

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2010**

Company: Valley Telephone Company

Address: Browns Valley, MN 56219

Telephone number: 218-695-2111

Company contact: Kim Olson

Study Area Code: 605

**Lifeline/Link Up Advertising/Outreach Activities**

- Advertise in media of general distribution.\* (See attached \_\_\_\_\_ Valley Newspaper 2010 \_\_\_\_\_.)
  
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached Newsletter February 2010)
  
- Company's Lifeline/Link Up information in directory. Page 10
  
- Company's Lifeline/Link Up information available on Company website. ([www.parkregion.com/telephone/assistance.asp](http://www.parkregion.com/telephone/assistance.asp))
  
- Company's information posted on USAC website.
  
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* Required

## The Search Is Over

Finding someone has never been easier, simply go to



You'll find it easy to search by business or residential name. Find phone numbers, addresses and maps or find out who a number belongs to.

Go ahead and give it a try today!

## Service Award



Karen Thompson received an award for 35 years of service with Park Region Telephone. Presenter of the award was Harry Thomas, President of the Board of NTCA (National Telecommunications Cooperative Association). Congratulations Karen!

## Directory News

Preparation for the 2010-2011 edition of our telephone directory is underway. Don't miss this low cost opportunity to make your business stand out from the competition. For only a few dollars each month, your business can stand out in the Yellow and White pages with a bold listing or try a colored ad to really catch your customer's eye.

Representatives from our publishing company will be in the Fergus Falls and surrounding area during the months of February, March and April to meet with local businesses to discuss advertising. For more information, call 1-800-343-8086.



Kelly Gordon



Rick Peterson



Dan Shea

## FRS Scholarship

Park Region Telephone has teamed up with The Foundation for Rural Services (FRS) to offer a scholarship to our members' high school seniors. The FRS College Scholarship Program will award three scholarships in the amount of \$2,500 to winning applicants across the nation. Applicants must be a graduating high school senior and receive local telephone service from us in addition to other eligibility requirements as specified on the application. To apply, contact your high school counselor or go to [www.frs.org](http://www.frs.org) for more information and an application.

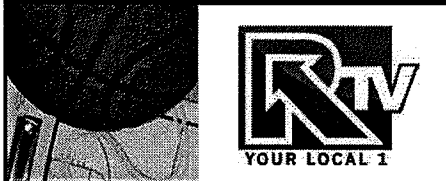
Completed applications must be returned to our office by February 15, 2010. We encourage students to take advantage of this opportunity and apply today!

## Winter Olympics Coming Your Way

As a subscriber to television service from Park Region Telephone and Otter Tail Telcom, YOU will have special perks when it comes to watching the 2010 Winter and Summer Olympics. You'll enjoy access to NBC Universal Olympics website for additional coverage of various events as well as a plethora of other Olympics related facts and videos. Additionally, catch extended live coverage on MSNBC and CNBC television channels. Be sure to check out the website [nbcolympics.com](http://nbcolympics.com). Log in using your ten digit telephone number and choose Park Region Mutual Telephone. If you don't currently subscribe to television service with us, we'd like to show you what we have to offer, give us a call today at 998-2000. Let the games begin!



## Watch LIVE Otter Boys & Girls Home Basketball Games



Also catch replays of select Underwood, Ashby, and Hillcrest Boys and Girls Basketball games as well as Fergus Falls Boys and Girls Hockey Games.

**DVD's of local sports available for \$10 each**

## Having trouble using the telephone?

Phone family, friends or vital services even if you have a hearing, speech or physical disability.



Minnesota Relay is a free service, providing full telephone accessibility for anyone who is hard of hearing, deaf or speech disabled, through the use of specially trained communications assistants (CA).

• Available 24 hours a day, 365 days a year. • Call next door or internationally. • Calls are 100% confidential.

**Now it is easier than ever to make a Minnesota Relay call. Just dial 711.**

Once connected to the service, tell the CA the type of relay call you want to make.

Or, dial the specific toll-free number for the type of relay call you want to make.

### TEXT TELEPHONE (TTY)

**1-800-627-3529:** Allows anyone who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

### STANDARD TELEPHONE

**1-800-627-3529:** A hearing person uses a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

### CAPTIONED TELEPHONE (CAPTEL™)

CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. Captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party. CapTel phone required. If you wish to contact someone who uses a CapTel phone, dial 1-877-243-2823.

### HEARING CARRY OVER (HCO)

**1-800-627-3529:** Allows a hearing person with very limited or no speech capabilities to make a phone call. Requires a special phone.

### VOICE CARRY OVER (VCO)

**1-877-627-3024:** Allows anyone who has difficulty hearing on the phone to voice conversations directly to a hearing person. Requires a special phone.

### 2 LINE VOICE CARRY OVER (VCO)

**1-866-855-4611:** Allows a VCO user to use one phone line for speaking directly to the other person, and a second line to receive the CA's typed response from the other person. Requires additional service and equipment.

### SPANISH RELAY 1-877-627-5448:

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

### SPEECH-TO-SPEECH (STS)

**1-877-627-3848:** Allows a person who has difficulty speaking or being understood on the phone to communicate using his/her own voice or voice synthesizer.

### COMPUTER (ASCII) 1-800-627-3537:

Set 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.

### 900 PAYER-CALL SERVICES

**1-900-230-3324:** Allows a relay user to connect to any pay-per-call service.

## TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free, specialized phone equipment to income eligible Minnesotans who have trouble using the telephone because of a hearing, speech or physical disability.

**More Information:**  
1-800-657-3663 (voice)  
1-888-206-6555 (TTY)  
[www.tedprogram.org](http://www.tedprogram.org)

## IMPORTANT INFORMATION

**EMERGENCY ASSISTANCE:** TTY callers should dial 911 directly. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may delay the response to your call.

### BILLING OPTIONS FOR LONG DISTANCE RELAY CALLS:

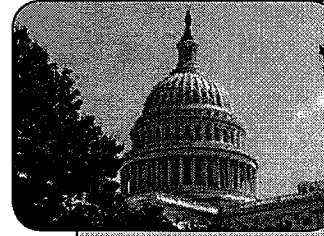
• Direct • Pre-paid calling card • Collect • Carrier calling card • Third party billing

**FILING A COMPLAINT:** 1-800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission at 1-888-225-5322 (voice), 1-888-835-5322 (TTY) or [www.fcc.gov/cbg/complaints.html](http://www.fcc.gov/cbg/complaints.html).

**More Information:**  
[www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775 (voice/TTY)

A newsletter for customers of Park Region Telephone, Otter Tail Telcom and Valley Telephone Company.

## The Trip of a Lifetime



Once again, Park Region Telephone and Otter Tail Telcom are proud to sponsor a local high school student on a trip of a lifetime. The selected student will receive an all expense paid trip to Washington, D.C., June 5-9, 2010. The Foundation for Rural Service Annual Youth Tour brings 100 rural students from across the United States to Washington D.C. for a four-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. Education sessions on these topics are greatly enhanced by site visits to the U.S. Capital and meetings with industry leaders and members of Congress. Students will also tour such sites as the Lincoln and Jefferson Memorials, the Smithsonian Museums and much more.

### We have a few simple guidelines for eligibility:

- Students MUST be a high school student, age 16 or 17 at the time of the tour in June 2010.
- Student's family must have local telephone service with Park Region Telephone, Otter Tail Telcom or Browns Valley Telephone.

### Here's how to apply:

Simply write an essay and send it to us by March 31st, 2010. The essay can be of any length but should focus on a student's view of where the telecommunications industry will be in 5 years. Be sure to include student name, parent(s) name, home address and phone number with essay. Essay may be mailed to:

Park Region Telephone  
Attn: Sue Jensen  
PO Box 277  
Underwood, MN 56586

### Our Offices:

**PARK REGION**  
Mutual Telephone Co.  
Park Region Telephone  
PO Box 277 100 Main St  
Underwood, MN 56586  
800-247-2706

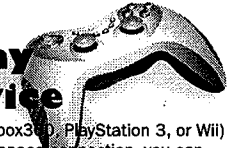


Otter Tail Telcom  
230 West Lincoln  
Fergus Falls, MN 56537  
218-998-2000  
888-716-8837

Valley Telephone  
Browns Valley, MN  
Call 800-247-2706  
for 24 hour service.

Or  
simply dial 611 to  
reach your local office!  
[www.parkregion.com](http://www.parkregion.com)

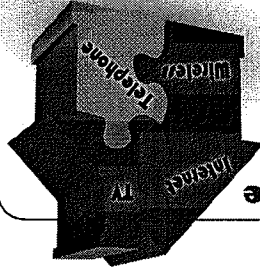
## Router Configuration May Slow Down Internet Service



Over the holidays you may have received a new gaming console (Xbox360, PlayStation 3, or Wii) that can be connected to your Internet connection. With your high speed connection, you can play online games, stream movies, and other activities via your console. Once connected to the Internet, you may find certain online features of the console are not working properly. This may be able to be corrected by modifying settings within your router. Park Region Telephone and Otter Tail Telcom would like to help you with this issue. For only \$29.99 we will help configure your router to ensure that it is set to perform as optimally as possible with your new gaming console. Give our Help Desk a call today at 998-2000 or 826-6161 for more information.

## @ home with Park Region Telephone

Mark Your Calendars  
Park Region Telephone's Annual Meeting  
& Customer Appreciation Event  
Thursday, April 15th  
Underwood High School  
Registration starts @ 5pm  
Meeting @ 6:30pm

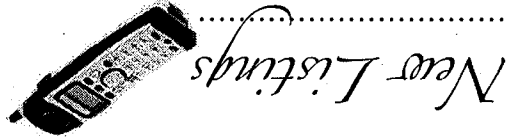


FERGUS FALLS  
Bartem, Debra ..... 998-2597  
Barkdale, Christine ..... 998-3036  
Carlson, Sally ..... 998-3036  
Ewing, Connie ..... 998-2169  
Honey, LeAnn ..... 998-2023  
Haberger, Steve & Suzanne ..... 998-2203  
Lakes Area Web Services ..... 998-2208  
Meyer, Luther & Sonja ..... 998-2231  
Nawel, Sady ..... 998-3929  
Parsons, Roger & Karan ..... 998-2193  
Rector, Edger Salom ..... 998-2292  
Stephens, Lynn ..... 998-2144  
Swanson, Bill & Carole ..... 998-3029  
Zaspel, Frank & Dawn ..... 998-3117

ASHBY  
Bartem, Debra ..... 747-2740  
Christensen, M. Gaye ..... 747-2766  
Janson, Joe & Nancy ..... 747-2877  
BROWNS VALLEY  
Goette, Mary ..... 694-2841  
Jenk, Gerard D. .... 695-2882  
Kaebler, Fern ..... 694-2839  
Ranville, Maxine ..... 694-2859  
Snear, Ekassy Hair & Tanning ..... 695-2999  
ERHARD  
Dillon, Rick ..... 842-5511  
Janson, Mark Roy & Cynthia ..... 842-5496

UNDERWOOD  
Guerts, Red ..... 495-3373  
Aasen, Lynn & Dawn Marie ..... 826-7527  
Leitch, L. .... 826-6746

Below is an update of changes and additions to current directory listings. You may also search for current listings on-line by clicking on the "Directories" link at [www.parkregion.com](http://www.parkregion.com).



## ABOUT MINNESOTA RELAY

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, deaf/blind, hard-of-hearing, or speech-disabled. A specially trained communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

Minnesota Relay is administered by the Telecommunication Access Minnesota (TAM) program within the Minnesota Department of Commerce. The Minnesota Relay center is located in Moorhead, MN. Minnesota Relay and associated outreach services are provided to the state under contract with Communication Service for the Deaf.

Minnesota Relay is funded through a monthly surcharge on each wired and wireless telephone access line in the state.

For specific instructions on placing or receiving a Minnesota Relay call, please see the instructions on page 9 of this directory or visit the Minnesota Relay website at [www.mnrelay.org](http://www.mnrelay.org).

### For Lifeline Information and applications:

Farmers Mutual  
Telephone Company  
Customers  
Call: 1-800-692-0021

Federated Telephone  
Customers  
Call: 1-800-374-7133

Valley Telephone  
Company Customers  
Call: 1-866-290-1729

### Minnesota Telephone Assistance Plan

The Minnesota Telephone Assistance Plan (TAP) may provide eligible persons with a credit of up to \$1.75 per month on their phone bills. You are eligible for the assistance if participating in one or more of the following programs:

- \* Medical Assistance (MA)
- \* Food Support (food stamps)
- \* Minnesota Family Investment Program (MFIP)
- \* Low-Income Home Energy Assistance Program (LIHEAP)
- \* Supplemental Security Income (SSI)
- \* Federal Public Housing Assistance
- \* Under 135% of Federal Poverty level

If you do not qualify under the above criteria, but live on a federally recognized reservation, you can also qualify if you participate in one of the following:

- \* Bureau of Indian Affairs General Assistance
- \* Tribally Administered Temporary Assistance for Needy Families
- \* Head Start (only for those meeting the income qualifying standard)
- \* National School Lunch Program's free lunch program

If you are participating in one or more of these programs, you may certify eligibility by completing an application, providing proof of eligibility for benefit, and submitting it to our business office. Please contact our business office for an application.

### Federal Lifeline Plan

You may qualify for a monthly federal Lifeline credit on your telephone bill if you are receiving benefits under one or more of the following programs: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, or the Low-Income Home Energy Assistance Program.

If you are participating in one or more of these programs, you may certify eligibility by completing an application, providing proof of eligibility for benefit, and submitting it to our business office. Please contact our business office for an application.

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keep coming in. We are in need of any kind of musical instrument, accessories and packing supplies, as well as funds for postage and printing.

For more information:

Website:

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

Contact: Operation Happy Note

Address: 122 E. Lincoln Ave.,

Fergus Falls, MN 56537

E-mail:

[info@operationhappynote.com](mailto:info@operationhappynote.com)

Phone: 218.736.5541

**Q:** Snakes occasionally can be spotted sunning themselves on driveways. Should property owners be concerned?

**A:** The most numerous snake in Minnesota is the common garter snake, which is harmless. The appearance of unwanted snakes is usually due to cracks or holes in concrete structures. These spaces provide warm places for the snake to spend the winter. When spring returns, the snakes reappear outside. Since snakes cannot regulate their own body temperature, they rely on their surroundings, such as rocks or concrete, to warm their bodies. If the presence of these snakes is a concern for homeowners, a few simple solutions are to fill the holes or cracks in the concrete; make their yards unattractive to snakes by removing yard or other debris piles and keeping shrubs and trees trimmed, and the grass mowed; and eliminate what snakes eat - mice.

- Lori Naumann, DNR Nongame Wildlife Program

## Lifeline Link-Up Program

As a Valley Telephone customer, you may qualify for discounted telephone service if your income level falls below 135% of the Federal Poverty Guidelines or if you are currently receiving benefits under or more of the following programs: Medicaid, food stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance, or the Low-Income Home Energy Assistance Program. For more information about the FCC Lifeline Link-Up Program or to certify eligibility, call 1-866-290-1729.



Valley Telephone Company  
The Local Choice. The Better Choice.

# Casino Lake

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