

## Acceptable Use Policy

### Introduction

The Valley Telephone Internet Service is a commercial endeavor that was established to provide access to the Internet. It is made available to all business, academic, governmental, and private subscribers for a reasonable fee.

The Valley Telephone network uses a combination of communications transmission and specialized switching equipment to provide a high speed, wide area communications network service that provides inter-organizational connectivity for its subscribers to other regional, state, national, and international networks.

### General Policy

All information transiting the Valley Telephone network is unrestricted unless it is listed as unacceptable under this policy. It is the policy of Valley Telephone to provide its subscribers electronic access to the broadest possible number of organizations connected to the Internet. This is accomplished through connectivity to one or more state, multi-state, regional, or national "backbone" networks. All information that exists on the Valley Telephone network and traverses the numerous other networks to which Valley Telephone is directly or indirectly connected must conform to the acceptable use policies governing those networks. There is no warranty of service or failure to provide service.

### Content

Valley Telephone exercises no control whatsoever over the content of information, products or services passing through the Company equipment or facilities. The acquisition or procurement of information occurs solely at the risk of Customer. Furthermore, Valley Telephone's maximum liability to Customer is limited to no more than the amount paid by the Customer to the Company for Internet monthly charges during the six month period preceding the claim.

### Privacy Policy

It is the responsibility of all subscribers or subscriber organizations to respect the privacy of other users and not to seek information pertaining to other users without their explicit permission. This includes but is not limited to personal data, passwords, access to confidential files, or modification of files belonging to other users. Use the network service in a manner that is consistent with ethical practice and accepted community standards.

### Copyright Policy

It is the responsibility of all individual subscribers or subscriber organizations to respect the legal protection provided by copyright and license to programs, data and other information that may be accessible over the Valley Telephone network.

## Acceptable Use Policy Continued...

### Unacceptable Use Policy

It is not acceptable to use the Valley Telephone network services or facilities for any purpose:

- Which would violate any applicable laws or regulations
- Where the meaning of the message or the content of a file would likely be highly offensive to the recipient or recipients
- Which makes unauthorized entry into other computational, information storage, or communications devices or resources
- Which propagate computer worms, viruses, or transmissions of any type which cause disruption to disable or otherwise impede the recipient's facilities or equipment
- Which causes disruption of service due to facilities overload
- Promoting profanity, nudity, or other adult material
- Where you operate your own e-mail, web, FTP, gaming server, or other file transfer services or resale of such services without express written permission from the company.

In addition, rebroadcast or distribution of the service is strictly prohibited without written consent granted by the company.

### Responsibility

All users of Valley Telephone network, whether organization or individuals, are responsible for publicizing this Acceptable Use Policy at their locations. The ultimate responsibility for assuring the acceptability of use according to this policy is with the individual end-user who originates the communication. In no event shall Valley Telephone be liable to or through the Customer or anyone else for any direct, indirect damages of any nature whatsoever. The Valley Telephone Customer agrees to indemnify, defend and hold Valley Telephone harmless from and against any damages, loss, proceeding, liability, judgment of every kind.

### Enforcement

The Park Region Companies Board of Directors or its designee will review alleged violations of this policy on a case-by-case basis. A violation may result in denying the user access to the network, termination of access to all services and forfeiture of all fees paid.

Evidence of illegal activities will be reported to the appropriate law enforcement authorities.

### Policy Modifications

Valley Telephone reserves the right to modify this policy at any time. Subscribers will receive prompt notification of all changes.

Our Acceptable Use Policy is available online at [www.parkregion.com/support/acceptable-use-policy](http://www.parkregion.com/support/acceptable-use-policy)

100 Main Street N  
Underwood, MN 56586  
218.826.6161

230 West Lincoln Ave  
Fergus Falls, MN 56537  
218.998.2000

800.247.2706  
[www.parkregion.com](http://www.parkregion.com)



# VALLEY TELEPHONE

## WELCOME & POLICIES

**Beyond**  
the Connection  
[WWW.PARKREGION.COM](http://WWW.PARKREGION.COM)

## WELCOME! We are glad to have you...

...as a customer and want to thank you for choosing Valley Telephone. We have been providing quality telecommunications services to the area since 1906 and are proud to be continuing to carry on that tradition.

If you have questions or concerns about your service at any time, please call our office at 826-6161 or toll free from any phone receiving service from us at 611. We'll also be happy to discuss any other telecommunications needs you might have for your home or business. We offer a variety of products and services that will fit all your needs.

Again, thank you for choosing Valley Telephone for your local services and keeping your money in the local economy! It's our privilege to serve you.

Sincerely,

*Your Friends at Valley Telephone*

## What to expect on your first bill

Because your first bill isn't typical, we offer this explanation of the charges found on your first billing statement.

The amount of your bill depends on the date your service was established. Your first bill will be prorated from the date your service was activated. In addition, our regular billing policy is to bill ahead for the following month's service. So your first bill includes charges for each day since your service was established as well as the service charge for the upcoming month. This monthly charge is found in the Current Account Information section of your bill.

If you have questions about this or any future billing, we are here to answer your questions at 100 Main St N in Underwood or by simply calling 826-6161 or 611 to reach our local customer service staff.

## Billing

### 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, TV, and internet are billed one month in advance and long distance charges are billed in arrears.

### Bill Pay Options

**Auto Pay:** Set up an online bill pay account at [www.parkregion.com/bill-pay](http://www.parkregion.com/bill-pay) and sign up for auto payments or stop into either location and fill out paper form with voided check or card.

**Single Pay:** Pay each month online at [www.parkregion.com/bill-pay](http://www.parkregion.com/bill-pay), mail in a check, drop payment off at any of our drop off locations, or call in a payment to 1-800-247-2706.

## Low Income Support

### Minnesota's Telephone Assistance Plan (TAP):

TAP offers a monthly credit of \$3.50 on your landline telephone service plan for qualifying households. You may receive the TAP credit on one landline per household.

### Federal Lifeline Program:

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 House Energy Assistance Program. You may certify eligibility by calling 1-866-290-1729.

### For more information please visit:

[www.parkregion.com/support/support-for-low-income-customers](http://www.parkregion.com/support/support-for-low-income-customers)

## Battery Back Up Notification

To improve access to 911 emergency services, the Federal Communication Commission adopted back-up power obligation rules for any service provider utilizing fiber optic or other non-powered media to provide voice services to residential homes. These requirements include an obligation to offer to subscribers the option to purchase back-up power sufficient to operate the terminal located at the subscriber's home for a minimum of 24 hours in standby mode.

Under normal operating conditions subscribers have access to all subscribed services including voice, video and broadband data without interruption. However when commercial power is interrupted, the fiber terminal will change to emergency standby mode and disable video and broadband data service while continuing to provide voice service and more specifically access to emergency 911 service for a period of time. Disabling video and broadband services extends the time the terminal can provide access to emergency services. The battery located in each fiber terminal is capable of providing as much as 12 hours of talk time and 24 hours of standby power when new and fully charged.

Our network operations center monitors the health of batteries and dispatches technicians as needed to replace the batteries once its service life has ended. We recommend that during a power outage, subscriber's limit the use of the landline phone to emergency calls because use of the phone for non-emergency purposes will accelerate power discharge of the battery and limit the amount of standby time. Following these guidelines will ensure access to emergency 911 services over a greater period of time.

## Network Management Practices

### Overview

Park Region Mutual Telephone / Otter Tail Telcom/ Valley Telephone ("the Company") has adopted the following network management practices, performance characteristics, and commercial terms and conditions for its broadband Internet access services in compliance with the Federal Communications Commission's (FCC's) Open Internet Framework requirements (GN Docket No. 09-191, WC Docket No. 07-52, and WC Docket No. 17-108).

These practices, characteristics, terms and conditions are intended to help preserve the Internet as an open framework that enables consumer choice, freedom of expression, end-user control, competition, and freedom to innovate without permission, while permitting the Company to manage its network reasonably.

The Company may add, delete, or modify certain practices, performance characteristics, terms and conditions from time to time at its discretion. The Company will provide as much advance notice as practicable of such changes. It will normally endeavor to furnish written notice of rate changes thirty (30) days before changes become effective, but reserves the right to use a shorter notice period when regulatory, operational, technical or other circumstances warrant.

### Network Management Practices

The Company manages its network with the goal of providing the best practicable broadband Internet experience to all of its customers. Within the scope of its resources, it attempts to deploy and maintain adequate capacity and facilities within its own network, and to acquire sufficient Middle Mile capacity or facilities outside its service area to connect with the Internet. The Company and its staff use their best efforts to monitor, address and minimize (but do not guarantee that they can prevent) the effects of spam, viruses, security attacks, network congestion, and other phenomena that can degrade the service of affected customers.

### Performance Characteristics

Many of the service and performance characteristics of the Company's broadband Internet access services are contained in the service offering portions of this website. The Company offers different tiers of service at different prices and changes these from time to time.

### Commercial Terms and Conditions

The commercial terms and conditions of the Company's broadband Internet access services are available at our business office or can be found at [www.parkregion.com/support/acceptable-use-policy](http://www.parkregion.com/support/acceptable-use-policy).

**For a complete copy of our Network Management Practices please visit [www.parkregion.com/support/nmp](http://www.parkregion.com/support/nmp)**

# THE PROGRESS

VOLUME 37 | ISSUE 2 | APRIL 2018



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**OTTER TAIL  
TELCOM**



**PARK REGION**  
Mutual Telephone Co.

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

## Beyond the Connection

*Please Join Us*

**ANNUAL MEETING &  
CUSTOMER APPRECIATION**

**THURSDAY**  
APRIL 12, 2018  
**UNDERWOOD**  
PUBLIC SCHOOL

**5:00-6:30 PM | Registration**

Pork Chop Dinner, Product Demos,  
Cookies with the Board, Entertainment

**6:30-7:30 PM | Kids' Area**

**6:30 PM | Annual Meeting**

# HASSLE-FREE WI-FI IN YOUR HOME

What makes Park Region's Wi-Fi experience different from purchasing your own Wi-Fi router from a big-box store? It makes sense because it's easy AND affordable at the same time.

We invite you to enjoy hassle-free whole-home Wi-Fi service for about \$.26/day.

Park Region takes an "Installation by Design" approach to EVERY installation ensuring you a custom, worry-free experience. Because router location is very important, our properly equipped and trained technicians conduct wireless surveys in your home picking the ideal equipment locations.

In the event of trouble, help desk technicians have end-to-end visibility allowing them to solve any issue quickly. This isn't possible with devices purchased at big box stores—you're on your own. Unlike large retailers, Park Region will also replace any routers that fail at no cost to you.

**Our Goal:** To ensure you enjoy the best possible Wi-Fi Internet experience. I invite you to contact us today!

**David Pawlowski,**  
Business Operations  
Manager



## ATTENTION Creators of the Next Great App!

### FRS SEEKING STUDENTS TO TAKE THE APP CHALLENGE



Students in grades 7-12 are invited to join the FRS Rural Youth App Challenge! You could win \$1,000 in gift cards and Code Academy scholarships. Put a team together and develop a concept for a mobile app that addresses a problem

or improves a process in your community or in rural America at large. The challenge will be concept-based only.

The App Challenge will judge students based on how well-researched and well-presented the app is. While the idea can be similar to an existing app, it must be an original idea.

Either a single student or teams with as many as five students may enter. A parent of at least one student teammate must be served by one of our companies.

Deadline for submissions is April 20th, 2018.

For all the App Challenge details go to [www.frs.org/programs/youth-programs](http://www.frs.org/programs/youth-programs)

## Our Employees have the BLUES FUNDS RAISED BENEFIT FURRY FRIENDS

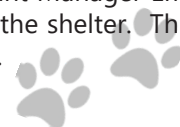


This winter our company took a "Casual Monday" idea and applied a charitable angle. December through March, employees were given the opportunity to wear blue jeans to work on Mondays. In order to do so, participants agreed to make a charitable donation.

Over the course of four months, more than half of our employees participated and \$665 was raised! 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 Park Region Telephone, Business Operations Manager David Pawlowski presented Otter Tail County Humane Society Assistant Manager Emily Suchy with \$665 to help cover needs at the shelter. This fundraiser was a win for all paws involved.



# NOTICE: LIFELINE LINK-UP DISCOUNTS

## FOR LOW INCOME RESIDENTS

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



## NEW on Speedway Digital TV...

### CHANNEL LINEUP CHANGES:

- Channel 111 Justice and Channel 115 Heroes & Icons were added to Basic Track
- Channel 43/643 Spike TV changed its name to Paramount on Super Track



Thank  
You  
for  
choosing us!

## Otter Tail County on Ice Our Technology Experts Create Fun!

On February 3 & 4th, Otter Tail County kicked off their 150th year by celebrating on Otter Tail Lake with activities and events for the whole family.

### World's Largest Super Bowl Party on Ice

Football fans braved the subzero temperatures and joined us for the world's largest Super Bowl party on ice! Our Video Production Coordinator Bobby

Sue Fenske was on site to set up the big screen inside the party tent in time for die-hard tailgaters to enjoy the pre-game show. It is estimated 1,400 people were in attendance over the weekend.

Several more events are planned in 2018 to celebrate the county's 150th year. Visit [ottertailakes-country.com](http://ottertailakes-country.com) for more information!





PO Box 277 100 Main St N  
Underwood, MN 56586

# NEW LISTINGS

## ASHBY

Gilson, John M.....747-2322  
Kremer, Allan .....747-2302

## BROWNS VALLEY

Renville, Valerie .....694-2804

## DALTON

Dirkman, Dave.....589-7064

## ERHARD

Roth, Trevor & Sarah.....842-5217

## FERGUS FALLS

Anderson, B. ....998-0118  
Anderson, D. ....998-0140  
Goodman, L.....998-0132  
Hanson, Rose Marie .....736-8864  
Hovland, Douglas.....998-0117  
Johannes, Merl .....736-8837  
North Union Repair .....998-6566  
Olson, Herbert.....998-1260  
Peterson, A.....998-0119  
Quernemoen, Joyce .....736-8861  
Randall, Roy.....998-2295  
Toro Trucking .....998-0586

## MAINE

Johnson, Cory .....495-2115  
Leroy, Chad & Miranda.....495-2865

## UNDERWOOD

Kadoun, Trevor & Robyn .....826-6733  
Weisz, Rhonda.....826-6491

## VINING

Hinz, John & Mitzi .....769-4459

**Park Region Telephone**  
PO Box 277 | 100 Main St N  
Underwood, MN 56586  
Office: 218.826.6161  
Toll Free: 800.247.2706  
Hours: M-F 8:00 AM-5:00 PM

**Otter Tail Telcom**  
230 Lincoln Ave W  
Fergus Falls, MN 56537  
Office: 218.998.2000  
Toll Free: 888.716.8837  
Hours: M-F 8:00 AM-5:30 PM

**Rothsay Telephone Company**  
Rothsay, MN 56579  
**Valley Telephone Company**  
Browns Valley, MN 56219

Call 800.247.2706 for 24 hour  
service or simply dial 611 to  
reach your local office!

[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).



## 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

You may be eligible for assistance in paying your telephone or internet bill if you receive benefits from certain low-income assistance programs. For more information or **an application form**, contact Park Region Telephone, Valley Telephone, Rothsay Telephone or Otter Tail Telcom or the [Minnesota Department of Commerce](#).

## There are Two Programs

**Minnesota's Telephone Assistance Plan (TAP)** offers a monthly credit of \$3.50 on your landline telephone service plan. You may receive the TAP credit on one landline per household.

The **Federal Lifeline Program** offers a monthly discount of \$9.25 on some landline telephone service plans. Lifeline also offers discounts on some wireless telephone service plans and some broadband internet service plans (that's NEW). You may receive the Lifeline discount on one service per household. The definition of a "household" is anyone living at an address including children, relatives, people not related to you, etc. who share income(s) and household expenses.

### Qualifications

The telephone or broadband service must be in your name. You must show proof that you or a member of your household participates in at least one of the following programs or is income eligible:

- Federal Public Housing Assistance
- Food Support/Supplemental Nutrition Assistance Program (SNAP)
- Medicaid/Medical Assistance
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension Benefit
- Bureau of Indian Affairs General Assistance and living on Tribal lands
- Tribal Programs (and live on federally-recognized Tribal lands)
- Food Distribution Program on Indian Reservations (FDPIR) and living on Tribal lands
- Tribally Administered Temporary Assistance for Needy Families (TTANF) and living on Tribal lands

If you do not participate in any of the programs listed, you may qualify if your income is at or below 135% of the 2018 Federal Poverty Income Guidelines:

#### Household Size | Income

**One** | \$16,389

**Two** | \$22,221

**Three** | \$28,053

**Four** | \$33,885

**Five** | \$39,717

**Six** | \$45,549

For each additional person, add \$5,832

(The federal poverty guidelines are typically updated at the end of January.)

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) and the Tribal National School Lunch Program's Free Lunch Program.

Enrollment Information: We have contracted with NECA Services, Inc. (NSI) to perform many of the reporting and auditing functions required by the FCC for this program. To enroll in the Lifeline/Link-up Program, please call the number that corresponds to your serving company:

- **Park Region Telephone:** 866-290-1721
- **Otter Tail Telcom:** 866-290-1730
- **Valley Telephone:** 866-290-1729
- **Rothsay Telephone:** 866-367-8191

### Important Information on How to Apply

Contact Park Region Telephone, Valley Telephone, Rothsay Telephone or Otter Tail Telcom or download an **application at** the [Department of Commerce](#). One application may be used to apply for both TAP and Lifeline. Return the application and proof of eligibility to us. It can take up to two months for discounts to appear on your bill. You must pay the phone bill until that time. Discounts cannot be applied to past due bills.

The Minnesota Public Utilities Commission (MPUC) regulates the TAP/Lifeline programs. If you have questions regarding these programs, contact the MPUC at 651.296.0406 or 1.800.657.3782.

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