

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2013**

Company: Valley Telephone Company
Address: 100 Main Street, P.O. Box 277
Underwood, MN 56586
Telephone number: (320) 695-2111
Company contact: Kim Olson
Study Area Code: 361495

Lifeline/Link Up Advertising/Outreach Activities

- Advertise in media of general distribution.* (See newspaper attached advertisements.)
- Letter to existing and new customers (welcome letter) regarding the availability of Lifeline/Link Up.* (See attached newsletter.)
- Company's Lifeline/Tribal Link Up information in directory.
- Company's Lifeline/Tribal Link Up information available on Company website. (www.parkregion.com)
- Company's information posted on USAC website.
- Other (describe): _____

* Required

.....	72
.....	74
.....	75
.....	78
.....	77
.....	73
.....	76
.....	130
.....	32
.....	45
.....	59
.....	45
.....	168
.....	135
.....	41
.....	52
.....	286
.....	58
.....	209
.....	162
.....	52
.....	36
.....	10
TOTAL 2011	\$4,279.00
2010 Drive Total	\$4,137.00

Gornette Bridge

The Gornette Bridge Club met Thursday December 15th at the Traverse Cafe School House. High scorers were Dorothy Christensen and Sally Homan.

Carol Lensen will host the next meeting January 5th at the Senior Citizen Center.

Pounds A-Weigh

Pounds A-Weigh will meet at the Browns Valley Public Library meeting room. Weigh-in is at 5pm; meeting 5:30-6pm every Tuesday, Everyone is welcome to join us!

AA Meeting

Alcoholics Anonymous will meet every Wednesday at 7 p.m. in the Browns Valley Senior Citizens Building. Call 320.305.0458.

The River Queen which has been come along. It, designed for purposeful ways after her father's prominent businessman in Natchez, Mississippi, used her fortune and family home to a bad gambling habit in 1850. Like a fish out of water, she aims to refit their one remaining possession, an old riverboat, in hopes of making

W.E. B. Griffin with the *Covert Warriors* shows that here's an an-

Lifeline Link-Up Program

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 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. For more information about the FCC Lifeline/Link-Up Program, call 1-866-290-1729.

Having trouble using the telephone?

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled. To make a relay call dial 711 or 800-627-3529. For more information on the variety of services offered through Minnesota Relay: 651-602-9005 or 800-657-3775 (voice/TTY) www.commerce.state.mn.us

Telephone Equipment Distribution Program

The Telephone Equipment Distribution (TED) Program provides free assistive phone equipment such as amplified phones, TTYs (text-telephones), TTYs with telebraille or large visual displays, speaker phones, hands-free dialing equipment, and signaling devices to income eligible persons who have difficulty using the phone due to hearing, speech, vision or physical disabilities.

For more information 800-657-3663

TTY: 800-657-3513

ted.program@state.mn.us

www.tedprogram.org

Minnesota Relay and the Telephone Equipment Distribution Program are administered by the Minnesota Department of Commerce Telecommunications Access Minnesota (TAM) and funded by a telephone surcharge.



Welcome! We are
glad to have you....

....as a customer and want to take the time to thank you for choosing Valley Telephone. Our parent company, Park Region Telephone, has been providing quality telecommunications services to the area since 1906 and we are proud to bring that tradition of excellence to Browns Valley.

If you have questions or concerns about your telephone service at any time, please call our office toll free by dialing 611 from any phone receiving service from us.

We'll also be happy to discuss with you other telecommunications needs you might have for your home or business and then offer solutions from our broad range of products and services.

Again, thank you for choosing Valley Telephone Company! It's our privilege to serve you.

Sincerely

Your friends at Valley Telephone

The Staff of Valley Telephone

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Calling Features

Following is a list of available features and pricing. Please note, some restrictions apply.

Call Waiting	N/C
Call Forward	N/C
Three-Way Calling	N/C
Call Transfer	N/C
Toll Control with PIN	\$4.00
Speed Calling 8-Number	N/C
30-Number	N/C
Automatic Callback/Repeat Dial	\$1.50
Automatic Recall/Last Call Ret.	\$1.50
Call Trace \$1.00 per successful activation	
Caller ID	\$4.00
Caller ID Deluxe	\$4.75
Telemarketing Do Not Disturb* (must also subscribe to Caller ID Dlx)	\$2.00
Selective Call Forwarding	\$1.50
Call Screening/Call Rejection	\$1.50
Selective Call Acceptance	\$1.50
Priority Ringing/Priority Calling	\$1.50
Find Me	\$4.95

Anonymous Call Rejection and Caller ID Blocking have no monthly charge.

A \$15.00 one-time installation charge applies on all services.

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How to Contact Us

You can reach our office toll free by dialing 611 from any phone subscribed to our service.

Valley Telephone
Subscribers dial 611 or 695-2111 for customer service & repair 24 hours a day. Correspondence should be directed to PO Box 277 Underwood, MN 56586

Park Region Telephone
PO Box 277
100 Main St.
Underwood, MN 56586
218.826.6161
800.247.2706
Office hours 7:30am - 5pm Mon-Fri.

Otter Tail Telcom
230 W Lincoln
Fergus Falls, MN 56537
218.998.2000
888.716.8837
Office hours 8am - 5:30pm Mon-Fri

Web Address: www.parkregion.com

E-Mail: sales@parkregion.com

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Our Services

INTERNET

Bundle your residential phone line and Internet at a great rate, includes junk mail assistance.

Up to 1MB	\$38.95
Up to 2MB	\$49.95
Up to 4MB	\$59.95
Up to 6MB	\$75.90

some speeds may not be available in all areas
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Speedway Wireless Home Network Plan \$7.95
Our wireless routers are configured for added security, includes wire maintenance and tech support.

SecureIT Plus - computer protection for viruses and spyware, pop-up blocking and more \$4.95/mo

We also offer dedicated modems, a full range of Web Page Services, High Speed Connection Service, and LAN/WAN wiring. Our experts have been in the Internet business since 1993.

Check your e-mail from anywhere at <http://web.prtel.com/webmail>

TELEVISION SERVICE

Our cable television service offers 32 channels for \$37.95/month

Premium Channels:

HBO	\$15.95/month
Encore/Starz	\$10.00/month

LONG DISTANCE

- Available to business and residential
- No calling plans or time restrictions
- No monthly fees or minimums
- Billed with Valley local service

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Some Important Information

Directory Listing

Your name, address and phone number will be listed in the next issue of the directory (with the exception of Non-List and Non-Published numbers) which has an issue date of May 1. However, this information will become part of the area information records soon after your service is connected. We call the information into the area information center daily, but it usually takes a day or two to become active in Directory Assistance.

Directory Information

On the first several pages of your Valley Telephone Company Area Wide Directory published by Valley Telephone, Farmers Mutual Telephone, Federated Utilities and Hometown Solutions, you'll find the following helpful information:

1. Emergency Numbers
2. Repair Service Assistance Information
3. Long Distance & International Calling Info
4. Local Calling Areas
5. Area Codes
6. Calling Feature Instructions

Review this information carefully as it directly affects the use of your service.

Billing Policy

Our rates are based on the issuance and payments of bills received on a monthly basis. The billing date is the first day of the month, with the due date the 15th of each month. Local phone service and cable TV are billed one month in advance. Internet services and long distance charges are billed in arrears.

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FEDERAL LIFELINE PLAN

You may qualify for a monthly federal Lifeline credit on your telephone bill if your income level falls at or below 135% of the Federal Poverty Guideline or if you are receiving benefits under one or more of the following programs:

Medicaid, Food Stamps, Supplemental Security (SSI), Federal Public Housing Assistance or the Low-Income Home Energy Assistance Program.

You may certify eligibility by calling: 1-866-290-1729

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How Are We Doing?

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Any additional comments or suggestions:

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I would like more information about:

I would like more information about:

I would like more information about:

- High Speed Internet
- Package Pricing
- Electronic Billing/Auto Payment
- Voice Mail/ Caller ID
- Business Phone Systems
- Wireless Telephone Service
- Television Service
- Long Distance

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Please Mail the information
 E-mail the information to
 _____@_____
 Call me at _____

Please Mail the information
 E-mail the information to
 _____@_____
 Call me at _____

Please Mail the information
 E-mail the information to
 _____@_____
 Call me at _____

Please return this card in the enclosed envelope.

Please return this card in the enclosed envelope.

Please return this card in the enclosed envelope.

Optional:

Optional:

Optional:

Name: _____

Name: _____

Name: _____

Phone: _____

Phone: _____

Phone: _____

Thanks for your time & your business!

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In this issue
Volume 31 Issue 1
February 2012

- Save the Date
- Important Notice
- Directory News
- Trip of a Lifetime
- Scholarship
- Lifeline Link-up
- Customer Connection
- Trouble Using Phone

THE *Progress* NEWSLETTER

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



Park Region Telephone's Annual Meeting & Customer Appreciation Event

Thursday, April 12th
Underwood High School

Registration at 5:00 p.m. • Meeting at 6:30 p.m.

Our Offices:

P
PARK REGION
Mutual Telephone Co.
Park Region Telephone
PO Box 277 100 Main St
Underwood, MN 56586
218-826-6161
800-247-2706



Otter Tail Telcom
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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

Important Notice to Our Internet Customers!

Recently, we've identified a fraudulent email that has targeted some of our customers. This email informs our customers that we are currently upgrading the prtcl.com messaging server and requests personal information. **This email was not sent out by our company, please be aware that at no point will Park Region request credit card, banking or other personal information, including account usernames and passwords, via e-mail.**

Fraudulent emails are typically sent to obtain personal and financial information. Often, there are spelling or grammatical errors. The email is from an address that does not belong to the company in question. The email asks for personal information, such as a password or account number. There will usually be a sense of urgency – the email may suggest that you will lose your account or have information deleted if you don't respond. Sometimes, it will include links to websites, which should not be visited. If you receive a suspicious-looking email, delete it or forward it to abuse@prtcl.com. We will investigate the issue and resolve it to the best of our ability.

Directory News

Preparation for the 2012-2013 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 and March to meet with local business to discuss advertising. For more information, call 1-800-343-8086.

A trip of a lifetime!



Once again, Park Region Telephone, Otter Tail Telcom and Valley Telephone 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 2-6, 2012. The annual Foundation for Rural Service 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 US 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 2012.

Student's family must have local telephone service with Park Region Telephone, Otter Tail Telcom or Valley Telephone.

Here's how to apply:

Simply write an essay and send it to us by April 2, 2012. 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

Lifeline Link-up Program

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Otter Tail Telcom customers: 1-866-290-1730

Park Region Telephone customers: 1-866-290-1721

Valley Telephone customers: 1-866-290-1729



Scholarship Opportunity for Seniors

The Minnesota Telecom Alliance Foundation will award 5 \$2,000 scholarships to 2012 Minnesota graduating high school seniors. Park Region Telephone, Valley Telephone, and Otter Tail Telcom have begun a search for scholarship candidates.



Eligible students must be a 2012 graduating senior and must be attending post secondary education at either a university, college or technical college; be a Minnesota resident; and the applicant's family must subscribe to service from Park Region Telephone, Valley Telephone or Otter Tail Telcom.

MTA Scholarship applications can be obtained online at <http://www.mnta.org/associations/11041/files/MTAFoundation-ScholarshipApp-2012.pdf>. Once the student has completed the application on line, they need to print a copy and attach required documentation. A checklist can be found at the end of the online application to aid the student in ensuring their application is complete.

Completed applications need to be turned in to Park Region Telephone no later than March 2, 2012. Applicants may send the properly completed applications to Sue Jensen, Park Region Telephone, PO Box 277, Underwood, MN 56586, or drop it off at our office at 100 Main St., Underwood, MN.

We are thrilled to make an investment in our communities by helping young people get a technical or college education. We urge all eligible students to apply! Questions may be directed to Sue by emailing sue.jensen@parkregion.com or calling 218-826-6161, extension 308.

Customer Connection



Amanda Fuchs and Annabelle Lee

We'd like to welcome Annabelle Lee to Fergus Falls. Annabelle is the new owner-agent of American Family Insurance, formerly owned by Pat Hilley. She says that working with Otter Tail Telcom fits her communications needs. She appreciates doing business with

a local company that offers customer service for her telephone, TV and Internet service. Annabelle, along with her husband and three children, moved to Fergus Falls from Wadena, MN. She is ready to help you with your insurance needs, give her a call today at 739-3977 or email her at Ale1@amfam.com. You can also find Annabelle on facebook.

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.

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
- * National School Free Lunch Program
- * 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, Low-Income Home Energy Assistance Program, or the National School Free Lunch Program.

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For Lifeline Information and Applications:

Farmers Mutual Telephone Company Customers
Call 1-800-632-0021

Federated Telephone Customers
Call 1-800-374-7133

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