

J.U.L.I.E. - Call Before You Dig

Be Safe & Smart before you dig in your yard. To avoid personal injury and damage to lines, state law requires you to contact J.U.L.I.E. before any digging project, regardless of the depth. Call 811 or 1-800-892-0123 or go online to illinois1call.com. Allow two working days!

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National Do Not Call Registry

Register or revoke your residential telephone number and wireless number on the National Do-Not-Call Registry by phone or Internet at no cost. Registration does not expire. If registering or revoking by phone you must call from the number you wish to register or revoke. Call 1-888-382-1222 (TTY 1-866-290-4236) or log on to donotcall.gov.

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Communication Accessibility Act; Product and Service

The Federal Communications Commission (FCC) through Section 255 of the Federal Communications Act has rules requiring telecommunications service providers like Mid Century to make its services and products accessible to people with disabilities. Section 255 specifically requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at 309.778.8611 or info@midcentury.com for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

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Per Call Blocking (No Charge)

Prevents your name and number from appearing on the Caller ID display unit of the party you are dialing. To activate, listen for dial tone, press *67. Dial the number you are calling as usual. If called party has a display screen it will show "P" or "Private" in place of your name and/or number.
**This procedure must be done each time prior to dialing the phone number for which you do not want your name and number displayed. Calls to 911, telephone operators, and toll free calls will receive your name & number even if blocking is used.*

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Illinois Relay Service... Keeps you in touch with the hearing and/or speech impaired

What is it? Illinois Relay Service is a 24 hour, seven day a week service provided in cooperation with the Illinois Telecommunications Access Corporation (ITAC). TTY's are special typewriter-style devices used by hearing and/or speech impaired customers.

How does it work? Specially trained operators relay conversations between TTY users and those using a standard voice telephone. All calls made through the Relay Center are kept strictly confidential, no record is kept, other than for billing purposes.

How do you use the service? Callers can contact the Illinois Relay Center, located in Chicago, by dialing a toll free number or 711:
TTY Only: 711 or 1-800-526-0844 • Voice: 711 or 1-800-526-0857 • Spanish/TTY Only: 711 or 1-800-501-0864 • Spanish/Voice: 711 or 1-800-501-0865.
Calls completed through the Relay Center are billed at regular telephone company rates. There are NO extra charges.

Who to call in an Emergency? Relay operators DO NOT have access to 911 emergency centers. TTY users should dial their local emergency numbers directly.

Are other services available? ITAC also distributes TTY's at no charge to qualified Illinois residents. For more information write to or call:
ITAC • 3001 Montvale Drive, Suite D • Springfield, IL 62704 or call 1-800-841-6167 • Fax 1-217-698-0942 • website: itactty.org
Please refer to Mid Century Telephone Directory for complete information.

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Customer Proprietary Network Information (CPNI)

From time to time Mid Century Telephone Cooperative and its subsidiaries, Century Enterprises, Inc., and CenComm, Inc. changes its service offerings and makes available additional features and services, which may enhance and augment the services to which you are already subscribed. In order for us to determine which customers may benefit from the new services and enhancements, we may use information about your account that is within our database, legally referred to as Customer Proprietary Network Information (CPNI) unless you restrict that use in the manner described below. CPNI includes information such as which long distance carrier and plan to which you are subscribed, calling features and plans to which you are subscribed, and the associated charges for those plans.

Use of this data will allow Mid Century Telephone Cooperative and its subsidiaries to tailor our service offerings to your individual needs, and provide you with the information you need regarding innovative communication services or new communications technology and products. For this purpose, CPNI data will be used by Mid Century Telephone Cooperative and its subsidiaries only. This data will not be shared by Mid Century with any outside source except as necessary and required to provide the service(s) to which you are already subscribed, and unless we are legally compelled to. Mid Century will not sell or provide this information to any other company.

You have a right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data. To restrict the use of your CPNI data, you must call customer service at 309-778-3278 or toll free at 1-877-643-2368 during regular business hours, e-mail us at info@midcentury.com, or complete the [Opt-Out form](#) on our website at www.midcentury.com. This must be done within 30 days of your receipt of this notice to request that we not utilize your CPNI data. Your denial of approval for Mid Century Telephone Cooperative and its subsidiaries to use this data will not affect the provision of any services to which you subscribe. Your approval or denial of approval of the use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

No action is necessary on your part if you have previously elected to Opt-out. Your election is valid until you affirmatively revoke or limit it.

Fiber Telephone Customers

Backup Power For Residential Voice Telephone Services During Power Outages

For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics rather than the traditional copper based line, the service requires backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage - and to maintain the ability to connect to 911 emergency services – Mid Century Fiber gives you the option to add an Uninterruptible Power Supply (UPS) Battery back-up for an additional monthly fee.

What Your Battery Can - and Can't - Do for You

Mid Century Fiber's backup battery for telephone modems allows you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, you would not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Cordless phones, home security systems, medical monitoring devices and other equipment will not run on a residential telephone backup battery.

Purchase and Battery Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you. Mid Century offers both an 8-hour and a 24-hour backup battery. The 8-hour battery is approximately 2 1/2 pounds and roughly the 4" x 2" x 7" and you can lease for \$2.50/month. The 24-hour battery is approximately 5 pounds and roughly 4" x 5" x 7" and you can lease for \$15.00/month. Mid Century Fiber will provide and install at no cost to you, a replacement battery, upon appointment, when it becomes known that the battery needs to be replaced. It is your responsibility to notify us when the leased battery needs replaced.

Expected Backup Power Duration

Backup batteries are typically expected to last their noted duration in standby mode (8hr, 24hr, etc.) without commercial power but can be less due to different factors, depending on the size you choose.

Instructions for Proper Care, Replacement and Use of Your Battery

Improper storage and environmental factors such as temperature can shorten the useful life of the battery so it is recommended to store the battery above 32°F and below 104°F. The battery is rechargeable but will not last forever. If an indicator light changes color or possibly your device starts beeping, it could be time to replace. Please contact us at 309.778.3278 or fiber@midcentury.com.

Notice of Prohibited Use of Voice Service and Enforcement

Robocall Mitigation Annual Notification to Existing Customers:

This correspondence is to notify Century Enterprises, Inc. customers of the Prohibited Use of Century Enterprises, Inc. voice telephone service:

To help reduce the number of illegal robocalls that may originate from our network, effective May 6, 2021, Century Enterprises, Inc. has implemented robocall mitigation efforts to monitor our network and verify that calls originating over our network are legitimate numbers belonging to a valid Century Enterprises, Inc. customer. This practice has been implemented per FCC mandate. In line with FCC rules, it is illegal to falsify your caller ID (spoof) for fraudulent purposes when using your assigned phone number or other phone numbers assigned to Century Enterprises, Inc. It is illegal to make unsolicited telemarketing calls.

Users of Century Enterprises, Inc. voice service are prohibited from engaging in auto-dialing for the purpose of originating unwanted calls – including illegal and spoofed robocalls, to originate calls with the intent to defraud, cause harm or wrongly obtain anything of value from the recipient of the call and use that results in excessive usage inconsistent with normal residential usage patterns.

Violations of these terms can result in suspension or termination of your voice telephone service.

Help With Broadband (internet) Service

Mid Century participates in the Affordable Connectivity (ACP) Program. The program provides assistance to qualified, low-income consumers for their monthly broadband charge. Qualified households can receive up to \$30/month credit on their broadband service. Eligible households are limited to one credit per household and the benefits are not transferable.

For more detailed information on assistance eligibility and application procedures, please contact our office at 309.778.3278. You can also find information on our website at www.midcentury.com

*Congress created the ACP, which replaced the Emergency Broadband Benefit Program and is subject to change or be discontinued.