

MID-PLAINS COMMUNICATIONS

QUARTERLY NEWSLETTER

FALL October 2026

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CURRENT BOARD OF DIRECTORS

Mikeal Barnes - Elkins - President
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
Lee Moore - Vigo Park
Dusty George - General Manager

Mid-Plains Communications
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Tulia, TX 79088
www.midplains.coop
806-668-4420

FUSF INCREASE FOR OCTOBER 2026

The Federal Communications Commission (FCC) has approved an increase in the "Federal Universal Service Charge" (FUSC) from 38.8% to 42.0% of your monthly interstate access charges for both residential and business customers, effective October 1, 2026.



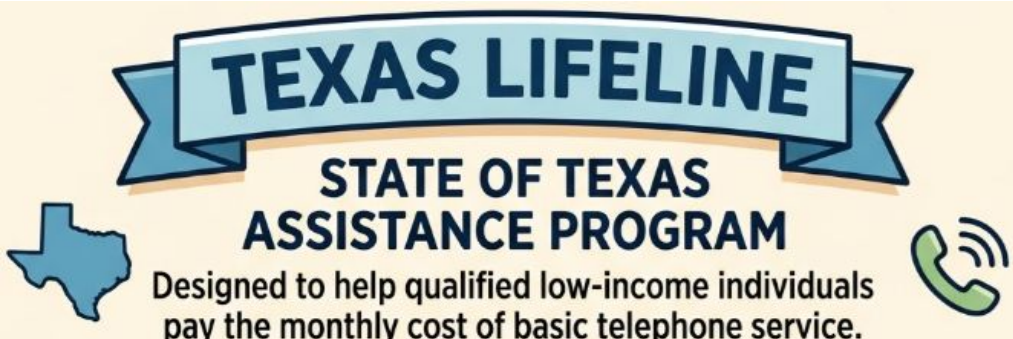
This charge supports the national Universal Service Fund, which helps make local telephone service more affordable for low-income customers, those in high-cost rural areas, and individuals with disabilities. If you have any questions about this change, please contact Mid-Plains at 806-668-4420. For more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

TEXAS LIFELINE

The Lifeline program is a State of Texas assistance program that is designed to help qualified low-income individuals pay the monthly cost of basic telephone service.

Lifeline reduces the basic monthly telephone rate up to \$12.75 for those who qualify. This program does not cover the cost of additional services such as caller ID or voice messaging.

You can apply for Lifeline Discounts by calling toll free 1-866-454-8387 or online. For more information concerning Lifeline visit their website at <http://www.puc.texas.gov/consumer/lowincome/Assistance.aspx>.



TEXAS LIFELINE

**STATE OF TEXAS
ASSISTANCE PROGRAM**

Designed to help qualified low-income individuals
pay the monthly cost of basic telephone service.

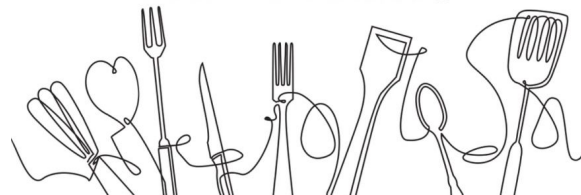
COOKING WITH MPRTC.....**CHILI CHEESE BALL**

2 lbs. Velveeta Cheese
2 pkg. 8-oz. Crem Cheese
1 C. Chopped Nuts of your Choice

½ tsp. Garlic Powder
Dash of Salt (optional)
Chilli Powder

Place Velveeta and cream cheese in a large bowl, let come to room Temperature. Mix cheeses well. Mix in nuts, garlic powder and salt. Shape into one large ball or several smaller balls, roll in chili powder. Wrap in plastic wrap and chill to firm. (can be frozen)

Cooking with
MID-PLAINS

**MID-PLAINS GIVES BACK**

Mid-Plains Communications Gives Back to Local Volunteer Fire Departments.
Your cooperative that is rooted in the communities we serve.

Mid-Plains Communications is once again giving back to the volunteer fire departments that protect the communities it serves.

Since 1950, Mid-Plains Rural Telephone Cooperative has been built on a simple foundation: connecting the communities it serves and giving back to them. Today, the cooperative provides telephone and high-speed fiber internet service across more than 4,000 square miles of the Texas Panhandle.

Each year, with the support of its Board of Directors, Mid-Plains Communications and Mid-Plains Rural Telephone Cooperative donate to the local volunteer fire departments and many other organizations serving those communities. This year's gifts come as dry, harsh conditions have pushed area volunteer firefighters — and their departments' budgets — to the limit.

"With the dry and harsh conditions again this year, our local volunteer fire departments have gone above and beyond to serve and protect," said Dusty George, CEO and General Manager of Mid-Plains Communications. "This has caused our volunteer firemen to push their budgets to the limit. We simply encourage others to give back as well."

This year, Mid-Plains Communications presented \$1,000 donations to six area volunteer fire departments, for a total of \$6,000:

"Thank you for all you do" Dusty George - CEO/General Manager, Mid-Plains Communications

Volunteer Fire Department	Donation
Tulia, Texas VFD	\$1,000
Happy, Texas VFD	\$1,000
Silverton, Texas VFD	\$1,000
Nazareth, Texas VFD	\$1,000
Claude, Texas VFD	\$1,000
Kress, Texas VFD	\$1,000
Total	\$6,000

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

MID-PLAINS COMMUNICATIONS GIVES BACK



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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 _____

OCTOBER IS COOP MONTH

October is National Co-op Month—a time to recognize the vital role cooperatives play in strengthening our local economies and communities. Whether electric, financial, or agricultural, co-ops operate on a member-first philosophy, reinvesting in the communities we serve rather than focusing solely on profits.

To thank you for your continued partnership, you are cordially invited to our **Annual Co-op Appreciation Month Luncheon**:

Date: October 16, 2026

Serving Time: 11:30 a.m. – 1:00 p.m.

Address: 411 N Hale Ave, Tulia, TX 79088



We look forward to seeing you there!

Notice: Our office will close for the afternoon following the event.

CANYON;S READER'S CHOICE AWARD

For the **sixth consecutive year**, Mid-Plains has been awarded the **2026 Gold Readers' Choice Award for Best Internet!** This milestone reflects the relentless dedication of our 29 local team members and our unwavering promise to deliver industry-leading service across 4,000 square miles of the Texas Panhandle.

Since 1950, our foundation as a locally owned and operated cooperative in Tulia has driven everything we do. Our Board of Directors and staff don't just work here—they live, raise families, and invest right alongside you. That personal connection shapes our service every single day.

Technology Designed Around You We pair regional values with world-class technology:

- **Unmatched Reliability:** High-speed fiber internet and crystal-clear phone solutions tailored for homes and local businesses.
- **Proactive Security:** Managed Wi-Fi routers and network-level security built to actively block external threats.
- **Rapid Local Support:** When technical challenges happen, you don't wait on an overseas call center—our local technicians resolve issues quickly and efficiently to keep you seamlessly connected.

Rooted in Community Exceptional service means showing up where it matters most:

- **Supporting First Responders:** Donated \$1,000 each to volunteer fire departments in Tulia, Happy, Silverton, Nazareth, Claude, and Kress.
- **Investing in Education:** Funding every local school district, participating in school events, and awarding renewable college scholarships to graduating seniors.
- **Honoring Veterans:** Partnering with regional VFWs to support those who served.

At Mid-Plains, we bring you world-class connectivity paired with the trusted, personal service only a true neighbor can deliver.



Direction for your connection

Whether you're a parent, professional, or someone who needs their internet to function at the highest level, ExperienceIQ helps you to manage your home network with purpose from the Mid-Plains WiFi app.

Focus

Eliminate distractions and disruptions by using My Priorities to give preference to devices and set schedules for work and play. Adjust at a moment's notice with our easy to use Mid-PlainsWiFi app.

Family

Enforce your house rules quickly and easily while maintaining the family peace with the ExperienceIQ™ Parental Control features. Create profiles for users to filter inappropriate content, block certain sites and categories, and set time limits and downtime.

Freedom

Remain confident that your connection is working for you and keeping you and your family safe.

Maximize your moments

Create work and school hours for your household to limit distractions.

Enjoy uninterrupted and buffer-free quality family time by prioritizing your devices.

Back-up your screen goals with downtime hours, screen time schedules, and time limits on certain apps.

Block inappropriate content to devices on your network.

Optimize your bandwidth where you need it most.

