

MID-PLAINS COMMUNICATIONS

QUARTERLY NEWSLETTER

SUMMER August 2026

IN THIS ISSUE...

- 1 FUSF Increase
- 2 Summer Hours
- 3 Payment Options
- 4 Do Not Call
- 5 Mid-Plains WiFi App
- 6 Cooking with Mid-Plains
- 7 Mid-Plains Happenings

CURRENT BOARD OF DIRECTORS

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Jeremy Reed - Kress - Vice-President
Ronnie Middleton - Redmon -
Secretary/Treasurer
Jared Francis - Bean/Silverton
Mike Kuhlman - Clela
Rit Christian - Goodnight
Ted White - Gurley
Randy Fellers - Umbarger
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Dusty George - General Manager

Mid-Plains Communications

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806-668-4420

FUSF INCREASE FOR JULY 2026

The Federal Communications Commission (FCC) has approved an increase in the "Federal Universal Service Charge" (FUSC) from 37.0% to 38.8% of your monthly interstate access charges for both residential and business customers, effective

July 1, 2026. This charge supports the national Universal Service Fund, which helps make local telephone service more affordable for low-income customers, those in high-cost rural areas, and individuals with disabilities. If you have any questions about this change, please contact Mid-Plains at 806-668-4420. For more details, you can visit the FCC's website at

<https://www.fcc.gov/general/universal-service>.



SUMMER HOURS

Mid-Plains Summer Hours began Tuesday, May 26th (after Memorial Day) through Friday, September 4th (the Friday before Labor Day).

Hours:

7:30 a.m. to 5:00 p.m. Monday – Thursday

8:00 a.m. to 12:00 Noon on Friday

Regular business hours will resume on Tuesday, September 8th (after Labor Day).

Holiday Closures:

Monday, September 7th for Labor Day

Our 24/7/365 technical line will be available by calling 1-888-817-2052

*Summer
Hours*

PAYMENT OPTIONS

Exciting Updates to Your Payment Options! We are always looking for ways to make paying your bill easier and more convenient. We have added several new payment options and want to make sure you have all the information you need.

One-Time Payment Options

- One-Time Credit Card Payment – Nothing new here! You can continue to make one-time credit card payments by logging in to your SmartHub account or using the Pay Bill button on our website at www.midplains.coop.
- Automated Phone Payments (New!) – You now have two convenient ways to pay by phone 24/7: call **844-916-2848** or dial our main office number and select Option 1 from the menu. Please be aware that our customer service representatives are no longer able to accept phone payments — all payments by phone will be processed securely through our automated system.
- Save Your Credit Card in SmartHub (New!) – You can now securely store your credit card information in SmartHub for faster, easier payments in the future.
- Schedule a Credit Card Payment in Advance (New!) – You can now schedule your credit card payment ahead of time through SmartHub.

Please note that a \$1.50 convenience fee applies to each one-time credit card transaction. This fee is passed on directly by the credit card companies and is not retained by us.

AutoPay Options — No Convenience Fee!

Skip the \$1.50 fee by enrolling in AutoPay! Both options below are completely fee-free and available through SmartHub.

- AutoPay with Credit Card (New!) – Enroll in AutoPay with your credit card and never worry about missing a payment. Payments are automatically posted on the 10th of each month — with **no convenience fee!**
- AutoPay with Bank Account – Already a favorite! Continue to enjoy automatic monthly payments directly from your bank account, drafted on the 10th of each month — with **no convenience fee!**

Questions? Log in to SmartHub or contact us at 806-668-4420 for assistance.

Bank Draft Permit (Mid-Plains Copy)



I, the undersigned, do hereby authorize Mid-Plains Rural Telephone Cooperative, Inc. to draw from my bank account sufficient funds for my monthly services on (or about) the 10th of each month until further notified.

Name _____

Signature _____

Date _____

Mid-Plains Account/Phone Number _____

Bank _____

Bank Account Number _____

Bank Routing Number _____

NATIONAL DO-NOT-CALL REGISTRY ANNUAL NOTICE AND TEXAS NO-CALL LIST REGISTRATION

Both the federal government and the State of Texas have adopted telemarketing rules that allow a consumer to revoke or give notice to telemarketing firm that they **cannot** be contacted by the company.



The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls

- NATIONAL:**
1. Online at: www.donotcall.gov
 2. Call toll-free: 1-888-382-1222
 3. TTY: 1-866-290-4236

- TEXAS:**
1. Online at: <http://www.texasnocall.com>
- If calling, you must call from the number you are registering. Registration will take 90 days to become effective. There is no charge to register online.

Website / Registration Issues: **Call:** 1-888-309-0600 **Email:** customerservice@texasnocall.com

To File a Complaint: **Online:** <http://www.puc.texas.gov/consumer/complaint/NoCallForm.aspx>
Write: PUC – Customer Protection Division, P.O. Box 13326, Austin, TX 78711-3326
Call: 1-888-782-8477 (TTY 1-800-735-2988)
Email: customer@puc.texas.gov

MID-PLAINS WIFI APP WITH MANAGED WIFI ROUTER:

Mid-Plains WIFI App Feature Breakdown:

Scrollable Quick Link Carousel: Your Experience Hub

Swipe through easy-to-use tools like speed tests and parental controls right on the main screen to find what you need fast—no hunting required.

MyPrioritiesIQ Modes:

Managed Wi-Fi That Fits Your Day

Choose “Gaming Mode” for smooth play, “Work Mode” for reliable video calls, or “Entertainment Mode” for uninterrupted streaming.

Easy Self-Install & Onboarding

Set up your Wi-Fi in just a few steps, with clear instructions right in the app.

Real-Time Alerts & Performance Stats: Stay Ahead

Get notifications if your Wi-Fi slows down, plus stats to keep it running smoothly.

People Profiles & Device Recognition: Make It Personal

Create avatars for each family member and see every device on your network. Spot and block unknowns easily so you know who's online and to keep your Wi-Fi safe and secure.

Content Controls & Security: Safe and Sound

Pause the internet for bedtime, filter out unsafe sites, and employ network level cybersecurity to block hackers to keep your crew safe online and your network protected.

Built For You:

Family-Friendly Control:

Manage your Wi-Fi without needing a tech degree—it's as simple as checking your email.

Made for Everyone:

From kids to gamers to work-from-home parents, there's something for every family member.

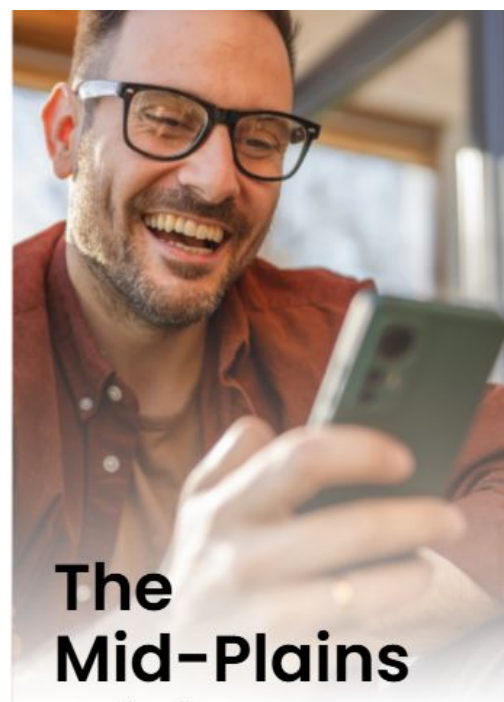
Stress-Free Setup and Management:

Get started in minutes, customize your network with simple controls, and enjoy Wi-Fi that works the way you need it to.



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The Mid-Plains WiFi App:

Your Home's Wi-Fi, Your Rules

Manage your home Wi-Fi with ease, keep everyone safe, secure, and connected, and enjoy a customizable managed Wi-Fi experience —whether you're gaming, working, parenting, or just relaxing.

**COOKING WITH MPRTC.....
CHILI RELLANOS**

2 Cans Chopped Green Chilies
3 C. Grated Monterey Jack Cheese
6 Oz. Grated Cheddar Cheese

1 Tbsp Flour
2 Eggs
2 Tbsp. Milk

Grease casserole dish. Layer chillies and cheese. Beat eggs, milk and flour. Pour over cheese layer. Bake at 350° 45 minutes..

Cooking with
MID-PLAINS



MID-PLAINS HAPPENINGS

The 2026 Mid-Plains Rural Telephone Cooperative Annual Meeting was a wonderful success! Being the best telecommunications cooperative around doesn't happen by accident — it takes dedicated customers, hardworking employees, and a committed board of directors. We are so grateful for each and every one of you.

We had a fantastic turnout filled with great food, exciting prizes, and most importantly, the familiar faces of the community that makes Mid-Plains what it is. Thank you to all who joined us — we already can't wait to see you again next year!



Mid-Plains Communications had the honor of serving lunch to the incredible staff at Tulia High School! Teachers and school staff pour so much into our students and community every single day — it was our privilege to give back in a small way. Thank you, THS staff, for all that you do!



For more pictures and information about our community involvement, visit us online at <https://www.midplains.coop/community-involvement>.