

MIDCONTINENT COMMUNICATIONS

Exhibit D

**Lifeline Terms and Conditions and
Advertising and Community Outreach**

Terms & Conditions of Lifeline Plans

Lifeline provides discounts on Midco residential service plans that include voice and data service. Lifeline discounts provided to qualified recipients include the \$9.25 per month federal Lifeline discount for broadband and \$5.25 for voice plus state discounts, if applicable.

Midco's flat-rated residential voice service plans provide unlimited local calling. Lifeline discounts may be applied to bundled service packages that include voice services, internet service and/or video service. Lifeline discounts may also apply to voice service plans that include optional calling features such as caller ID, call waiting, and voicemail.

Toll service is available to customers receiving Lifeline discounts in the same manner that it is available to non-Lifeline customers. Toll limitation service is available to Lifeline customers at no charge.

Information concerning Midco's Lifeline program can be found on our Lifeline web page at www.midco.com/internet-assistance/

LIFELINE ADVERTISING AND OUTREACH

Item	Activity	Description	Dates Distributed
1	Midco website	Website content containing Lifeline program information. URL www.Midco.com/Lifeline Information includes, but is not limited to, program qualifications and guidelines, program links, Lifeline application link and contact information for USAC Lifeline Support Center.	Perpetual
2	Customer Annual Notice	Regulatory requirement to customers to include certain information about their products and services, including, but not limited to, installation and service maintenance policies and practices, complaint resolution procedures, and Lifeline reference information.	Annually August
3	Customer Annual Statement Notice	Regulatory requirement to notify customers of Lifeline program. Statement language includes: The federal Lifeline assistance program provides discounted home phone and internet services to low-income households. Find program details and the application at Midco.com/Lifeline or contact us at 1.800.888.1300.	Annually
4	Cable System Ads	Cross-channel commercials advertising Lifeline program. Advertising spot includes the following script: <i>At Midco, we believe being connected is important. You use your internet and phone to pay bills, complete homework and stay in touch with family and friends. But we know for some people, a home phone or internet connection is just not affordable. We're here to change that with the Lifeline assistance program. Qualifying households can get home phone service at a reduced monthly rate and broadband internet for less than \$10 a month. To find out if you qualify for Lifeline assistance, call 1.800.888.1300 or visit Midco.com/Lifeline.</i>	Monthly <u>Total SD advertising spots for 2024:</u> 15,621
5	Assistance Programs – Statement inserts	Assistance program information included on customer statement if customers are behind on bill payments. Messaging includes: <i>Assistance:</i> Low-income telephone subscribers may qualify for Lifeline Assistance Programs. Visit Mido.com/Lifeline or call 1.800.888.1300 for details.	Perpetual

6	Lifeline – Customer Service Contact	Agents share assistance program information during customer contact with our call center, if customer is behind on bill payments.	Perpetual
7	Lifeline Awareness Week	Social media posting advertising Lifeline assistance program with link to program information. URL www.Midco.com/Lifeline	September 8-14
8	New Customer Statement messaging	Assistance program information included on customer's first statement. Messaging includes: <i>Assistance:</i> Low-income telephone subscribers may qualify for Lifeline Assistance Programs. Visit Midco.com/Lifeline or call 1.800.888.1300 for details.	Perpetual

Federal Assistance Programs

Helping You Stay Connected

Stay in the loop with your friends, family and coworkers with financial assistance programs and Midco. We're proud to partner with the federal government to offer you access to Lifeline. If eligible, this program allows you to save money on internet and home phone services.

Keep reading to explore the program, see if you might be eligible and start the application process.

Lifeline Assistance

Broadband Assistance

- Enjoy cost-effective connectivity, with no installation fee and rent-free modems.
- Credit can be applied to most tiers of Midco internet services.

Home Phone Assistance

- Get reliable, digital home phone service at a reduced monthly rate.⁴
- There's no installation fee, and it includes free long-distance blocking upon request.

Eligibility

Lifeline Assistance is available to qualifying new and current customers who meet income guidelines. Some of the other eligibility requirements include:

- Only one Lifeline credit is allowed per household.
- Only one Lifeline credit is allowed per individual.
- Midco service must be in the eligible participant's name or they must certify that the program participant is a member of the household.
- You may be required to recertify household eligibility at any time. Failure to recertify may result in termination of the Lifeline benefit.
- Lifeline assistance cannot be transferred to another person.

How to Apply

There are three different ways to apply for the Lifeline Assistance Program.

1. Visit the [FCC Lifeline](#) site to check your eligibility status and to apply.

2. [Download the PDF Lifeline application](#) and mail it with your proof of eligibility document(s) to :

USAC

Lifeline Support Center

PO Box 1000

Horseheads, NY 14845

3. Contact us at 1.800.888.1300. We'll mail you a form to fill out and send to USAC with your proof of eligibility document(s)

If you need help, call the Lifeline Support Center at 1.877.524.1325.

APPLY ONLINE

DOWNLOAD APPLICATION

Minnesota Customers

Having trouble paying for phone or internet service? [Minnesota's Telephone Assistance Plan \(TAP\)](#) and the federal Lifeline program help make these services affordable to low-income consumers.

TAP offers a \$10 per month discount on home landline telephone service online. The Lifeline program offers a \$5.25 per month discount on home landline service or \$9.25 per month discount on internet service. Program eligibility is based on income. Consumers enrolled in certain federal programs may already be eligible.

LEARN MORE

FAQ

What qualifications must I meet to be eligible?

I am currently a Midco customer. Can I switch to a Lifeline plan?

I am not currently a Midco customer. Do I need to have active Midco service before I can apply for Lifeline?

Do I qualify for MN TAP program?

What steps do I take to renew my Lifeline benefit?

What other things should I be aware of before I begin my application?

Questions or Complaints

For unresolved questions or complaints, you may contact the state utilities commission in your state:

Kansas

Kansas Corporation Commission,
Office of Public Affairs and Consumer Protection
1500 SW Arrowhead Road, Topeka, KS 66604
Toll-Free: 1.800.662.0027, or in Topeka: 785.271.3140
Hearing or speech impaired TCC Kansas Relay Center:
1.800.766.3777

Minnesota

Minnesota Public Utilities Commission, Consumer Affairs
Office
121 7th Place E, Ste 350, Saint Paul, MN 55101
Toll-Free: 1.800.657.3782 or 651.296.0406
[MN.gov](#)

North Dakota

North Dakota Public Service Commission
600 E Boulevard, Bismarck, ND 58505
Toll-Free: 1.877.245.6685 or in Bismarck: 701.328.2400

South Dakota

South Dakota Public Utilities Commission, Consumer
Affairs
Capitol Building, 500 E Capitol Ave, Pierre, SD 57501
Phone: 605.773.3201

Services may not be available in all areas, and some restrictions may apply.

¹ When qualifying under the Federal Telephone Lifeline Program, if you live in Minnesota or Kansas, you will also qualify for additional state assistance under the [Minnesota Telephone Assistance Program \(TAP\)](#) or the [Kansas State Lifeline](#) program.

Taxes and other federal fees will increase the cost on phone services.

Services

Internet

MidcoTV

Home Phone

Support

Account & Billing

Internet

Cable TV

Home Phone

Email

My Account

Pay Bill

Register My Account

Vacation Plan

Directory Assistance

New Customer

Moving

About Midco

News and Events

Service Areas

Midco Foundation

Social Responsibility

Broadband Development

Belonging

Careers

Connect With Us

Online Ordering

SHOP ONLINE

Text 64326

1.800.888.1300

Contact

Live Chat

Text 64326

1.800.888.1300

Customer Experience Centers



MIDCO®

Keeping you connected.

Internet and home phone assistance programs from Midco®.

Whether it's for school, work or to stay in touch with family and friends, everyone deserves to have access to affordable internet and home phone services. Midco is proud to partner with the federal government for the Lifeline assistance program.

Lifeline Benefits

- Used for internet or home phone services
- Provides up to \$9.25 per month
- Provides up to \$34.25 per month for those living on tribal lands during the current award year
- Meets the eligibility criteria for a participating provider's existing low-income program

Eligibility

If any household member meets any of the criteria below, you may be eligible for Lifeline.

- Has an income that is at or below 135% of the federal poverty guidelines
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public House Assistance, SSI or Veterans Pension and Survivors Benefit
- Participate in tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal Head Start, Tribal TANF or Food Distribution Program on Indian Reservations

Apply

1

Visit **LifelineSupport.org** to apply for Lifeline.

2

Contact Midco to select a plan and apply the discount to your bill.

Questions?

Midco
1.800.888.1300
Midco.com/InternetAssistance

Services may not be available in all areas, and some restrictions may apply.

For questions or complaints, you may contact the state utilities commission in your state:

Kansas - Kansas Corporation Commission, Office of Public Affairs and Consumer Protection, 1500 SW Arrowhead Road, Topeka, KS 66604. Email: kcc.publicaffairs@ks.gov or call toll-free 1.800.662.0027, or in Topeka, 785.271.3140. Hearing or speech impaired TTY Kansas Relay Center 1.800.766.3777.

Minnesota - Minnesota Public Utilities Commission, Consumer Affairs, 121 7th Place E, Ste 350, Saint Paul, MN 55101. MN.gov or call toll-free 1.800.657.3782 or 651.296.0406

North Dakota - North Dakota Public Service Commission, 600 E Boulevard, Bismarck, ND 58505. Toll-free 1.877.245.6685, or in Bismarck 701.328.2400

South Dakota - South Dakota Public Utilities Commission, Consumer Affairs, 500 E Capitol Ave, Pierre, SD 57501. Phone: 605.773.3201



MIDCO®

Manteniéndote conectado.

Programas de asistencia para Internet y teléfono residencial de Midco®.

Ya sea que lo uses para la escuela, el trabajo, o para mantenerte en contacto con tu familia y amigos, todos merecen tener acceso a servicios de Internet y telefonía residencial a precios accesibles. Midco se enorgullece de asociarse con el gobierno federal para el programa de asistencia Lifeline.

Los Beneficios de Lifeline

- Se aplican a los servicios de Internet o de teléfono residencial
- Proveén un descuento de hasta \$9.25 por mes
- Proveén un descuento de hasta \$34.25 por mes a aquellos que residen en zonas tribales

Elegibilidad

Si algún miembro del hogar cumple con alguno de los requisitos presentados a continuación, usted puede ser elegible para Lifeline si:

- Tiene un ingreso igual o inferior al 135% del de las pautas federales de pobreza
- Participa en alguno(s) de los programas de asistencia, tales como el Programa de Asistencia de Nutrición Suplemental (SNAP), Medicaid, Asistencia Federal de Vivienda Pública, Seguro de Ingresos Suplementarios (SSI) o Pensión para Veteranos y Beneficios para Sobrevivientes
- Participa en programas destinados a grupos tribales tales como la Oficina de Asistencia General para Asuntos Indígenas, Tribal Head Start, Tribal TANF o el Programa de Distribución de Alimentos en Reservas Indígenas

Cómo Aplicar

- 1 Visita **LifelineSupport.org** para aplicar por el programa Lifeline.
- 2 Contacta a Midco para elegir un plan y aplicar el descuento correspondiente a tu factura.

¿Preguntas?

Midco
1.800.888.1300
Midco.com/InternetAssistance

Es posible que los servicios no estén disponibles en todas las áreas y que se apliquen algunas restricciones.

Para preguntas o quejas no resueltas, puede comunicarse con la comisión de servicios públicos de su estado:

Kansas - Kansas Corporation Commission, Office of Public Affairs and Consumer Protection, 1500 SW Arrowhead Road, Topeka, KS 66604. Email: kcc.publicaffairs@ks.gov or call toll-free 1.800.662.0027, or in Topeka, 785.271.3140. Hearing or speech impaired TTY Kansas Relay Center 1.800.766.3777.

Minnesota - Minnesota Public Utilities Commission, Consumer Affairs, 121 7th Place E, Ste 350, Saint Paul, MN 55101. Website: MN.gov or call toll-free 1.800.657.3782 or 651.296.0406

North Dakota - North Dakota Public Service Commission, 600 E Boulevard, Bismarck, ND 58505. Toll-free 1.877.245.6685, or in Bismarck 701.328.2400

South Dakota - South Dakota Public Utilities Commission, Consumer Affairs, 500 E Capitol Ave, Pierre, SD 57501. Phone: 605.773.3201



Contact Us: Midco.com or 1.800.888.1300

NEW CUSTOMER
123 SUNSHINE WAY
ANYTOWN, USA 51000



Total Amount Due

\$00.00

Pay By

07/04/18

Account Number

0123456789

News from Midco!

Welcome to Midco!

We know that you'll enjoy our reliable phone service. By subscribing to the service, you agree to the terms and conditions described in the enclosed agreement and at Midco.com/Legal.

Assistance: Low-income telephone subscribers may qualify for Lifeline Assistance Programs. Visit Midco.com/Lifeline or call 1.800.888.1300 for details.

Alert: Caller identification is susceptible to fraud known as Caller ID Spoofing. Fraudulent parties can deliberately falsify a number relayed to your caller ID to try to disguise their identity and where the call was originated. For more information visit www.fcc.gov/guides/caller-id-and-spoofing.

Your privacy is important at Midco. When requesting call record information, we follow strict verification procedures before releasing information.

Questions? Call 1.800.888.1300.

New Charges Summary

Phone Services	00.00
Additional Phone Services	0.00
Taxes, Surcharges & Fees	00.00

Total New Charges **\$00.00**

Current Billing Summary

Previous Balance	0.00
Current Amount Before Savings	0.00
Total Monthly Savings	00.00

Total Amount Due **\$00.00**

You Saved \$0.00 This Month

Phone Package Discount	-0.00
------------------------	-------

Detach and enclose the portion below with your payment. Please write your account number on your check. Do not send cash.



PO Box 5010, Sioux Falls, SD 57117-5010
9607 3 AB 0.408 011100//31786

NEW CUSTOMER
123 SUNSHINE WAY
ANYTOWN, SD 51000

Pay Online: Visit Midco.com. Register for or sign in to My Account.

Pay by EFT: Currently enrolled in Automatic Payment

Pay by Phone: Call 1.800.888.1300 to make an automated payment.

Pay by Mail: Return this stub with payment. Do not send cash.

Total Amount Due

Do Not Remit

Pay By

07/04/18

Account Number

0123456789

Statement Code 001

☐ Name/Address Corrections Noted

Make checks payable to:

MIDCONTINENT COMMUNICATIONS
P.O. BOX 5010
SIOUX FALLS, SD 57117-5010



2 5 32 10042804903 00003491 10042804903 00003491 6



Contact Us: Midco.com or 1.800.888.1300

Total Amount Due

\$0.00

Pay By

07/04/18

Account Number

0123456789

Phone Services

\$00.00

Home Phone Package	06/15-07/14	00.00
	(Unpackaged Price \$00.00)	
Discounts:		
Phone Package Discount		-\$00.00

Get calling with a basic phone line ((XXX)XXX-XXXX) 8 calling features, unlimited local & domestic long-distance calling, plus voicemail with eVOICE.

Additional Phone Services

-\$0.00

For Telephone: (XXX) XXX-XXXX	06/15-07/14	-0.00
Federal Lifeline Support		

Taxes, Surcharges & Fees

\$0.00

Phone		
Federal Access		0.00
Federal Excise Tax		0.00
Universal Service Fee		0.00
Local Number Portability		0.00
County Govt 911 Emergency Surcharge		0.00
Federal TRS & Administration Fee		0.00
Access Recovery Charge		0.00
Telecom Relay Services		0.00
Gross Receipts Tax		0.00
Local Sales Tax		0.00
County Sales Tax		0.00
State Sales Tax		0.00

Frequently Asked Questions

What are Federal Access Charges?

These charges - proposed and authorized by the Federal Communications Commission (FCC) - provide for access to and maintenance of the local network.

What is the Federal Excise Tax?

The federal government mandates this tax, which is imposed on local and wireless phone services.

What is the Universal Service Fee?

In May 1997, the Federal Communications Commission adopted rules mandating all telecommunications carriers pay into a federal program called the Universal Service Fund (USF). The fund helps provide affordable telecommunications services for both low-income customers and customers in rural areas. It also provides discounts on internet access for eligible schools, libraries and rural healthcare providers.

What is the Local Number Portability Fee?

The Federal Communications Commission permits phone companies to add this charge to all phone lines as compensation for creating systems that allow residential and business phone customers to retain their existing local phone numbers (at the same location) when switching from one local phone service to another.

What is the County Government 911 Emergency Surcharge?

Local governments mandate this surcharge to help pay for emergency services such as fire and rescue.

Closed Captioning Inquiry: If you need assistance with closed captioning, you may contact us via email at closed_caption@midco.net, call us at 1.800.888.1300 or send a fax to 605.271.1986. For written inquiries, please contact Scott Anderson, Chief Legal Officer, 3901 N Louise Avenue, Sioux Falls, SD 57107.





Contact Us: Midco.com or 1.800.888.1300

Total Amount Due
Pay By
Account Number

07/04/18
0123456789

What is the Federal Telecom Relay Service (TRS) and Administration Fee?

All carriers providing interstate telecommunications must support TRS, which enables phone conversations between people with speech/hearing impairments and those without. The Federal TRS surcharge is assessed as a percentage of interstate toll charges.

What is the Access Recovery Charge (ARC) Fee?

The Access Recovery Charge (ARC) is a fee related to changes in FCC rules. This monthly fee is a way to recover the costs of providing access to the phone network.

What is the Telecom Relay Service Charge?

This state service charge helps to pay for the state relay center, which transmits and translates calls for hearing-impaired people.

What is the Gross Receipts Tax? This tax is on gross receipts derived from the furnishing of phone services. The service provider collects the tax and reports the collections annually to the Department of Revenue.

What are State and Local Taxes?

State, local and municipal governments mandate these taxes on goods and services.

What is Midco's policy on refunds for credit card transactions?

When a customer pays money on an account by credit or debit card, and there needs to be a partial or full refund to that card because of the customer's transaction, it is Midco's policy to issue a credit to the customer's account as long as it is within 30 days of the credit transaction. If there was an error in the amount charged to card by Midco, we may issue a credit to the customer's credit card with a manager's approval.

What is Midco's policy for returned payments?

If any payment is returned unpaid, Midco will apply a fee to your next monthly statement. The fee will be determined by the maximum non-sufficient funds (NSF) fee allowed by applicable law.

For customers who have authorized recurring payments: You authorize Midco to make a one-time electronic funds transfer (EFT) from your account to collect a fee. The fee will be determined by the maximum non-sufficient funds (NSF) fee allowed by applicable law.

If you plan on moving, please call 1.800.888.1300 or visit **Midco.com/Move** at least two weeks prior to your move to ensure a smooth transition of services. Then complete a change of address form with the U.S. Postal Service at **USPS.com** to make sure your mail always reaches you.

Call Before You Dig There may be underground wires located in your yard.

Digging into an underground wire could result in serious personal injury, service interruptions or property damage. If utility lines are cut, you may be liable for charges. Please call 811 or the appropriate number for your state to locate underground utility cables:

South Dakota 1.800.781.7474
North Dakota 1.800.795.0555
Minnesota 1.800.252.1166
Wisconsin 1.800.242.8511
Kansas 1.800.344.7322



Home Phone

Quick Start Guide

Review these helpful instructions to understand your Midco® home phone service and its many convenient features.

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Staying Connected Has Never Been Easier

Thank you for choosing Midco as your home phone provider!

You asked for it, and we answered the call to bring you great phone features.

This quick start guide provides helpful information to get you started with Midco home phone service.

We have even more tips and tools at **Midco.com/PhoneSupport**, where you can learn more about your Midco phone features, voicemail and assistance programs. You can also discover details on long-distance and international calling.

Equipment and Features

Voicemail

Voicemail allows you to access your phone messages while you're at home or away from home. Customize your greeting to let people know they've reached the right person.

Other robust voicemail functions include:

- Storage for up to 100 messages
- Messages up to three minutes long
- Retain new and saved messages for 30 days (saving messages as new does not reset the saved time)

To access voicemail from your home phone:

1. Dial **611** and follow the prompts. Your 10-digit mailbox number is your area code + phone number. If auto login is on, then skip to steps 2 and 3.
2. Press **#**.
3. If requested, enter your password, then **#**. Your default password is 0000.

To access your voicemail from another phone:

1. Dial **1.877.700.2224**, and follow the prompts. Your 10-digit mailbox number is your area code + phone number.
2. If requested, enter your **password** and then **#**. Your default password is 0000.

To manage your voicemail:

- Press **1** to play message.
- Press **2** to save message and go to next one.
- Press **3** to delete message and go to next one.
- Press **4** to save message as new.
- Press **7** to back up three seconds.
- Press **8** to pause/continue message.
- Press **9** to go forward three seconds.
- Press ***** to return to the main menu.

To navigate the main menu:

- Press **1** to retrieve messages.
- Press **7** to hear current date and time.
- Press **9** for your mailbox setup menu.

To set up your mailbox:

- Press **1** for greeting options.
- Press **2** to change password.
- Press **4** to enable/disable auto login.
- Press **8** to record your name.
- Press ***** to return to the main menu.

To set up your voicemail greeting:

Press **1** from the setup menu, and then choose one of these options:

- Press **1** to listen to your greeting.
- Press **2** to record greeting.
- Press **3** to delete greeting.
- Press ***** to return to the setup menu.

To change your password:

1. Press **2** from setup menu.
2. Enter your **new password**, followed by **#**. Your password can be up to 16 digits long. Be sure to remember your new password for future reference.
3. Re-enter your **new password** to verify it.

eVOICE

eVOICE is an option you can add on to your voicemail, so you can retrieve your voicemail using your phone and email. You'll receive an email informing you of a message, and you can listen to the message as an audio attachment. From the email, you can choose to save or delete the message as well.

You can manage the email address where you'd like to receive these voice messages at **Midco.com/MyAccount**, or you can contact us at 1.800.888.1300 for assistance with setting up eVOICE on your account. Learn more about using eVOICE at **Midco.com/PhoneSupport**. Select **Voicemail & eVOICE**, and then **eVOICE**.

Long-Distance & International Calling

If you are changing to Midco's long-distance service, you must notify your current carrier that you want to terminate your long-distance service with them.

- Some carriers will require written authorization.
- If you choose to keep your current long-distance carrier, you must notify them that Midco is now your local phone service provider.
- Midco must be designated as your long-distance carrier in order to take advantage of our Home Phone Package with unlimited, domestic long-distance calling. With this package, you can call certain countries as a long-distance call without paying international rates.

To make a long-distance call:

- Dial **1 + area code + seven-digit phone number**.

To make an international call:

- To reach countries with specified area codes next to the rate, dial **1 + (area code) + (local number)**.
- To reach countries without an area code specified, dial **011 + (country code) + (phone number)**.

For a current list of country codes, visit **Midco.com/PhoneSupport** and select **Long-Distance & International Calling**. You'll also find international calling rates to other countries not included in unlimited long-distance for Home Phone package customers, plus standard country calling rates for Basic Home Phone customers.

Terminating Call Manager

Terminating call manager is a feature you can add to your Midco phone service for a one-time activation fee. This service automatically block robocalls, telemarketers, polling services and other unsolicited calls.

- Terminating call manager from Midco “screens” all your home phone calls, and allows local calls to connect automatically.
- When unwanted callers attempt to reach you, they hear the announcement, “The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your Do Not Call Registry and hang up now. Otherwise, please press ‘1’ or stay on the line.”
- Regular long-distance callers will hear the announcement the first time they call, and then the service learns that they are an accepted caller.

To manage terminating call manager settings through your home phone:

- Dial ***95**, and follow the voice prompt to access privacy control. Press **2**, and select from these menu options:
 - Press **0** to block the last caller.
 - Press **1** to add a number to the blocked list.
 - Press **2** to remove a number from the blocked list.
 - Press **3** to remove all numbers from the blocked list.
 - Press **4** to add a number to the allowed list.
 - Press **6** to turn the entire service on.
 - Press **7** to turn the entire service off.
 - Press **8** to block private callers.
 - Press **9** to allow private callers.
 - Press ***** to repeat menu options.
- Dial ***96** to add the last caller’s number to the blocked number list. No further calls from that number will be allowed.

Contact us at **Midco.com/Contact** or 1.800.888.1300 to add terminating call manager to your phone service.

Three-Way Calling

To add a third person to a call:

1. Place your first caller on hold by pressing and quickly releasing the **flash** or **receiver** button on your phone.
2. After you hear a second dial tone, enter the **second phone number**.
3. When the second caller answers, press and quickly release the **flash** or **receiver** button to connect all callers.
 - If the second caller does not answer or if you get a busy signal, press and release the **flash** or **receiver** button to return to the first caller.
 - If one party disconnects, you can continue talking with the remaining person.
4. To end the call completely, simply hang up.

Call Forwarding Universal

Call forwarding allows you to forward calls temporarily to another number. Long-distance charges may apply to calls forwarded outside your local call area.

To forward calls to another number, even your cell phone:

1. Lift your handset, and press ***72**.
2. When you hear the dial tone, enter the **phone number** where you want to receive your forwarded calls. Wait for the person to answer.
 - To forward your calls to a long-distance number, be sure to press **1** before the **10-digit number**.
3. If no one answers the phone, or the line is busy, hang up and repeat steps 1 and 2. When call forwarding universal has been activated, you will hear a fast busy signal.
4. Verify that call forwarding is in effect by pressing ***72** on your phone. An announcement or two short tones followed by a dial tone confirm call forwarding is activated.

To deactivate call forwarding:

Lift your handset, and press ***73**. A stutter tone and a fast busy signal indicate that calls are no longer forwarding.

You can also manage this phone feature in My Account. For details, visit **Midco.com/PhoneSupport**. Select **Phone Features** and then **Call Forwarding**.

Anonymous Call Rejection

Reject all incoming calls that have been blocked or marked as private or anonymous calls. Please note some calls do not have caller ID information, because of equipment limitations of the caller's service provider.

To activate anonymous call rejection:

Lift your handset, and press ***77**. You'll hear two fast busy signals to confirm that the service has been activated.

To deactivate anonymous call rejection:

Lift your handset, and press ***78**. A stutter tone indicates the service has been cancelled.

You can also manage this phone feature in My Account. For details, visit **Midco.com/PhoneSupport**. Select **Phone Features** and then **Call Blocking & Screening**.

Selective Call Rejection

With selective call rejection, you can block up to 10 phone numbers from making incoming calls to your home phone number. In most instances, you may only be able to add a rejected number to your list after you've received a call from the unwanted number. We recommend you activate this feature immediately after hanging up from a call from the number you'd like to reject.

To activate and deactivate selective call rejection:

1. Lift your handset, and press ***60**.
2. Follow the recorded instructions.

Call Waiting

With call waiting, you hear a quick tone signaling you have another incoming call when you're already on the phone. If you have activated the call waiting ID feature, your caller ID equipment will also display the incoming caller's name and number.

To activate call waiting:

1. When you hear the tone, press and release the **flash** or **receiver** button on your phone to talk with the new caller.
2. To alternate between calls or return to your first caller, press and release the **flash** or the **receiver** button on your phone.
3. To end either conversation, simply hang up.

If one of your callers is still on the line, your phone will ring. When you pick up the call, you will be connected to the caller.

To turn off call waiting before a call:

1. Push ***70**. You will hear three short tones followed by a dial tone.
2. Place your call.

When you hang up, your call waiting feature is restored.

To turn off call waiting during a call:

1. During your conversation, press and quickly release the **flash** or **receiver** button on your phone.
 - If you do this while a call is coming in, you will answer the incoming call.
2. Push ***70** on your phone. You will hear three short tones followed by a dial tone.
3. Press and quickly release the **flash** or **receiver** button on your phone to return to your conversation.

When you hang up, your call waiting feature is restored.

Caller ID

With caller ID, you can find out who is calling you without having to pick up the phone! To use caller ID, your phone must have a display unit that stores names and numbers of recent callers. If not, you may purchase caller ID equipment separately.

To use caller ID:

When your caller ID service is activated, follow the directions with your display unit. Private or anonymous calls come from callers who have their names and numbers blocked.

To block/unblock your caller ID:

Upon initial installation of your digital phone service, your name and number will not be blocked unless you have chosen non-published service.

Caller ID Block

By default, your name and phone number will appear on the caller ID equipment of those you call, unless you have chosen non-published service. If you'd like to block your information from displaying before making a call, you can activate a caller ID block.

To use caller ID block:

1. Lift your handset, and press ***67**.
2. Enter the phone number you'd like to call. If the receiving party has caller ID, it will display "Private," rather than your name and number.

To unblock caller ID:

1. Lift your handset, and press ***82**.
2. Enter the phone number you'd like to call. If the receiving party has caller ID, it will display your name and number.

Distinctive Ring

Distinctive ring lets you know who's calling by sounding a special ring tone.

To use distinctive ring:

1. To set up or turn distinctive ring on or off for the most recent phone number that called you, pick up your phone after your call has ended, and dial ***61**.
2. Follow the recorded instructions.

See more menu options at Midco.com/PhoneSupport. Select **Phone Features** and then **Distinctive Ring**.

Speed Call 30

Also known as speed dial, this service allows you to store frequently called numbers and call them with quick codes instead of the entire phone number. Speed Call 30 allows you to store up to 30 frequently called numbers.

To program speed call 30:

1. Lift your handset, and press ***75**.
2. After the stutter tone, enter a **two-digit speed code** (choose any number, 00-29).
3. Enter the **phone number** you want assigned to that speed code (for long-distance numbers, include a "1" and the area code).
4. Press **#**. A fast busy signal indicates the number has been stored.

To change a number in your speed call 30 list:

1. Lift the handset, and dial ***75**.
2. After the stutter tone, enter the **two-digit code** you wish to change.
3. Enter the **new phone number** (for long-distance numbers, include a "1" and the area code).
4. Press the **#** key. A fast busy signal indicates the number has been stored.

To use speed call 30:

1. Lift the handset, and listen for a dial tone.
2. Dial ***** followed by the desired **two-digit speed code**.

Directory Listing

As a Midco phone customer, your information is entered into the directory for assisted phone calling and more.

- Non-published service ensures your number is not listed in the phone book or available for 411 information. Plus, your caller ID is automatically blocked on all outgoing calls.¹
- Non-listed service keeps your phone number from being listed in the phone book, but it will be available from 411 information.¹

For details about your current listing status or to make changes, please call us at 1.800.888.1300.

¹ Additional charges apply for non-published and non-listed service.

Assistance Options

Hearing & Speech Assistance

We provide hearing and speech support assistance to disabled customers throughout our region. With Telecommunications Relay Service (TRS), commonly known as relay calling, operators help facilitate communication between the calling and receiving parties. Simply dial **711** from your Midco home phone. For state-specific relay service numbers and other relay information, visit **Midco.com/PhoneSupport**. Choose **Assistance Programs** and then **Relay Services**.

Midco Lifeline

Low and fixed-income phone subscribers can apply for this government-assistance program, which helps them with their phone bill. Get more information and an application at **Midco.com/Lifeline**.

Directory Listing Exemption

Midco provides free directory-assistance calls to individuals with impaired vision or a qualifying disability that prevents the use of a phone book or other means of locating a phone number. Midco phone customers are eligible to receive this exemption, which does not include long-distance charges.

To apply for this exemption:

1. Visit **Midco.com/PhoneSupport**. Select **Assistance Programs** and then Directory Assistance.
2. Complete the application fields, and click **Submit**.
3. Once you have received approval from Midco, simply dial **0** to connect with the operator.

Need additional assistance? Contact us at **Midco.com/Contact** or 1.800.888.1300 to find out if your need can be accommodated.

Common Phone Questions

What happens if I lose power? Will I lose phone service or 911 service?

It's important to us that your safety is guarded in the event of a power outage.

- Your phone service equipment is backed up with constantly charging battery packs.² If a power outage occurs, the battery backup will provide up to eight hours of dial tone access if you use a corded phone.
- You may also purchase a 24-hour battery backup for your phone service equipment for extended dial tone access. Battery backups can be purchased at various retailers or by contacting us at 1.800.888.1300 or **Midco.com/Contact**.
- During a power outage, it's recommended that you limit phone usage so the dial tone is available for emergencies.
- In the event of a power outage, DO NOT touch the batteries, connections or equipment, as this can affect the battery life. If the batteries are removed during a power outage, dial tone will be lost until the power is restored, even if the batteries are replaced. Once power is restored, the batteries will begin charging again.

As with all of Midco services, we monitor the quality of our service 24/7. We respond immediately to any and all service interruptions.

What should I do if I don't have a dial tone?

1. Make sure none of your phones are off the hook.
2. If using a cordless phone, check that the battery is charged.
3. Check for lights on the front of your phone modem (eMTA). If you don't see any lights on the eMTA, make sure it is not plugged into an outlet controlled by a light switch or a power strip that may have switched off.
4. Unplug any devices connected to a phone jack, including answering machines, fax machines, and computers that use dial-up internet. Wait five minutes, and then check each phone jack for a dial tone with a corded phone to see if it is isolated to a single phone or jack.
5. Plug a corded phone into port 1/2 on your eMTA to check for dial tone. If you have dial tone at the eMTA, the issue may be related to your inside wiring.

If you still do not have a dial tone after performing the above steps, please call us from a different phone at 1.800.888.1300 for additional assistance.

² Not available in all areas. Most Midco phone modems do have a battery backup..

How do I receive fewer calls?

You can receive fewer telemarketing calls by registering your home and cell phone number with national and state Do Not Call listings. To sign up, call the national registry, or connect to your state's registry by phone or online. Remember to call from the phone you want registered on the list.

Do Not Call Registries

NATIONAL

Phone: 1.888.382.1222

Website: **DoNotCall.gov**

MINNESOTA

Phone: Call the national registry

Website: **ag.state.mn.us/Consumer/**
and click on **Unwanted Calls**.

NORTH DAKOTA

Phone: Call the national registry

Email: **ndag@state.nd.us**

Website: **attorneygeneral.nd.gov/**
and click on **Consumer Resources**.

SOUTH DAKOTA

Phone: Call the national registry

Website: **SDDoNotCall.com**

Why do I receive a “dial 1” message when I call a local number using redial on my phone?

If you are receiving a “dial 1” message when you try to call a local number using redial on your phone, it’s because the caller ID feature only displays numbers in a ten-digit format. When you use redial, your device will try to dial the full ten-digit telephone number. You are receiving the message because local calls do not require the area code.

To avoid this message, either manually dial the seven-digit local number or check with your caller ID manufacturer to see if it is possible to remove the area code before redialing.

Why do I hear clicks or beeps when dialing a phone number?

Your phone may be set for tone and not pulse. Adjust your phone to set it for pulse.

Online Resources

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com**. Check it out today!

Midco.com/Support

Visit our online library of helpful tools and information for you. Get help with using long-distance and international calling, setting up your voicemail and more.

Midco.com/MyAccount

- View your current statement to see your list of services, and check out past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive email and text updates about your account.
- Manage your home phone services.
- Get your Connect-A-Friend referral savings code.

Don't have My Account access yet? Go to **Midco.com/MyAccount**, and select **Register**. After you've created a My Account, you can also download the Midco My Account app from the App Store® or Google Play™.³

Policies

Midco provides home phone service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy

24/7 Support

Have a question? Let us know! Reach out to us in person at one of our local Customer Experience Centers. We also offer customer service by phone, email, live online chat and through social media. Just visit **Midco.com/Contact**.

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