

# MID-PLAINS COMMUNICATIONS

## QUARTERLY NEWSLETTER

### SPRING April 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 DECREASE FOR JANUARY 2026

The Federal Communications Commission (FCC) has approved an decrease in the "Federal Universal Service Charge" (FUSC) from 37.6% to 37.0% of your monthly interstate access charges for both residential and business customers, effective

April 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 begin 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: Friday, April 3rd for Good Friday

Monday, May 25th for Memorial Day

Friday, July 3rd for Independence Day

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](http://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 10<sup>th</sup> of each month until further notified.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Mid-Plains Account/Phone Number \_\_\_\_\_

Bank \_\_\_\_\_

Bank Account Number \_\_\_\_\_

Bank Routing Number \_\_\_\_\_

# Wi-Fi For The Way You Live

Your Wi-Fi should lift you up, not let you down. With the new Mid-Plains Wi-Fi app, you're in charge of a fast, secure, and personalized connection that makes life easier whether you are streaming, gaming, working, or parenting. Say goodbye to the days of sluggish WiFi and frustration. We've rebuilt Mi-Plains Wi-Fi to fit your your life like a glove, with intuitive tools that give you total control, peace of mind and a connection you can count on. Here's how:



## Peace of Mind, Parent-Approved

ExperienceIQ integration lets you set schedules to pause internet during homework or bedtime and block unwanted websites. Give your kids the access they want with peace of mind.

## Unleash Your Inner Champion

Our new MyPriorities feature lets you switch to "Gaming Mode" with a tap, giving your console or PC the VIP treatment with smooth, lag-free gameplay and real-time performance alerts. Our scrollable carousel puts bandwidth tests and device prioritization at your fingertips. Game on!



## Prioritize Productivity

Flip to "Work Mode" in myPriorities to prioritize your laptop for seamless video calls and fast uploads. New Wi-Fi connectivity status and performance metrics let you keep an eye on your network's health, so you're never caught off guard. Your home office just got a serious upgrade.



## Simple, Secure, and Stress-Free

The all-new Mid-Plains Wi-Fi app sets up in seconds and gives you total control over your connection. Real-time alerts warn you of connection issues, and ProtectIQ keeps hackers and viruses at bay. Spot unfamiliar devices and boot them with a tap. More control, less stress.



## Feature-packed to maximize your home internet!

### Scrollable Carousel

Swipe to your favorite features right from the dashboard.

### myPrioritiesIQ Modes

"Gaming," "Work," or "Entertainment" optimize your connection.

### Easy Setup

Simple installation means you're in control in seconds.

### Real-Time Insights and Alerts Carousel

Wi-Fi status, alerts, and performance stats keep you in the know.

### People Profiles and Device Recognition

Personalize profiles and spot strangers on your network in a snap.

### Everything You Loved, But Better

Guest networks, WPS setup, outdoor WiFi, run speed tests, WiFi sharing and security tools are even easier to use.



Only available from Mid-Plains Wi-Fi App  
Download today



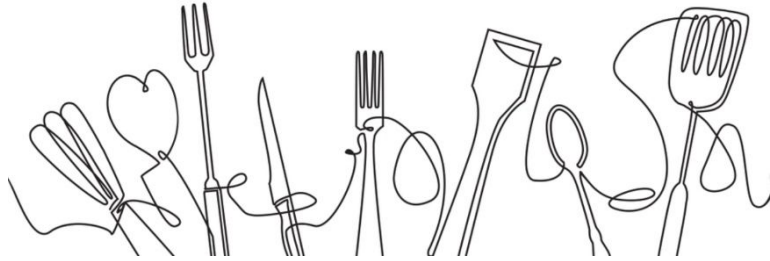
**COOKING WITH MPRTC.....  
SQUASH CASSEROLE**

- 2 - 3 Medium Squash - Chopped
- ¼ Cup Onion - Chopped
- 8 - 10 Saltine Crackers - Crushed
- ½ Cup Milk
- 1 Egg
- 2 Tbsp. Butter - Melted
- ¾ Cup Velveeta - Cut into wedges
- Salt & Pepper to Taste

Cook squash and onion until tender. Add milk, crackers, egg, salt and pepper. Mix well to distribute the egg. Stir in Velveeta. Bake at 350° for 20-45 minutes, stirring as cheese melts. Continue cooking until top is lightly brown. Serve warm.

*Cooking with*

**MID-PLAINS**



**LEAVE US A REVIEW - HELP YOUR NEIGHBORS FIND GREAT SERVICE!**



We've been serving the Panhandle since 1950 because of customers like YOU!

If you're happy with Mid-Plains, would you share your experience?

**Where to Review:**

- 🔍 Google: Search "Mid-Plains Communications" + click "Write a review"
- 👍 Facebook: Leave a recommendation right here!

Your review helps your neighbors make informed decisions about local internet and phone service.

Thank you for being part of our community

**MID-PLAINS HAPPENINGS**

We're truly blessed to serve such vibrant communities across our region! Mid-Plains treasures every chance we get to join in local events and give back to the places we call home. 2026 is going to bring countless opportunities that keep us engaged and strengthened our connections with all of you.

Technology is woven into every part of our daily lives — from the way we communicate, learn, and work to the way we connect as a community. It was truly wonderful getting to talk with students about the exciting opportunities technology can bring, both in everyday life and in the careers that are waiting for them in the future.

Thank you to Claude and Tulia ISD for hosting such a fantastic Career Fair and STEM Night! We love investing in the next generation right here in the Texas Panhandle.



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