR Code to Access Automatic Payment Form

