

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2014**

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/Tribal Link Up Advertising/Outreach Activities:

- x   Advertise in media of general distribution.\* (See attached advertisement(s).) Newsletter
- x   Letter to existing and new customers regarding the availability of Lifeline/ Tribal Link Up.\* (See attached letter.) Welcome packet
- x   Company's Lifeline/Tribal Link Up information in directory. Directory
- x   Company's Lifeline/Tribal Link Up information available on Company website. ([www.companywebsiteaddress.com](http://www.companywebsiteaddress.com)) [www.parkregion.com](http://www.parkregion.com)
- x   Company's information posted on USAC website.
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required

# THE *Progress* NEWSLETTER

Volume 32 Issue 2  
April 2013

## IN THIS ISSUE

Local Sports  
Coverage

Directors to Retire

Easy-to-call  
Assistance Numbers

New Technology  
Trailer

Lifeline LinkUp

New Listings

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

# MISSION POSSIBLE

**Products • Service • Community**

## OUR OFFICES



**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  
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)



Like us on  
facebook!

## Annual Meeting and Customer Appreciation

**Thursday, April 11, 2013 at the Underwood Public School**

### 5:00 – 6:30 p.m. Registration

- Registration – please use NW entrance
- Lion's Pork Chop Dinner served in the commons area
- Join the Board of Directors for coffee and cookies in the gym
- Entertainment and product demonstrations

### 6:00 – 7:30 p.m. Kids' Area

- Join the fun – movie, popcorn and prizes for kids ages 4-12

### 6:30 p.m. Annual Meeting

- Director elections
- Financial, general manager and youth reports

**Food!**

**Fun!**

**Fantastic  
prizes!**

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

# Local Sports Coverage

PRTV, our local TV channel, was on the scene at local sporting events this past year with coverage of the Underwood Rockets football, volleyball, wrestling and basketball teams. Events were aired live on PRTV channel 1 (channel 3 for our cable TV customers) and will continue to be replayed on the channel for the next several months. Events were also streamed live on our website at [www.prtv1.com](http://www.prtv1.com).

Our team: Justin Bickett was our lead cameraman with Adrion Jennen working behind the scenes in our studio. Announcers Mark Johnson, Katie Johnson, Scott Rocholl and Kevin Johanson did an outstanding job of bringing us the play by play action. We'd like to thank the following sponsors for supporting this endeavor: Farmers State Bank and Sverdrup Insurance of Underwood. First Sate Bank and Rylander Insurance of Ashby.



**TOP LEFT:** Mark and Katie Johnson hard at work at an Underwood girls basketball game.

**BOTTOM LEFT:** Adrion Jennen working in our new portable studio.

**ABOVE:** L to R: Kevin Johanson, Scott Rocholl and Justin Bickett working at an Underwood boys basketball game.

## Long Time Directors to Retire after 81 Combined Years of Service

Park Region Telephone Company's Board of Directors and General Manager/CEO Dave Bickett wish to let our members know of the upcoming retirement of Directors Glen Thomas and Richard (Rich) Rossum.

Representing the Vining exchange, Glen Thomas has served as both board president (1983-2004) and vice president (2004-2005). Glen has enjoyed working alongside other board members to keep Park Region Telephone a high-quality, successful company while keeping pace with ever-changing technology. After 48 years of service, Glen's term will end at the conclusion of his current term on April 11, 2013.

Serving as director representing Ashby since 1980, Rich Rossum has enjoyed watching new technology emerge and be deployed to our customers and takes pride in

guiding the company through challenges over the years. Rich's term will also end on April 11, 2013, at the conclusion of his current term, after 33 years of service.



Glen Thomas



Rich Rossum

"Glen and Rich's contributions throughout the years have been valuable to the company, and we are grateful for their service. On behalf of the company, I want to thank both Glen & Rich for their dedication and leadership and wish them well in the future," commented Dave Bickett.

For information about all of our services visit  
[www.parkregion.com](http://www.parkregion.com)



# On the Road Again

You may notice one of our company trucks happily hauling our new “technology trailer” to an area event. We are excited to have this mobile unit available to display our latest and greatest products.

Our very own Kevin Fladhammer customized the interior of our trailer this winter for our PRTV studio equipment. The trailer is used every Monday night for Craig Olson Sports LIVE at the Z103 Grill and for Fergus Falls Otter’s soccer, football and hockey games.

We’ll have our trailer out and about this summer at area parades and at *Movies in the Park* on Thursday evenings starting June 6th. Come and join us for these great events and take a peek inside!



## Lifeline LinkUp

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), Minnesota Family Investment Program (MFIP) Federal Public Housing Assistance, or the Low-Income Home Energy Assistance Program. For more information about the FCC Lifeline/Link-Up Program, call one of the following numbers:

Otter Tail Telcom customers	<b>1-866-290-1730</b>
Park Region Telephone customers	<b>1-866-290-1721</b>
Valley Telephone customers	<b>1-866-290-1729</b>

## Need Assistance? A List of Easy-To-Call Numbers

**Dial 2-1-1** Northwest Information and Referral Service. Find the appropriate organizations and government agencies that can help you locate essential services such as emergency food and shelter, financial assistance, mental health services, employment services, and transportation services.

**Dial 4-1-1** Directory Assistance for any number, anytime, anywhere in the United States (*charges may apply*).

**Dial 5-1-1** Up-to-date road and weather information on any Interstate, US or state highway in Minnesota and several adjoining states.

**Dial 6-1-1** Park Region Telephone and Otter Tail Telcom offices. Call us for service repairs, moves, changes and general information. We are always happy to talk with our customers.

**Dial 7-1-1** Users who are deaf, hard of hearing or speech impaired can have their calls connected using a TTY to a standard phone. An operator relays the conversation for the two callers.

**Dial 8-1-1** National *Call Before You Dig* number. This number is used to locate underground facilities such as pipelines, telephone wires or gas lines before you start digging.

**Dial 9-1-1** Emergencies. This is available to everyone with a working telephone, cell phone or pay phone.

## Don't forget...



Like

Like us on facebook to find out more about our new products, promotions and local events such as *Movies in the Park*.

You can find us at  
[facebook.com/parkregiontelephone](https://www.facebook.com/parkregiontelephone)

# New Listings



Below is an update of changes and additions to current directory listings.

## Ashby

Lynne, GJ . . . . . 747-2896

## Browns Valley

Barse, Jane . . . . . 695-2388

Kostboth, Charles & Maricela . . 694-2827

## Dalton

Galvin, Patrick . . . . . 589-7807

## Erhard

Milbeck, Robin . . . . . 842-5411

Woolever, Wayne & Janet . . . . 842-5140

## Fergus Falls

Anderson, Jonathan & Kristen . 998-4117

As Is Thrifty. . . . . 998-4140

Harrington, Helen & Tom . . . . 998-4228

## Fergus Falls continued

Lake Region Community Healthplan . . . . . 998-0477

Lobb, William & Amanda . . . . 998-2606

Wedll, Ben & Amy . . . . . 998-4109

Weisenberger, John . . . . . 998-4253

## Maine

Comstock, Michael & Kristin . . 495-2162

Hanson, Daniel . . . . . 495-2014

## Underwood

Carlson, Todd . . . . . 826-6583

## Vining

Becker, Viola . . . . . 769-4192

Loge, Carl & Brenda . . . . . 769-4254

Vander Berg, Jeff. . . . . 769-4106

**MOVIES**  
in the  
**PARK**

**THURSDAY NIGHTS**  
following  
**CONCERTS in the PARK**

Take our survey and vote for your favorite movie to be shown this summer at Roosevelt Park.

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



**Hurry! Survey ends soon!**

PO Box 277 • Underwood, MN 56586



PARK REGION  
Mutual Telephone Co.



## 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).



### Minnesota Telephone Assistance Plan

The Minnesota Telephone Assistance Plan (TAP) may provide eligible persons with a credit of up to \$3.50 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.

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.

#### 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

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

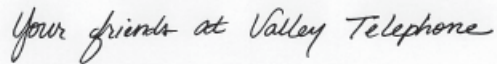
...as a customer and want to take the time to thank you for choosing Valley Telephone. Our parent company, Park Region Telephone, has been providing quality telecommunications services to the area since 1906 and we are proud to bring that tradition of excellence to Browns Valley.

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



The Staff of Valley Telephone

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

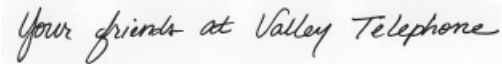
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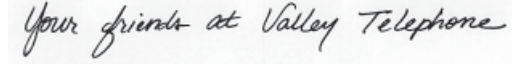
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## Calling Features

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.

V

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

E-Mail: [sales@parkregion.com](mailto: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 2MB	\$42.45
Up to 4MB	\$53.45
Up to 6MB	\$63.45
Up to 8MB	\$79.40

some speeds may not be available in all areas  
some speeds may not be available in all areas

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 \$46.95/month

Premium Channels:

HBO	\$18.95/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), Minnesota Family Investment Program (MFIP), 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?

Any additional comments or suggestions:

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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

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

Please return this card in the enclosed envelope.

Optional:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Thanks for your time & your business!

## How Are We Doing?

Any additional comments or suggestions:

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 \_\_\_\_\_@\_\_\_\_\_  
 Call me at \_\_\_\_\_

Please return this card in the enclosed envelope.

Optional:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Thanks for your time & your business!

## How Are We Doing?

Any additional comments or suggestions:

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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

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

Please return this card in the enclosed envelope.

Optional:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Thanks for your time & your business!