

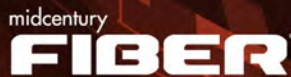
2022


ONLINE DIRECTORY


MAY 2022 TELEPHONE DIRECTORY LISTINGS SERVED BY MID CENTURY

Abingdon	Dunfermline	Gilson	Middle Grove	Table Grove
Altona	Ellisville	Knoxville	Oak Run	Toulon
Bishop Hill	Elmwood	LaFayette	Princeville	Victoria
Brimfield	Fairview	Lewistown	Smithfield	Williamsfield
Bryant	Farmington	Maquon	St. David	Wyoming
Canton	Galva	Marietta	Summum	Yates City

Does not include listings from other providers.



 309-778-8611

 info@midcentury.com

285 Mid Century Lane | PO Box 380 | Fairview, IL 61432

EMERGENCY

POLICE

FIRE

MEDICAL

CALL

911



When reporting an emergency to the 911 operator:

- Stay calm and speak clearly
- Tell what type of help is needed
- Tell where the help is needed (name, address, location)
- Stay on the line if possible

Other Important Numbers:

Illinois Poison Center1-800-222-1222 or TTY 1-312-906-6185
U.S. Dept of Homeland Securitywww.Ready.gov 1-800-237-3239



The Right Connection for You!

Mid Century Communications offers a comprehensive line of leading-edge communication products, services, and solutions for residential and business needs including high speed internet up to 1,000 Mbps (or 1 Gig) and telephone services over a fiber network. This robust network enables subscribers the ability to stream video seamlessly, game online, work from home, and have a fully connected home. These are provided both within and outside of our Cooperative that serves parts of Fulton, Henry, Knox, McDonough, Peoria and Stark counties.



Fairview Business Office

285 Mid Century Lane
PO Box 380
Fairview, IL 61432

Hours Monday - Friday, 8 am - 5 pm

Website: midcentury.com

Email: info@midcentury.com



Residential Services309-778-8611

Business Services.309-778-8611

Technical Support..... 309-778-8611 or 611 from a Mid Century line

Webchat.....www.midcentury.com

Text.....309-778-3278

Locating Facilities (JULIE)..... 811 or 800-292-0123

JULIE Website illinois1call.com

To avoid personal injury and damage to underground utility lines state law requires you contact JULIE before any digging project.

Directory Accuracy

Mid Century cannot guarantee white page listings and will assume no liability for damages if your listing is omitted or incorrect. To assure your listing appears accurately in future editions and with Directory Assistance, please contact our Business Office.



The Right Connection for You!

Residential & Business Communication Services



Internet

- Fiber, DSL
- Symmetrical speeds of up to 1 Gig (fiber)
- Wi-Fi
- Mid Century Fiber mobile app
- SecureIT Plus: A fully managed and automated security software
- Total Tech: Remote support from your home
- OnLine Backup

One Source

One Source is here to help you with all of your smart home connections!

- Re-invent the way you watch TV
 - Free phone consultations
 - Free one-on-one demonstrations at our Fairview office
 - Free Streaming Events throughout the Mid Century service area
- Smart Home Wi-Fi Device Installation



Business Solutions

- Internet to fit your business needs
- Phone service with unlimited free local and long distance calling*
- Phone systems



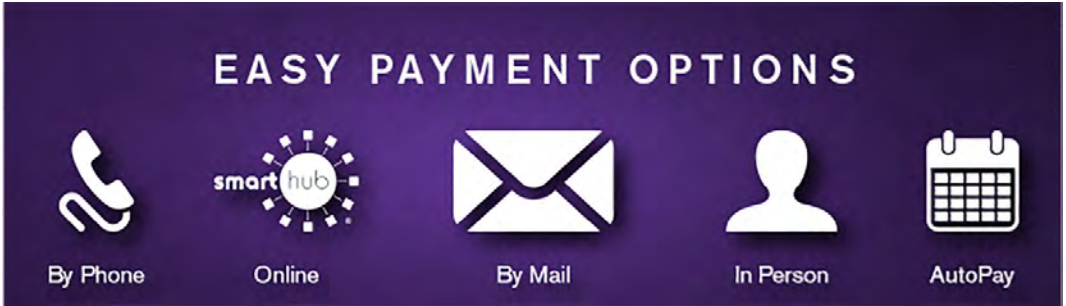
Telephone

- Unlimited free local and long distance calling available*
- Enhanced calling features
- Voicemail

*Terms and conditions apply.

*Terms and conditions apply.

Convenient Bill Payment Options



PHONE... With Discover, MasterCard, Visa or check. Call 1-833-368-2465 and follow the prompts. You will need your account number which is located on your billing statement. If paying by check you need to create a PIN before payment can be made. You can check account status and set up recurring payments.

Online... Go to www.midcentury.com and click on the “SmartHub” tab at the top of the page to set up your account or use the convenient “Pay Now” tab.

SmartHub Mobile App... You can download the mobile app from the App Store for iOS, Google Play for android. Complete information available on our [website](#)

Mail... Send payments to Mid Century Communications, PO Box 380, Fairview, IL 61432.

In Person... Monday through Friday from 8am to 5pm at our office located at 285 Mid Century Lane, Fairview, IL 61432. A 24-hour drop box is also available at this location.

AutoPay... Pay automatically with your checking/savings account or with your credit/debit card. Set-up by contacting our office at 309-778-8611 and by completing the authorization form.

Calling Information

Local Calls 10-Digit Dialing- Dial 309 + number

Directory Assistance

Dial 1 + area code + 555-1212 or 411

Directory Assistance Operator

Dial 0 (Operator)

Long Distance 11-Digit Dialing

Long distance calls requires 11-digit dialing, which include the 0 or 1, area code and the 7-digit number.

Calling International

Direct Dial

Dial 011 + Country Code + City Code + Number

Operator Assisted

Dial 01 + Country Code + City Code + Number, operator will come on line.

Not all locations have city codes. Allow 45 seconds for ringing to start. Country/City codes and more information can be found online at: <https://countrycode.org/>

Mid Century Calling Features

Call customer service 309-778-8611 for more details on calling features available in your area.

AutoCall Back

Continually dials a busy number automatically for up to 30 minutes.

Auto Recall

Calls back the last number that called you.

Call Forwarding

Forward your calls to ring at an alternate number.

Call Forward Busy

Forwards your calls to an alternate number when you are on the phone.

Call Forward No Answer

Forwards your calls to an alternate number after a specified number of rings.

Call Waiting

Alerts you to an incoming call with a soft tone when you are on the phone.

Caller ID

Lets you know who is calling before you answer. Requires display unit.

Caller ID Per Call Blocking

Allows you to block your name and number from appearing on a display unit when making an outgoing call. Per call basis.

Distinctive Ring

Create a VIP list and have select incoming calls ring differently.

Originating Call Management

Control your outgoing calls with the use of a PIN.

Selective Call Acceptance

Decide which calls you will accept.

Selective Call Forwarding

Forward select callers to an alternate number.

Selective Call Rejection

Reject calls from select numbers.

Speed Call

Call select numbers by dialing only one or two digits.

Telemarketer Call Screening

Rejects calls that do not carry a name and number of the calling party with an announcement.

Three-way Calling

Add a third party to an existing phone conversation.

Toll Denial

Restricts all outgoing calls that require a "0" or "1" before the number.

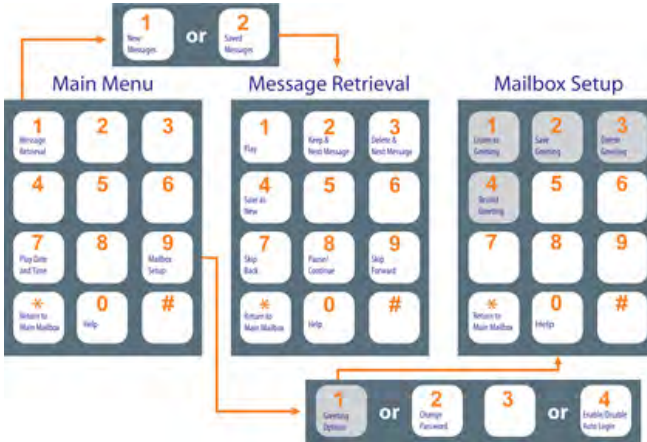
Feature limitations and some restrictions may apply. User guides available on our website at midcentury.com in the Customer Resource Center tab.



Voice Mail Instructions

Altona, Bishop Hill, Ellisville, Fairview, Gilson, LaFayette, Maquon, Marietta, Oak Run, Smithfield, Summum, Table Grove, Victoria, Williamsfield and Yates City.

Mid Century Voice Mail fits right in with your busy lifestyle. Messages can be managed and accessed from any phone, our web portal, or your email, making the service more convenient for you.



Retrieving voice mail messages:

From your home or business...

1. Dial 309-778-8000 and press # button. Enter PIN if requested.

Away from home or business...

1. Dial 309-778-8000, followed by Voice Mail Box number (10 digit phone number).
2. Press * button while the greeting is playing to access your mailbox. Enter PIN if requested, followed by the # button.

Initial set up for no answer:

1. At dial tone press *92, you will then receive a second dial tone.
2. Press the number of rings (from 2-9) you would like before Voice Mail answers, then dial 309-778-8000.
3. Follow the voice instructions.

To cancel or change number of rings:

1. At dial tone press *93.
2. Listen for confirmation tone, hang up. Repeat steps in initial setup if changing number of rings.

Initial set up for call forward busy:

1. At dial tone, press *90.
2. At dial tone dial 309-778-8000.
3. Follow voice instructions.

To cancel:

1. At dial tone, press *91.
2. After confirmation tone hang up.

Listening to messages:

- Press 1 to play or replay message.
- Press 2 to save message and go to the next.
- Press 3 to delete message and go to the next.
- Press 4 to save the message as new.
- Press 7 to skip back.
- Press 8 to pause or continue message.
- Press 9 to skip forward.
- Press * to return to main menu.
- Press 0 to repeat instructions.

Web Portal and Email Notification

Retrieve your messages via the Internet and email notifications.

1. This feature is activated by request only. Please contact our office at 309-778-8611 for access to the web portal.

Illinois Relay Service... Dial 711

What is it?

Illinois Relay Service is a 24/7 service provided by Mid Century Communications in cooperation with the Illinois Telecommunications Access Corporation (ITAC). The service is a communications link between those who use a Text Telephone (TTY) and those who use a standard voice telephone. TTY's are special typewriter style devices used by persons who are hard of hearing, deaf or voice-impaired to communicate over the telephone.

How does it work?

Specially trained operators relay conversations between TTY users and hearing people who use a standard voice telephone. The relay operator types the hearing caller's spoken words to the TTY caller. The operator then speaks the typed words received from the TTY caller to the hearing person. The operator acts as a go-between throughout the entire conversation. All calls made through the Relay Center are kept strictly confidential, no record is kept, other than for billing purposes. A special feature, known as "voice carry over" makes it possible for a deaf or hard of hearing caller with good speech skills to talk directly to the hearing caller. With this feature, the relay operator types only the hearing caller's voice response back to the TTY caller.

How do you use the service?

Callers can contact the Illinois Relay Center, located in Chicago, by dialing 711 or the toll free number below:

TTY	1-800-526-0844
Voice	1-800-526-0857
TTY Users (Spanish)	1-800-501-0864
VCO (Voice Carryover)	1-877-826-1130
Speech to Speech	1-877-526-6690
ASCII	1-877-856-6680



Who do I call in an emergency?

Relay operators DO NOT have access to 911 emergency centers. TTY users should dial their local TTY emergency numbers directly. If, during an emergency, the TTY caller provides a phone number that can be directly dialed, the relay operator will attempt to complete this call.

How are calls billed?

Calls completed through the Relay Center are billed at regular telephone company rates. There are NO extra charges. Billing options include direct, collect, calling card, third number, and person to person calls. For example, a person in Springfield calls a friend in Carbondale using the Relay Center. The person will not be billed for the call from Springfield to the Relay Center in Chicago, or for the call from the Relay Center to Carbondale. The caller will only be billed for a direct call from Springfield to Carbondale.

Are other services available?

ITAC also distributes TTY's at no charge to qualified Illinois residents. For more information on the TTY Loan Distribution Program, or Telecommunications Relay Service, call or write:

ITAC
3001 Montvale Drive, Suite D
Springfield, IL 62704

Voice/TTY 1-800-841-6167
Websites: illinoisrelay711.com
itactty.org

Telephone/Broadband Internet Assistance

Lifeline and Universal Telephone Service Assistance Program (UTSAP)

Lifeline and UTSAP are government programs that make telephone or broadband Internet service more affordable for eligible, low-income households.

What is Lifeline?

Lifeline is a federal program that provides a monthly discount on telephone or broadband Internet service to eligible households. 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 expense.

What is UTSAP?

The Universal Telephone Service Assistance Program is a state program that helps pay the installation charge for telephone service. The UTSAP is funded through voluntary contributions from Illinois customers.

Who is eligible?

To be eligible for the Lifeline or UTSAP program, you, your dependent, or your household must participate in one of the following programs:

- Medicaid (e.g. Title XIX, Medicaid)
- SNAP: Supplemental Nutrition Assistance Program (formerly Food Stamps)
- SSI: Supplemental Security Income
- Federal Public Housing Assistance (Section 8)
- Veteran’s Pension or Survivor’s Pension Benefits

Customers may also qualify for Lifeline if their total household income does not exceed 135% of the Federal Poverty Guidelines. You can view Federal Poverty Guidelines at:

<https://www.lifelinesupport.org/do-i-qualify/federal-poverty-guidelines/>

Proof of program eligibility is required upon enrollment and will be retained for as long as you receive Lifeline services from Mid Century, but not less than three calendar

years, in accordance with Federal Communications Commission rules.

A Lifeline subscriber must re-certify their eligibility annually with Mid Century to ensure continuation of Lifeline benefits. Subscribers who are no longer eligible for Lifeline benefits must notify Mid Century.

Are there restrictions?

The Lifeline and UTSAP programs are limited to one benefit per household and are non-transferable. Lifeline provides a discount on either telephone or broadband Internet service. UTSAP is a one-time benefit up to \$35 on installation charges. Subscribers willfully making false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

What is the service territory of Mid Century Telephone Co-Operative?

Lifeline and UTSAP programs are available to eligible customers in the service territory of Mid Century Telephone Cooperative, covering the following telephone exchanges in the 309 area code:

Altona	484	Marietta	926
Bishop Hill	927	Smithfield	783
Ellisville	293	Summum	759
Fairview	778	Table Grove	758
Gilson	876	Victoria	879
LaFayette	995	Williamsfield	639
Maquon	875	Yates City	358

How can I apply for the Lifeline and UTSAP Programs?

To enroll in Lifeline call Mid Century Telephone Cooperative at 309.778.8611 or visit the business office at 285 Mid Century Lane, Fairview, IL 61432.



Stay Connected

The Affordable Connectivity Program (ACP) helps low-income households pay for broadband service.



The Affordable Connectivity Program is administered by USAC with oversight from the Federal Communications Commission (FCC).

Mid Century is a proud participant of the **AFFORDABLE CONNECTIVITY PROGRAM (ACP)**

Congress recently created the Affordable Connectivity Program (ACP), a new long-term benefit, which will replace the Emergency Broadband Benefit Program (EBBP).

The Affordable Connectivity Program (ACP) is a [Federal Communications Commission \(FCC\)](#) program that replaces the Emergency Broadband Benefit Program (EBB Program) to help low-income households pay for internet service.

If your household is [eligible](#), you can receive:

- Up to a \$30/month discount on your internet service. Only one monthly service discount is allowed per household.

Need Help?

For questions about the Affordable Connectivity Program, consumers should visit [ACPBenefit.org](#). For general program support, consumers should email [ACPSupport@usac.org](#). Consumers may also call the ACP Support Center at 877-384-2575 for assistance. If you are having issues with your provider involving the Emergency Broadband Benefit or the Affordable Connectivity Program, you may want to file an informal [consumer complaint](#) with the FCC.

APPLY NOW

If you are a Mid Century Cooperative member currently receiving assistance through the Lifeline Broadband program you will automatically be eligible for the ACP program when you apply.

Can You Help?

The need for assistance continues to grow and more donations are needed. If you want to contribute so low income families can obtain local phone or broadband service, contact your telephone provider. You can donate a monthly amount from \$0.50 to \$5.00 on your telephone statement. Contributions are tax deductible to the extent allowed by law. One time donations are also accepted and should be sent to:

UTAC, PO Box 1176, Springfield, IL 62705

Per Call Blocking

To prevent your name and number from appearing on the Caller ID display unit of the party you are calling:

- Listen for the dial tone and press *67
- Dial the number of the party you are calling as usual

These steps must be repeated each time you wish to block your name and number from being displayed. Calls to 911, operators and toll free numbers will receive your number even if blocking is being used. There is no charge for using this service.

Using Call Forwarding

Forward your calls to ring at another number.

- Listen for dial tone and press *72, enter the number to which you wish to forward your calls to. Once answered call forwarding is established. If no answer, hang up & repeat the process to forward automatically.
- Press *73 to remove the forwarding.

View Our Directory Listings Online

Find the local business you're looking for in either the print telephone directory or on the web at **localsolution.com**. View enhanced options such as ads, coupons, photos, videos, and submit recommendations about local businesses all on this user friendly site. Find it online or search on the go with the localsolution app for iPhone®, iPad® and Android™.



Disclosures

Fair Resolution of Complaints

If you have a dispute or complaint with your telephone service, billing, repair, or other policies, please let us know. It is your right to have the problem settled fairly. Please contact our Fairview office 309-778-8611 and we will try to help you resolve the problem as quickly as possible. If you are dissatisfied with employee's response, please request to speak with a supervisor. At that time if you still are not satisfied, it is your right to contact the Illinois Commerce Commission and file a complaint. You may contact them by mail or phone at:

Illinois Commerce Commission | 527 E. Capitol Avenue | Springfield, IL 62701
Voice: 1-800-524-0795 | TTY: 1-800-858-9277

Do Not Call Registry

Register your residential and wireless number on the National Do-Not-Call Registry by phone or online at no cost. You must call from the number you wish to register:

Phone: Voice 1-888-382-1222 | TTY 1-866-290-4236

Online: www.donotcall.gov

Number Changes

Mid Century Communications will use every effort to avoid changes to your number, but reserves the right, whenever it becomes necessary in the conduct of business, to change the number or central office designation.

Directory Accuracy

Mid Century cannot guarantee white page listings and will assume no liability for damages if your listing is omitted or incorrect. To assure your listing appears accurately in future editions and with Directory Assistance, please contact our Business Office.

Warning

Illinois law defines harassment by telephone as the use of telephone communication for any of the following purposes:

- Making any lewd or indecent comment or request with the intent to offend;
 - Making one or repeated telephone calls (whether or not conversation occurs) with intent to abuse, threaten or harass;
 - Causing the telephone of another to ring repeatedly with the intent to harass;
 - Knowingly allowing any telephone under one's control to be used for any of the above.
- Such harassment is punishable by law.

Education

At Mid Century, our commitment to our communities begins with our young people. We have historically been very involved with our youth and schools, from ensuring access to the technology needed today to providing opportunities such as Youth Day, Youth to Washington, D.C., and College Scholarship Programs. Since 2007 Mid Century has been awarding up to four, one-time, \$1,000.00 College Scholarships to area youth whose telephone service is supplied by Mid Century.

College Scholarships



Mid Century Communications and Foundation for Rural Service

In addition to the Mid Century Scholarship, we have partnered with the Foundation for Rural Service (FRS) since 2003 in offering an opportunity for students to receive a one-time \$2,500.00 Scholarship. We encourage eligible students to apply for both scholarships. Special consideration will be given to students whom express interest in returning to the rural area following graduation.

Both scholarships are open to high school seniors or equivalent, who have been accepted by an accredited two/four year college/university or vocational-technical school. The applicant must reside in a household with an active Mid Century membership.

Both scholarship applications are sent annually in November to the schools serving our members and are available for download on our website, midcentury.com by clicking on "Youth Corner". Please contact our office at 309-778-8611 if you have any questions.



FOUNDATION FOR
RURAL SERVICE

Youth Day - Springfield



For over 50 years, the electric and telephone cooperatives of Illinois have given tomorrow's leaders the opportunity to learn from today's public officials. Each year, nearly 300 outstanding students get an up close and first hand look at democracy in action when they meet their elected representatives during the annual Illinois Electric and Telephone Cooperatives Youth Day Event. Mid Century is proud to be part of this event and will sponsor up to two (2) students from each area high

school serving our members. There is no cost to the student or the school and all meals are provided. At the conclusion of the day, two (2) students from our group will be selected to represent Mid Century in Washington, D.C. for the annual "Youth to Washington Tour". Both programs are wonderful educational experiences for our youth.

Youth To Washington, D.C. Tour

Annually, Mid Century sponsors two area students on the Youth to Washington Tour, a week long trip to our nation's Capital full of fun, fellowship, and educational opportunities. Over 1,500 youth from across the nation meet on this tour to visit historical sites, meet with national legislators, and learn more about the importance of cooperatives. Students are selected from the Youth Day contingency and there is no cost to the student other than mementos and souvenirs.



The tour is designed to provide an opportunity for outstanding, rural, young people to better understand the value of cooperatives in rural areas. It familiarizes students with the historic and political environment of our nation's Capital through first-hand looks at monuments, government buildings, and cooperative organizations.

The visits with elected officials will give students a better understanding of federal government, the political process, and democracy in general. But perhaps most significantly, the tour gives us an opportunity to recognize the accomplishments of outstanding young people from rural communities.

[Learn More](#) ► visit midcentury.com, click on "[Youth Corner](#)"

Contact Information For Your Legislators



Visit the following websites for current information about your legislators. You will find many helpful features, including look-up by state and/or zip code.

United States Senate

Visit [senate.gov](https://www.senate.gov)

United States House of Representatives

Visit [house.gov](https://www.house.gov)

Illinois Senate

Visit ilga.gov/senate

Illinois House of Representatives

Visit ilga.gov/house

Nondiscrimination Statement

Mid Century Communications is an equal opportunity provider and employer.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.