

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2018**

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

**Lifeline/Tribal 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/Tribal 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](http://www.parkregion.com))
- Company's information posted on USAC website.
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* Required

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 communications 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 DoNot 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 8am - 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/1Mb	\$42.45
Up to 4Mb/1Mb	\$53.45
Up to 6Mb/1Mb	\$63.45
Up to 8Mb/1Mb	\$79.40
Up to 10Mb/1Mb	\$88.45
Up to 25Mb/3Mb	\$108.45

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 Private Business Data Service, LAN/WAN wiring and Business Wi-Fi. Our experts have been in the Internet business since 1993.

### TELEVISION SERVICE

Our cable television service offers 33 channels for \$65.55/month

Premium Channels:	
HBO	\$19.95/month
Encore/Starz	\$12.00/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, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security (SSI), Veterans Pension and Survival Benefit Program, Bureau of Indian Affairs General Assistance, Tribally-administered Temporary Assistance for Needy Families, 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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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: \_\_\_\_\_

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

Thanks for your time & your business!

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# 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 telephone or broadband internet bills. You are eligible for the assistance if participating in one or more of the following programs:

- \* Medicaid/Medical Assistance
- \* Supplemental Nutrition Assistance Program (SNAP)
- \* Supplemental Security Income (SSI)
- \* Federal Public Housing Assistance
- \* Veteran's Pension or Survivor's Pension Benefit
- \* 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 or broadband Internet bill if you are receiving benefits under one or more of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance, Veterans Pension or Survivor's Pension Benefit, or Income is at or below 135% of the Federal Poverty Guidelines.

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

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

# the progress

## NEWSLETTER

### *In this issue*

- Annual Meeting Save the Date
- Go Green: Pay Phone Bills Online
- Essay Winner Announced
- Employees Donate \$450
- Attn IPTV Customers
- Change in Progress
- Mailbox Capacity
- We Meet, We Eat!
- Day on the Hill
- Lifeline Link Up
- New Listings



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Mutual Telephone Co.

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**Otter Tail Telcom**  
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218.998.2000  
888.716.8837  
Office Hours  
M-F 8:00 AM-5:30 PM

**Valley Telephone**  
Browns Valley, MN 56219

**Rothsay Telephone Company**  
Rothsay, MN 56579  
Call 800.247.2706  
for 24 hour service.  
**OR**  
simply dial 611 to reach  
your local office!

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



# Share THE Vision

## Annual Meeting and Customer Appreciation Event

**THURSDAY, APRIL 20, 2017**  
**UNDERWOOD PUBLIC SCHOOL**

### 5:00-6:30 PM Registration

- Registration - SW Entrance
- Lion's Pork Chop Dinner - Commons Area
- Coffee & Cookies with the Board of Directors - Gym
- Entertainment & Product Demonstrations

### 6:00-7:30 PM Kids' Area

- Movie, Popcorn & Prizes for Kids Ages 4-12

### 6:30 PM Annual Meeting

- Announcement of Director Elections
- Financial & General Manager Reports



# Go Green: Pay Phone Bills Online



Why? Help save natural resources by paying online.

- Easy, fast and secure
- Pay immediately, schedule a payment or set up Auto-Pay
- Print receipts, view payment history and more

Pay on the Go with PSN Payments App available in the App Store™ and Google Play™.



Call us at 998-2000 or go to [www.parkregion.com](http://www.parkregion.com) for more information.

We Accept:



## Attn IPTV Customers

Effective April 1st, 2017 FOX Business Channel will be included in our Expanded Track and Super Track Packages on channel 150.



## Change in Progress

Due to a bylaw change adopted in 2015, no ballots were mailed with our 2016 Annual Meeting Notice. The Bylaws state that if there is only one candidate nominated for election to a director position (whether by committee action or petition), the single candidate nominated should be deemed elected by acclamation as an unopposed candidate, and no member voting shall be required.



## Essay Winner Announced



It is our pleasure to announce this year's FRS Youth Tour essay winner, Lucas Simmer. Lucas is a junior at Breckenridge High School and the son of Joel and Connie Simmer of Rothsay.

His essay was well-written and clearly expressed his interest in the telecommunications industry.

Each year, our company sponsors one student for this trip as a way of expressing our commitment and

dedication to our customers. During the youth tour, approximately 100 students from across the nation visit many historic sites, such as Arlington National Cemetery and the Smithsonian Museums. They also receive an introduction to the governmental process and the telecommunications industry through educational sessions at the NRECA and FCC.

Lucas is very excited for this opportunity to represent our company in Washington, D.C. June 3-June 7th. Congratulations, Lucas!

## Employees Donate \$450

This winter our company took a "Casual Monday" idea and applied a charitable angle. December through February, employees were given the opportunity to wear blue jeans to work on Mondays. The catch was they would need to purchase and wear a sticker that stated "The Monday Blues have me donating to charity" in order to wear jeans. Over the course of three months, more than half of our employees participated and they raised \$450!

Employees then voted on what organization should receive the funds collected and the Otter Tail County Humane Society was declared the winner.

On behalf of the Park Region Telephone employees, Andrea Ness, Sue Jensen and Susan Stengrim presented Shelter Manager Jaclyn Keenan a check for \$450 to help cover needs at the shelter. It was a win-win situation for all involved.



## Mailbox Capacity

If you use our prtcl.com email address, you may have received an email warning that your mailbox is at or near capacity. Even though you delete the mail from your tablet, smartphone or computer, you may not have deleted the message off the server.

Follow these steps to remove these messages from the server:

1. Visit our website at [www.parkregion.com](http://www.parkregion.com)
2. Click Webmail, located in the upper right hand corner
3. Enter your email address & password to log in to your email WebMail account.
4. The storage for our email addresses on the server is 100M. Review your emails and delete those in your inbox that are not needed. You may want to empty your sent folder as well.
5. Once you have deleted these emails, you will need to purge the messages in the Trash folder to completely remove them. Click on the word "purge" next to the Trash folder.
6. If you feel you need a larger email capacity, You may upgrade your email capacity in 50M increments at \$2.50/month for each increment. Call 998-2000 for more information.

## We Meet, We Eat!



At our February employee meeting, held at the Bigwood Event Center in Fergus Falls, our staff gathered to discuss company business and get industry updates. Each employee received a gift card to Jimmy John's sub shop!

Jimmy John's recently opened in Fergus Falls and is located at 2324 College Way. Jimmy John's has their telephone and Internet service through Otter Tail Telcom.



**Jimmy John's, we are happy to have you as our customer!**

## Day on the Hill

General Manager Dave Bickett and Erhard Director Eugene Ouren, along with other local telco representatives, spent time visiting with legislators at the Minnesota Telecom Alliance's Day on the Hill in February at the Capitol. They brought our representatives and senators up to date on the work we are doing with bringing broadband services to rural Minnesota.



Shown here is the group that visited with Senator Torrey Westrom, R, District 12.

## Lifeline Link Up

You may qualify for discounted telephone OR Internet 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:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Program
- Income below the Federal Poverty guideline
- Bureau of Indian Affairs General Assistance

- Tribally-administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution on Indian Reservations (FDPIR)
- HEAD Start

**For more information about the FCC Lifeline/Link-Up Program, call one of the following numbers:**

**Otter Tail Telcom Customers**  
1-866-290-1730  
**Park Region Telephone Customers**  
1-866-290-1721  
**Valley Telephone Customers**  
1-866-290-1729  
**Rothsay Telephone Customers**  
1-866-367-8198



PO Box 277 100 Main St.  
Underwood, MN 56586

# New Listings

## ASHBY

Clemensen, B. ....747-2612

## BROWNS VALLEY

Bennett, Patricia.....695-2248  
Beumer, Rachel & Mike.....694-2712  
Hannen, Whitney.....694-2750  
Job, Mark.....694-2715  
Logelin, John & Diane.....694-2679  
Shortman, Gavlynn.....694-2780

## DALTON

Degenstein, Larry.....589-7034  
Eastwood Repair.....589-8807  
Eastwood, Greg & Jan.....589-8808

Mark, Floyd .....589-8967  
Stout, B. ....589-7090

## ERHARD

Donahue, Chad & Bobbie .....842-5182

## FERGUS FALLS

Anderson, J. ....998-0206  
Bethel, D.....998-2268  
Breuer, Ron & Yvonne.....998-5390  
Fabled Farmer, The.....998-4848  
Gilles, Angela .....998-5010  
Heikes, Ron & Jennifer .....998-4200  
Lakes Area Docks & Lifts .....998-5400  
Perks Coffee & Tea .....998-5111  
Stock, Kevin .....998-0203  
Tangen, D.....998-2185  
Wicklund, Richard & Gayle .....998-2751

## MAINE

Nelson, Seth & Chelsea.....495-2331

## ROTHSAY

Bruggeman, Paul & Elise .....867-2156  
Roberts, Marty & Sara .....867-2321

## UNDERWOOD

Lundgren, Lucas.....826-6392  
Roehl, Jason.....826-6612

## VINING

Johnson, Hilary.....769-4136

# Lifeline/Link-Up Program

You may qualify for discounted telephone service. The Federal Communications Commission's (FCC) Lifeline/Link-up Program provides for discounted telephone service for Americans whose income falls below certain guidelines. If your income level falls at or below 135% of the Federal Poverty Guidelines, then you will qualify for discounted telephone service under the terms of the FCC's Lifeline/Link-Up Program. Consumers will also be eligible to receive the discount if they're receiving assistance from at least one of the following programs: Food Stamps, Medicaid, Temporary Assistance to Needy Families (TANF), Federal Public Housing Assistance (FPHA), Low Income Home Energy Assistance (LIHEAP) and Supplemental Security Income (SSI).

Another version of the Lifeline/Link-Up Program is the Tribal Program. It provides basic telephone service for just \$1 per month to people of all races living on tribal lands and expands the eligibility requirements to also include those participating in Tribal Head Start (those meeting the incoming qualifying standard), Bureau of Indian Affairs (BIA) general assistance programs, Tribally administered Temporary Assistance to Needy Families (TTANF). To enroll in the Lifeline/Link-up Program, please call 1-866-290-1729.