

# Emergency Numbers



**EMERGENCY  
CALLS ONLY**

**9.1.1**

TTY Customers 9-1-1

**FIRE•POLICE  
AMBULANCE**

Fulton, Hancock,  
Henderson, McDonough,  
Schuyler and Warren Counties



## NON-EMERGENCY NUMBERS

	<b>FIRE</b>	<b>POLICE</b>
Adair	1-309-653-2363	
Astoria	1-309-329-2345	1-309-329-2660
Bardolph	1-309-772-2416	
Blandinsville	1-309-652-3202	1-309-652-3815
Bushnell	1-309-772-2416	1-309-772-9524
Colchester	1-309-776-3233	1-309-776-4050
Colusa		1-217-357-2115
Good Hope	1-309-456-3536	1-309-833-2323
Hickory-Kerton	1-309-329-9912	
Industry	1-309-254-3332	
Littleton	1-309-257-2311	1-217-322-4366
Lomax	1-217-449-3322	1-888-867-1101
Macomb	1-309-836-7800	1-309-833-4505
Prairie City	1-309-772-2416	1-309-833-2323
Raritan		1-309-867-4291
Roseville	1-309-734-8383	1-309-734-8383
Sciota	1-309-456-3536	1-309-833-2323
Smithshire	1-309-734-8383	1-309-734-8383
Swan Creek	1-309-734-8383	1-309-734-8383
Table Grove	1-309-758-5534	1-309-547-2277
Tennessee	1-309-776-3233	1-309-776-4050
University Police		1-309-298-1949
Vermont		1-309-547-2277

## Sheriff Non-Emergency

Fulton	1-309-547-2277
Hancock County	1-217-357-2115
Henderson County	1-888-867-1101
McDonough County	1-309-833-2323
Schuyler County	1-217-322-4366
Warren County	1-309-734-8506

## State Police

Non-Emergency	1-309-833-4046
Weather/Road Conditions	1-309-833-4613

## FBI

Non-Emergency	1-217-522-9675
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## National Response Center

Toxic Chemical/Oil Spills	1-800-424-8802
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## Poison Information

Illinois Poison Center	1-800-222-1222
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## Tornado

Call the nearest local Police, Sheriff or State Police.  
Reports will be relayed to the responsible U.S. National Weather Service Office.

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2nd Place Photo  
by Andy Mourning of Colchester



3rd Place Photo  
by Joy Pollock of Colchester

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## Community Pages

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### Business Office

210 North Coal, Box 359, Colchester, IL 62326  
309-776-3211 or 1-888-640-4334

Telephone, Video &  
High Speed Internet Repair

From McDonough Telephone Exchanges ..... Dial 611  
From other areas, including cellular ... Dial 1-309-776-3214



Jay Griswold  
President

### Directory Assistance

For local or long distance  
published listings:

**Dial 411 or**

**1-area code-555-1212**

For a toll-free number listing:  
**Dial 1-800-555-1212**

## Collection Policies

The following rules have been established by the McDonough Telephone Cooperative Board of Directors in regard to the payment of assessments.

1. Bills are processed on or about the twenty-first (21st) of each month. Bills will be available online for viewing and payment the day after processing. Members opting to receive paper bills will receive them by the first of the month. The online and paper bill statements will show local service charges for the next month, toll charges from the current month, high speed Internet and video charges and any applicable taxes. Charges for optional features, service orders, changes in service and installation fees will also appear.
2. Monthly bills are to be paid by the fifteenth (15th) of the month. Payment may be made by cash, check or money order as well as by MasterCard, Visa, Discover or American Express. McDonough AutoDebit is a free service for having your phone bill debited directly from your checking account each month.
3. Payments may be made:
  - In person at our business office
  - By postage paid return mail
  - Automatically with McDonough AutoDebit
  - Online with a debit or credit card
  - By phone with a credit or debit card
  - At the Fortress Bank-Colusa, State Bank of Industry or Raritan State Bank
4. Monthly bills not paid by the fifteenth (15th) of the month in which they are due are subject to a five percent (5%) late fee. A second notice will be sent to the member.
5. Monthly bills not paid by the twenty-fifth (25th) of the month in which they are due may result in disconnection.
6. Members who have telephone, high speed Internet or video services disconnected due to non-payment will be assessed a service restoral charge for each service reactivated.

## Preferred Carrier Freeze

“Slamming” – changing a telephone subscriber’s long distance carrier without his or her permission – has become a serious concern in the telecommunications industry. McDonough Telephone offers its members the option of authorizing a “Preferred Carrier Freeze.” With this freeze in place, your long distance carrier cannot be changed without your permission. There is no charge for this service.

## Regulations and Tariffs

The Cooperative furnishes all of its various services subject to its published regulations and tariffs, a public file of which is located in the Business Office. A representative of the Cooperative will gladly lend assistance in securing information from these regulations and tariffs.

## Directories

The vast majority of directory listings are correct. However, due to the size of this job, some errors are bound to occur. If your listing in the directory is incorrect, it cannot be changed until the next edition of the directory is issued. In the meantime, we can make sure the listing is correct in Directory Assistance records. Attachment of any binder, holder or auxiliary cover of any advertising nature to the directory cover is strictly prohibited.

## Your Telephone Number

Your telephone number is the property of McDonough Telephone Cooperative. We may change your number or designation at any time if it becomes necessary in order to provide improved service to the community.

## Stopping Phone Service When You’re Out of Town

When you wish to stop your telephone service, call your Customer Service Representative. There is no charge for disconnection, and charges to your bill can be stopped the day you call. As an alternative, we offer an option for temporary suspension of your service (for example, when you’re going on vacation). Service can be restored on short notice when you return. If you move, our Changed Number Announcement feature can notify callers of your new phone number when they dial your old number.

## If You Have a Complaint

If you have a complaint about any aspect of service you receive from McDonough Telephone, call your Customer Service Representative at 309-776-3211 or 1-888-640-4334. The representative will answer your questions and make every effort to resolve your problems.

If you are not satisfied with the help you receive from a Customer Service Representative, ask for our manager. If your complaint is about credit, billing, deposits, or termination of service, you can set up a personal meeting with a McDonough Telephone representative whose job it is to resolve those disputes.



# Help With Basic Phone Service

## Assistance Programs

Every person in America should have equal access to quality, affordable telecommunications service. This, being the primary principle of Universal Service, has been the goal of the telecom industry for decades. In order to achieve this goal, carriers now have access to a telecom service nationwide. The programs are: Link-Up America (Link-Up) and the Lifeline Assistance Program (Lifeline). Link-Up and Lifeline are part of the fund's Low-Income Program and are intended to provide discounts to eligible, low-income consumers to aid in the setup and maintenance of their telephone service.

To qualify for assistance, households must participate in one of the following government programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Federal Veterans Pension or Survivors Pension OR household annual income is at or below 135% of the Federal Poverty Guidelines. To apply for assistance, contact a McDonough Telephone representative.



## Would You Like to Help Others?

In February 1993, Universal Telephone Service Assistance Program (UTSAP) was created to help low-income households in Illinois obtain telephone service. UTSAP is administered by the Universal Telephone Assistance Corporation (UTAC), a not-for-profit organization made up of local telephone companies throughout Illinois. Since March 1993, UTAC has been soliciting voluntary contributions to support UTSAP.

With your help, UTAC can continue to provide assistance to low-income households. Contact your McDonough Telephone service representative if you'd like a monthly contribution to UTSAP added to your telephone bill. You may send a one-time contribution directly to UTAC at:

**Universal Telephone Assistance Corporation,  
PO Box 1176, Springfield, IL 62705  
Find us at [www.linkupillinois.org](http://www.linkupillinois.org).**

In December 2007, new rules went into effect governing the use of CPNI. CPNI is the information about you to which we, as your telephone company, have access. This includes such things as the services you purchase, your long distance carrier, the fees you're charged and your call detail. This data has always been maintained in strict confidence by McDonough.

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## CPNI - Customer Proprietary Network Information

The Federal Communications Commission (FCC) determined to enact even stricter rules to protect the privacy of subscribers. The target of these rules was mainly call detail – who you call, when you call, how much a call costs and the duration of a call. Due to the latest actions of the FCC, McDonough representatives must now follow specific guidelines when discussing account information with members:

1. To make any change to an account (add or remove calling features, change carrier or address), you must be an authorized person on the account.
2. To discuss call detail, you must be an authorized person on the account and know the account password or provide the call information yourself.
3. We can also return a call to the phone number of record or send the call detail information to the address of record for the account.
4. We can discuss call detail information in our business office with an authorized person on the account who has a valid photo ID matching the name(s) listed on the account.

The new CPNI rules also require us to send a letter anytime there is a change in an account's mailing address, email address or password. The letter will be sent to the address of record prior to the change.

To add other authorized persons or a password to your account, please contact our business office.

## Illinois Digital Divide Elimination Fund

The Digital Divide Elimination Fund was established in Illinois to bridge the gap between schools and municipalities with the resources to provide their citizens – especially the youth – with computer training and those inner city and rural areas less able to afford the equipment and training to create needed computer access. Voluntary contributions help support the fund. If you are interested in helping Illinois residents learn the skills they need to compete for good jobs in the new economy, contact our office to arrange a monthly donation amount to be added to your telephone bill. One-time contributions are also welcome and should be sent to:

**DCEO  
500 East Monroe  
Springfield, IL 62701**

## Statement of Nondiscrimination

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TDD).

USDA is an equal opportunity provider and employer.

## Harassing Calls

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

- Making lewd or indecent comments or requests with 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 intent to harass;
- Knowingly allowing any telephone under one's control to be used for any of the above.

If you receive obscene, harassing, or threatening calls, hang up as soon as you realize the nature of the call. Don't give out any information such as name or address and tell your children and guests not to give out any information. If the calls persist, call your McDonough Telephone Customer Service Representative.

## Fraudulent Calls

It's illegal for another person to charge long distance calls to your number or calling card without your permission. At McDonough Telephone, we take this very seriously.

For your protection, we have installed new equipment and procedures to help us detect and investigate fraudulent calls. It is against state laws to defraud or attempt to defraud the phone company of its lawful charges. If convicted, violators are subject to imprisonment and/or a fine.

## National Do Not Call Registry

The National Do Not Call Registry is open for business, putting consumers in charge of the telemarketing calls they get at

home. The Federal government created the national registry to make it easier and more efficient for you to stop getting telemarketing calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov) or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. You may register up to three phone numbers, including your cellular phone. Registration is free.

After you register, it will take 31 days for your registration to become effective and you're permitted to file a complaint. Complaints can be filed at the National Do Not Call Registry page or by telephone at the toll-free numbers listed above. You must provide the date the company called your registered phone number.

The Federal Trade Commission (FTC), the Federal Communications Commission (FCC), and the states are enforcing the National Do Not Call Registry. Placing your number on the registry will stop most, but not all, telemarketing calls. For more information, visit the web site [www.donotcall.gov](http://www.donotcall.gov).

## 900 Pay-Per-Call Rules

The Federal Communications Commission (FCC) adopted rules for pay-per-call 900 services under the Telephone Disclosure and Dispute Resolution Act of 1992. These rules are designed to protect consumer rights.

Pay-per-call services are those information services that are offered through 900 numbers and carry a fee greater than the cost of simply transmitting a call. Any interstate service that charges consumers for information - other than telephone directory assistance - must be provided through a 900 number. Pay-per-call services are not allowed on toll-free calls, such as 800 numbers, unless services are paid by a prepaid account or credit card. Callers to toll-free numbers may not be transferred to 900 numbers.

Local telephone companies must offer consumers the option of blocking access to 900 number services if technically feasible.

Telephone companies may not disconnect local or long distance telephone service for failure to pay 900 number charges. However, all other charges on the bill that are not part of the disputed amount must be paid. Non-payment of 900 number pay-per-call services may result in involuntary blocking of access to the pay-per-call programs. Pay-per-call services must be shown in a portion of the bill separate from local and long distance charges. Information outlining consumers' rights and responsibilities with respect to payment of information service charges must be included with the bill.

McDonough Telephone Cooperative offers blocking of 900 and collect calls at no charge to the membership on a one-time basis. Members wanting to unblock are assessed the normal service order charges.

# Customer Information

## Customer Assurance Plans

Some problems that develop with your phone, video and Internet services are our responsibility, and some are yours. The diagram below illustrates how the Network Interface device marks the dividing point.

Wiring and equipment outside the home are the responsibility of McDonough Telephone and will be repaired at no cost to you unless you're found to be at fault for the damage (i.e. cut drop or cable).

Wiring and equipment inside the home – with the exception of certain equipment which McDonough Telephone owns (such as set top boxes and routers) – are your responsibility. When there is trouble with your inside wiring and jacks, you will be responsible for the expense of getting them fixed. Choosing one of our two Customer Assurance Plans means choosing peace of mind for an economical monthly fee.

### Basic Customer Assurance Plan – all services covered at one physical address

- Premise and hourly charges waived for repairs of inside wire and jack to phone, TV and Internet **during business hours** (Monday-Friday, 8 am-5 pm, excluding holidays)
- Customer responsible for materials

### Elite Customer Assurance Plan – all services covered at one physical address

- Includes Basic Customer Assurance Plan coverage
- Covers 8 am-10 pm non-business hours repairs, including weekends and holidays
- Allows for 2 'free trips' per calendar year for troubles **not** caused by inside wiring or jacks (e.g. equipment unplugged, bad batteries, reprogram remote, set up wireless router, etc.)

- Free Voice Mail on one line (regularly \$3/month)
- 15% discount on certain customer owned equipment purchases and eligibility for various specials and drawings throughout the year

Term length of both plans is one year; in case of early termination, customer is still responsible for 12 months billing. Call our office for more details.

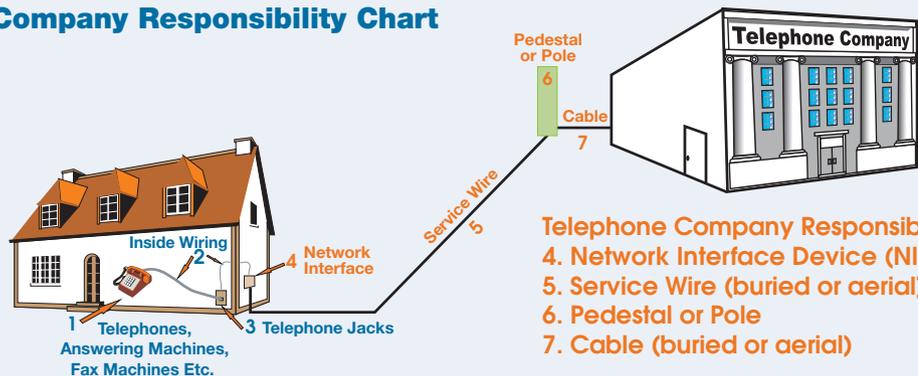
## Troubleshooting Tips

If you are experiencing telephone problems, you may wish to do some troubleshooting before calling the repair service to determine whether the problem involves inside wiring or a situation outside of the home. Go outside to the NID and remove the cover. Plug a working telephone into the jack. (See illustrations on the following page.) If you receive a dial tone, then the problem is in the inside wiring or in your equipment. If you do not receive a dial tone, the problem is in the outside wiring or equipment, and you should call repair at 611. If calling from a cellular phone or from outside the McDonough Telephone service area, call repair at 1-309-776-3214.



## Customer & Telephone Company Responsibility Chart

- Customer Responsibility**
1. Phones, cords, fax, modem answering machines, etc.
  2. Inside Wiring
  3. Telephone Jacks



- Telephone Company Responsibility**
4. Network Interface Device (NID)
  5. Service Wire (buried or aerial)
  6. Pedestal or Pole
  7. Cable (buried or aerial)

## Copper Network Interface Device

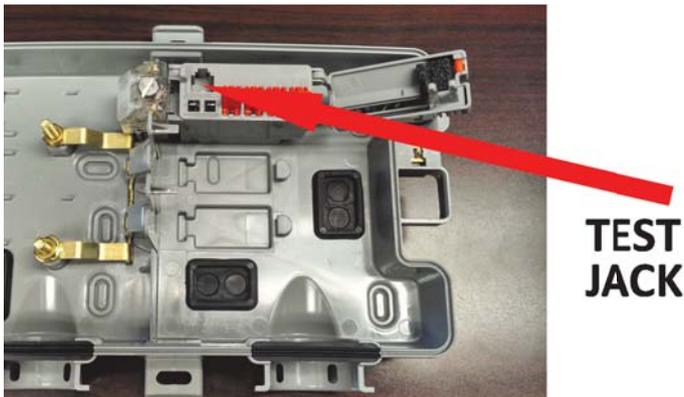


## McDonough Telephone Cooperative Policy on Subscriber-Owned Equipment

The following is the cooperative policy on subscriber-owned equipment:

1. Members are required to own and connect their own telephone equipment.
2. Members are permitted to install their own inside wiring.
3. All subscriber-owned equipment will be connected with FCC-approved standard jack and plug.
4. Members may contact our business office with any questions concerning purchase, installation or maintenance of customer premise equipment.

## Copper Network Interface Device



## Fiber Network Interface Device



These are pictures of the different Network Interface Devices (NIDs) McDonough Telephone currently has in use. To troubleshoot problems with your telephone service, open the cover of your NID and plug a working telephone into the test jack. If you get a dial tone, the problem is in your inside wiring or equipment. If you do not get a dial tone, the problem is outside your home. Call our repair department at 611 from your home phone or from a cellular phone, or outside our service area, dial 1-309-776-3214.

# Customer Information

## Service Quality Requirements

Effective October 1, 2012, the Illinois Commerce Commission adopted Administrative Code 732, establishing minimum standards for service for local exchange carriers. The rule provides for automatic credits to subscribers when the standards are not met. Details of Code 732 are as follows.

## Local Exchange Service Quality Requirements\*

Subject to certain exclusions and limitations, any telephone company providing local exchange service in Illinois is required to:

- Install basic local exchange service within 5 business days after receipt of a complete order from a customer or 3 business days after the provisioning of the line by the carrier whose network or network elements are being utilized by your local exchange company or by a customer-requested later date. If a customer requests an installation date that is beyond 5 business days, service must be installed by the customer requested date.
- Restore basic local exchange service within 30 hours of receiving proper notice that a customer's telephone service is out-of-service.
- Keep all repair and installation appointments for basic local exchange service when the company informs the customer that a premise visit requires the customer to be present for the appointment. If the company is unable to keep the appointment, notice must be provided no later than 8:00 P.M. on the day prior to the scheduled date of the appointment.

If the telephone company fails to achieve these requirements, you may be eligible for a credit or other relief. The telephone company will automatically calculate any appropriate credit and apply it to your next bill.

Customers may not be entitled to a credit when:

1. an emergency situation arises,
2. a customer's willful or negligent act prevents the company from providing service,
3. a customer's inside wiring or telephone equipment malfunctions,
4. the customer misses an appointment or requests a later appointment,
5. the carrier's right to refuse service occurs as provided for in Commission rules, or
6. the carrier is lacking facilities at the service location.

## For Repair of Out of Service Conditions

The calculation of the automatic credit is based upon the following:

30-48	Hours Pro-rata credit
48-72 Hours	33% recurring monthly charges
72-96 Hours	67% recurring monthly charges
96-120 Hours	100% recurring monthly charges
>120 Hours	Alternative telephone service or \$20 per day (at the customer's option)

## For Installation

The calculation of the automatic credit is based upon the following:

After 5 business days**	50% installation charges (Link-Up credit of \$25)
After 10 business days**	100% installation charges (Link-Up credit of \$50)
>10 days	100% installation charges (Link-Up credit of \$50) and alternative telephone service or \$20 per day (at the customer's option)

If the local exchange telephone company misses an appointment without providing the required notice to the customer, an automatic credit of \$25 will be issued.

If you have any questions about these service quality requirements, you should call your local telephone company's business office.

*\* The above requirements are based on 83 Illinois Administrative Code 732. They are subject to change by the Illinois Commerce Commission.*

*\*\* The different scenarios in the first bullet are applicable in the calculation of the credit.*



# Calling Information



## Local Calling

Calls from these listed exchanges to the areas indicated are included as part of local calling no matter which long distance carrier you use. As of February 27, 2021, you must dial the full ten-digit phone number to complete a call, whether local or long distance. To ensure a continuing supply of telephone numbers, the Illinois Commerce Commission has approved a new 447 area code that will be added to the area served by 217. This is known as an area code overlay. To complete local calls, the new dialing procedure requires callers to dial area code + telephone number or 1 + area code + telephone number. Beginning February 27, 2021, you must use the new dialing procedures, as described above.

**FROM ADAIR TO:**  
Table Grove  
Bardolph

**FROM BARDOLPH TO:**  
Adair  
Good Hope

**FROM BLANDINSVILLE TO:**  
Colchester  
Good Hope  
La Harpe

**FROM COLCHESTER TO:**  
Blandinsville

**FROM GOOD HOPE TO:**  
Bardolph  
Swan Creek  
Blandinsville

**FROM INDUSTRY TO:**  
Littleton

**FROM LITTLETON TO:**  
Industry  
Rushville

**FROM RARITAN TO:**  
Smithshire

**FROM SMITHSHIRE TO:**  
Raritan

**FROM SWAN CREEK TO:**  
Good Hope

## FREE Intra-Cooperative Calling

All McDonough Telephone members using MTC Communications as their long distance carrier can call any other McDonough Telephone member in any exchange free of charge. An itemized listing of the calls will appear on the phone bill with a zero rating in the "amount" column. McDonough Telephone Exchanges are:

Adair . . . . .(309) 653	Colchester . . .(309) 776	Good Hope. . .(309) 456	Raritan . . . . .(309) 746	Tennessee . . .(309) 776
Bardolph. . . . .(309) 769	Colusa. . . . .(217) 755	Industry . . . . .(309) 254	Sciota . . . . .(309) 456	New Philadelphia
Blandinsville. .(309) 652	Doddsville. . .(309) 257	Littleton . . . . .(309) 257	Smithshire . . .(309) 325	. . . . .(309) 769
Brooklyn . . . . .(309) 257	Fandon . . . . .(309) 776	Lomax. . . . .(217) 449	Swan Creek . .(309) 774	Youngstown. .(309) 774

## Cities Within Your MSA

### Galesburg–Macomb (17)

Abingdon	Blandinsville	Ferris	Knoxville	Nauvoo	Sutter
Adair	Bowen	Fountain Green	La Fayette	Niota	Swan Creek
Altona	Bushnell	Galesburg	La Harpe	Oneida	Vermont
Astoria	Cameron	Gilson	Littleton	Plymouth	Victoria
Avon	Carthage	Good Hope	Lomax	Prairie City	Warsaw
Bardolph	Colchester	Gulfport	London Mills	Raritan	Wataga
Basco	Colusa	Hamilton	Macomb	Roseville	Williamsfield
Bigsville	Dallas City	Industry	Maquon	Smithshire	
Bishop Hill	Elvaston	Kirkwood	Monmouth	Stronghurst	

# Calling Features

Special calling services can provide both business and residential customers greater freedom and convenience. Have your calls forwarded to a different location, be signaled that a second call is coming in while you're on the phone with another party, know the identity of an incoming caller without picking up your phone – these capabilities and many more are available through special calling features. On the following pages are descriptions of many of the features available from McDonough Telephone and instructions on how to use them. **For more information about any of the services offered by McDonough Telephone Cooperative or to order any of the services, call 309-776-3211 or toll-free 1-888-640-4334.**

## For Your Information:

**Star (\*) and Pound (#) Keys** – many of the calling features require the use of either the star (\*) or the pound (#) key. These keys are located on the bottom row of your touch pad on either side of the 0 (OPER) key.

**Hookswitch** – the button that disconnects your call when you hang up the receiver. Whenever you are instructed to depress the hookswitch in the application of a calling feature, hold it down for just one second. Some phones will have a “Flash” button that performs the same function as the hookswitch.



## Voice Mail User Guide

Detailed instructions are available when you sign up for this feature. Does not require the purchase of any additional equipment.

**To access your mailbox: Dial your area code + your exchange prefix + 8222 (Macomb customers should dial 309 + 575 + 8222).** If using Auto Login and accessing from your home phone, no further entry is required. Otherwise, press # from your home phone or enter your password followed by # if accessing from a remote phone. The default password is 0000 until you change it.

**Press 1 to retrieve messages.** The message retrieval chart on page 11 illustrates the options available to you.

**Press 7 for Date & Time.**

**Press 9 to setup your mailbox.** Mailbox setup choices are: (1) Greeting Options; (2) Change Password; (4) Enable/Disable Auto Login; (\*) Return to Main Menu; or (0) Repeat Instructions.

The Greeting Options chart on page 11 lists the choices available to you for recording a personalized greeting. If you don't want to record your own greeting, the system's default greeting will be used.

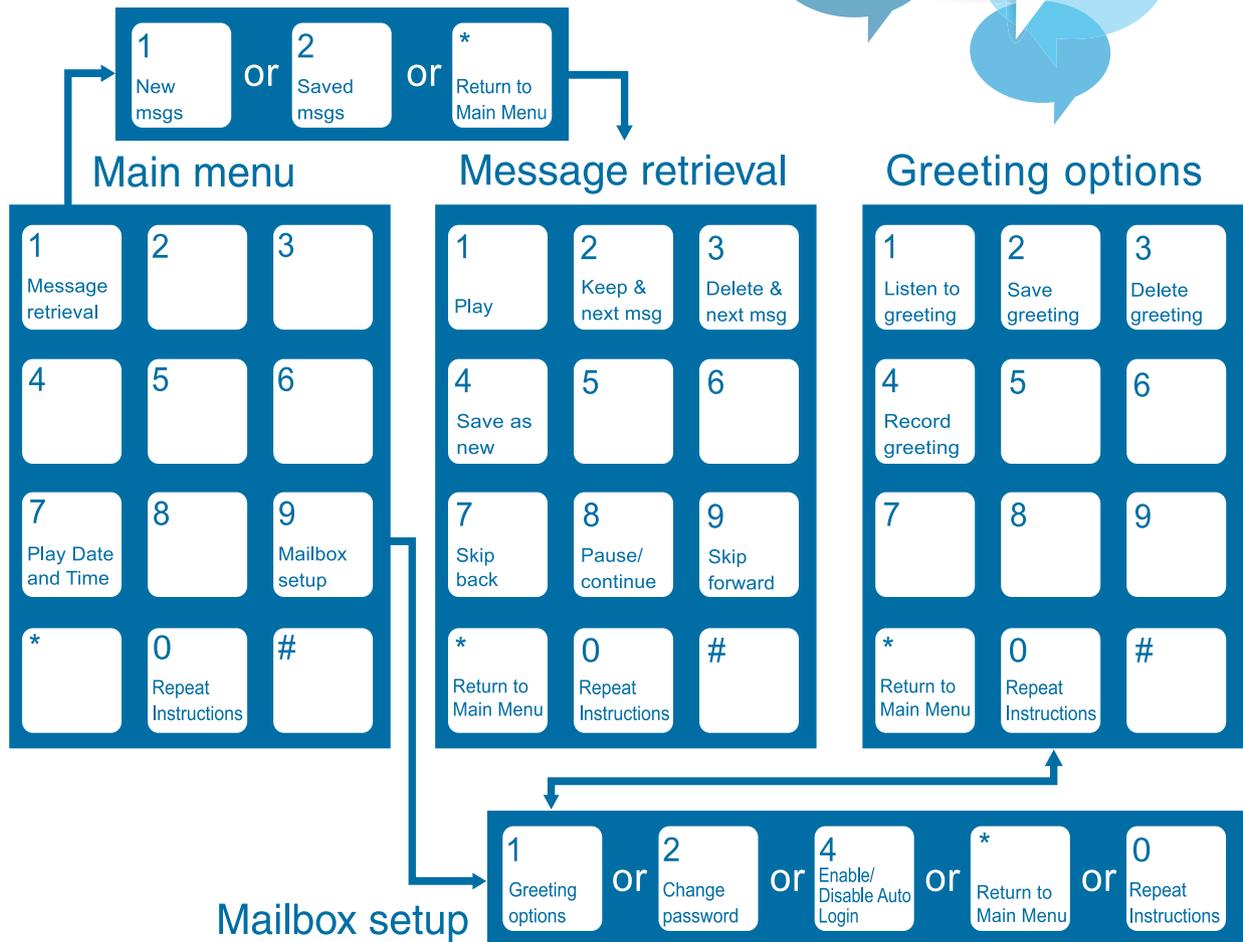
To change your password, press 2 in the Mailbox Setup menu, and enter your new password (up to 16 digits), followed by the # key. To verify, enter the password again.

To Enable/Disable Auto Login, press 4 in the Mailbox Setup menu. Press 1 to change setting from Enable to Disable or from Disable to Enable.



## Voice Mail System User Guide

*Simple*  
*Convenient*  
*Reliable*



# Calling Features



Two calling features are included with Voice Mail:

## Call Forward Don't Answer

Allows a telephone call to be forwarded to your Voice Mail if the call is not answered in a specified number of rings.

**Dial \*92 to activate.** When you get a second dial tone, enter the number of rings (between 2-9) that you want your phone to ring before the call is sent to Voice Mail. Enter your Voice Mail access number (area code + prefix + 8222). To change the number of rings, dial \*93. Then, repeat the original steps for setting up the number of rings.

**Dial \*93 to deactivate Call Forward Don't Answer.**

## Call Forward Busy

Allows a telephone call to be forwarded to your Voice Mailbox whenever your line is busy.

**Dial \*90 to activate.** When you get a second dial tone, enter your Voice Mail access number (area code + prefix + 8222).

Notes:

- Either of these calling features can be used to forward calls to a number other than your Voice Mail. The alternate phone number would be entered in place of your Voice Mail access number. Any toll charges incurred by sending a call to a long distance number will be billed to your line.
- A stutter dial tone indicates you have a new Voice Mail message. You can dial out over the stutter dial tone.
- Setting up or changing your password must be done from your home phone.
- **Also available – FREE Email Notification**

## Automatic Call Back

Continues to try to complete a call to the last number dialed, regardless of whether the original call was answered, unanswered, or busy.

**Dial \*66 to activate** and wait for normal ringing. If the line is busy, your phone will check the number for up to 30 minutes. A special ring will alert you if the line becomes free. Lift the handset and complete the call. **Dial \*86 to deactivate.**

## Automatic Recall

Announces the number of the last incoming call via recorded voice and automatically recalls the number if desired. Must be activated before another incoming call is received. If redialed number is busy, the feature remains active for 30 minutes and will alert you by ringing you back when the number is no longer busy. Will also identify an ignored Call Waiting beep.

**Dial \*69 to activate** and listen for an announcement indicating either: (1) the number of the last incoming call, as well as the time and date of the call, OR (2) that the number cannot be tracked or that it is originating from a private or blocked number. **Dial \*89 to deactivate.**





## Call Waiting

Alerts you to an incoming call while you are on the line with another party. You have the option of terminating conversation with the original party and taking the new call, alternating between calls, or ignoring the beep. If you ignore the beep, the calling party will hear normal ringing and may think you are not at home.

To terminate the original call and take the incoming call, hang up. The first call will end and the second call will ring through. To keep both calls active, **depress and release the hook-switch**. You will be connected to the second call. Each time you depress and release the hookswitch, you will alternate between calls.

## Cancel Call Waiting (Included with Call Waiting)

Turns off Call Waiting for the duration of an individual phone call.

**Dial \*70 to activate before placing a call** and listen for a special tone which verifies that Call Waiting has been canceled. When you disconnect your call, Call Waiting is automatically reactivated.

## Call Forwarding

Forwards calls to another specified phone number, even a cellular phone.

**Dial \*72 to activate** and listen for the dial tone. Enter number where you want your calls forwarded; if no answer at destination number, repeat sequence. Two beeps indicate feature is activated. **Dial \*73 to deactivate** and wait for two beeps.

## 3 Types of Caller ID

### Caller ID – Number Only

Displays the number, time and date of an incoming call to a specially equipped telephone or display box.

### Caller ID – Name and Number

Displays the name, number, time and date of an incoming call to a specially equipped telephone or display box.

### Caller ID – Call Waiting

Displays the name, number, time and date of an incoming call both in the regular manner and when you receive the Call Waiting tone to a specially equipped telephone or display box. **You must also subscribe to Call Waiting.**

## Caller ID Blocking

Prevents delivery of your name and number to other Caller ID devices. Provided free of charge to all members and works on an individual call basis.

**Dial \*67 to activate** and listen for the verification tone followed by a dial tone. This sequence must be repeated with every call for blocking to be in effect.



# Calling Features



## Changed Number Announcement

Provides voice notification of a subscriber's new telephone number to parties calling the old telephone number for a period of three months. Contact our business office.

## Distinctive Ringing

Produces a special ringing pattern for calls from a directory list of 16 numbers which you define. Calls from any other numbers produce a standard ring.

**Dial \*61** and follow the instructions.

## Selective Call Acceptance

Allows only calls from a list of numbers you specify to ring through. All other calls will be routed to an announcement and rejected.

**Dial \*64** and follow the instructions.



## Selective Call Rejection

Reroutes calls from a defined list of numbers to an announcement and rejects them. All other calls are allowed to ring through.

**Dial \*60** and follow the instructions.

## Simultaneous Ring

Simultaneous Ring allows a group of five user-defined numbers – the main pilot number and up to four additional numbers – to be alerted at the same time when an incoming call is received. The first person who answers the call is connected to the calling party while the calls to the other member directory numbers are released.



**Dial \*55** to activate and follow instructions to enter your list of numbers or to make changes to an existing list. Press 3 to turn the service on/off. Changes to the number list can also be made from a remote location with a PIN. Detailed instructions are available in our business office.

## Speed Calling – 8 Number

Allows you to establish a repertoire of 8 numbers that can be called by dialing a one-digit code.

**Dial \*74 to program** and listen for the dial tone. Press the one-digit (2-9) code followed by the phone number. Two tone bursts indicate that the number is recorded. Follow this procedure to enter up to 8 numbers. To change a number, dial \*74 and enter the number following the steps above. To use, dial the one-digit (2-9) code and press #.



## Speed Calling – 30 Number

Allows you to establish a repertoire of 30 numbers that can be called by dialing a two-digit code.

**Dial \*75 to program** and listen for the dial tone. Press the two-digit (20-49) code followed by the phone number. Two tone bursts indicate that the number is recorded. Follow this procedure to enter up to 30 numbers. To change a number, dial \*75 and reenter the number following the steps above. To use, dial the two-digit (20-49) code and press #.

## Teen Ringing

Connects two telephone numbers to a single party line, each having a unique ringing pattern. Great for families with teenagers or for home businesses who want a separate number for home and for business. If you have Call Waiting, you will hear one tone for your primary number and two short tones for your additional line.

## Smart Telemarketer Call Screening

Intercepts calls, announces you don't accept calls from telemarketers and instructs them to add you to their "Do Not Call" list. Allows you to set up an accepted caller list and a blocked caller list.

**Dial \*95 to program.** 1=Adds a number to your blocked list; 2=Removes a number from your blocked list; 3=Removes all numbers from your blocked list; 4=Adds a number to your known list; 6=Turns the entire service ON; 7=Turns the entire service OFF; 8=Blocks calls from Private callers; 9=Allows calls from Private callers; \*=Repeats menu options. To add the last caller's number to your Blocked List, simply hang up and dial \*96.



# Calling Features



## Three-Way Calling

Allows you to carry on a three-way conversation with parties at two other locations.

During your initial call, depress the hookswitch for one second to put Person A on hold. Listen for a short tone burst, followed by a dial tone. Dial the number of Person B. When Person B answers, depress the hookswitch for one second to get Person A back on the line. If Person B does not answer, depress and release the hookswitch twice, each time for one second, to return to Person A and release the second call.



16

## Toll Control With PIN

Blocks all outgoing 1 + calls from your phone unless a four-digit PIN number which you select is entered. Local calls can also be blocked if you wish. (911 is never blocked.) Select up to ten phone numbers that can be dialed without using the PIN (optional).

Dial the number you wish to call. A recording will tell you that the number can't be dialed from this phone. Enter your four-digit PIN and the call goes through.



## Other Services Available From McDonough Telephone:

**Automatic Line** – automatically connects your phone to a pre-assigned number when it is removed from the hook

**Conference Bridge** – offered free to our business customers; allows up to 18 sites to be tied together on one call. Contact our plant department for scheduling

**Denied Origination** – allows only incoming calls

**Denied Termination** – allows only outgoing calls

**Selective Call Forwarding** – allows calls from a special list of numbers to be forwarded to another specified number

**Toll Denial** – restricts your line from originating toll calls; only local seven digit calling is available

**Universal Transfer** – allows the transfer of an established call to another line; requires Three-Way Calling

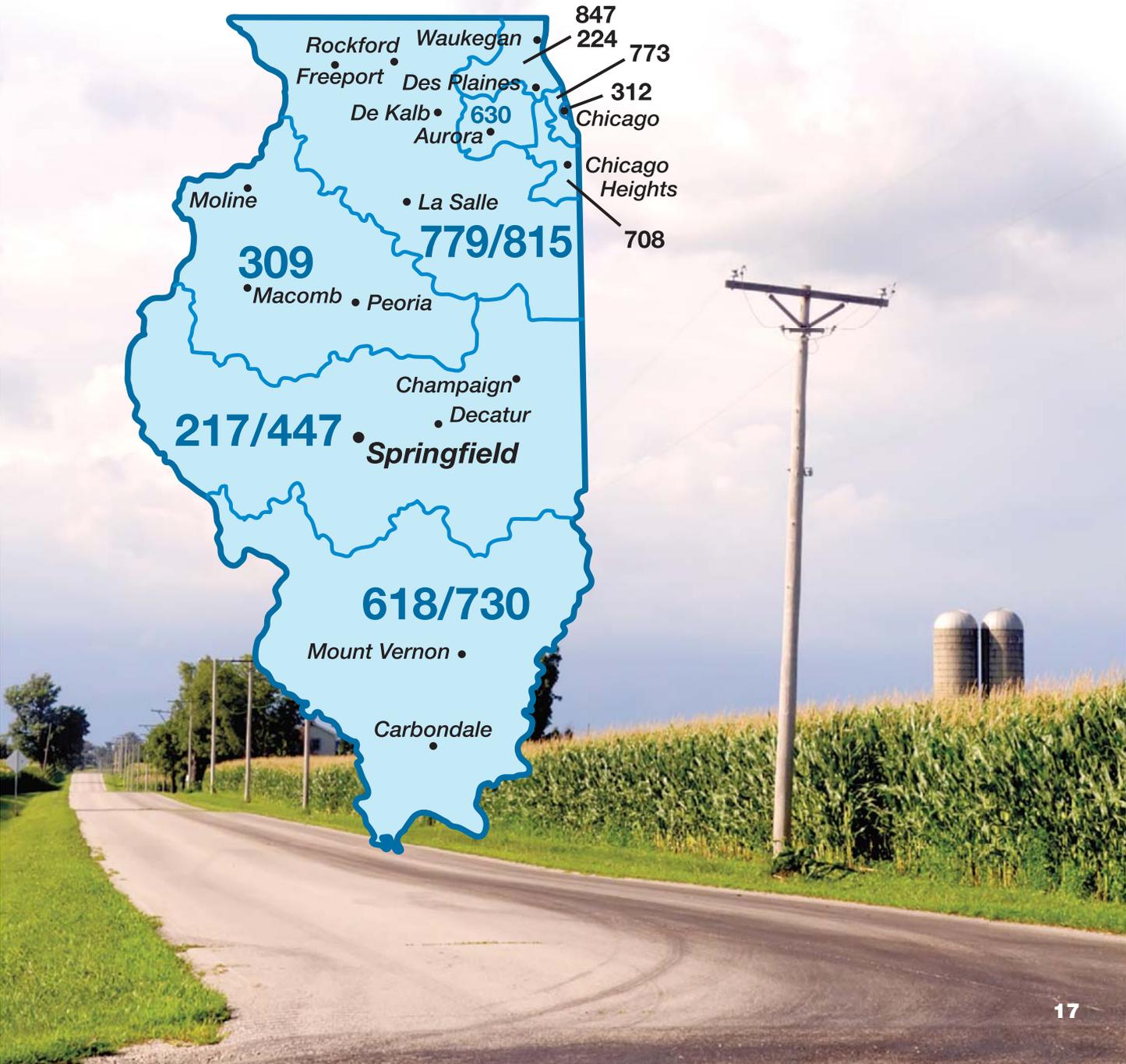
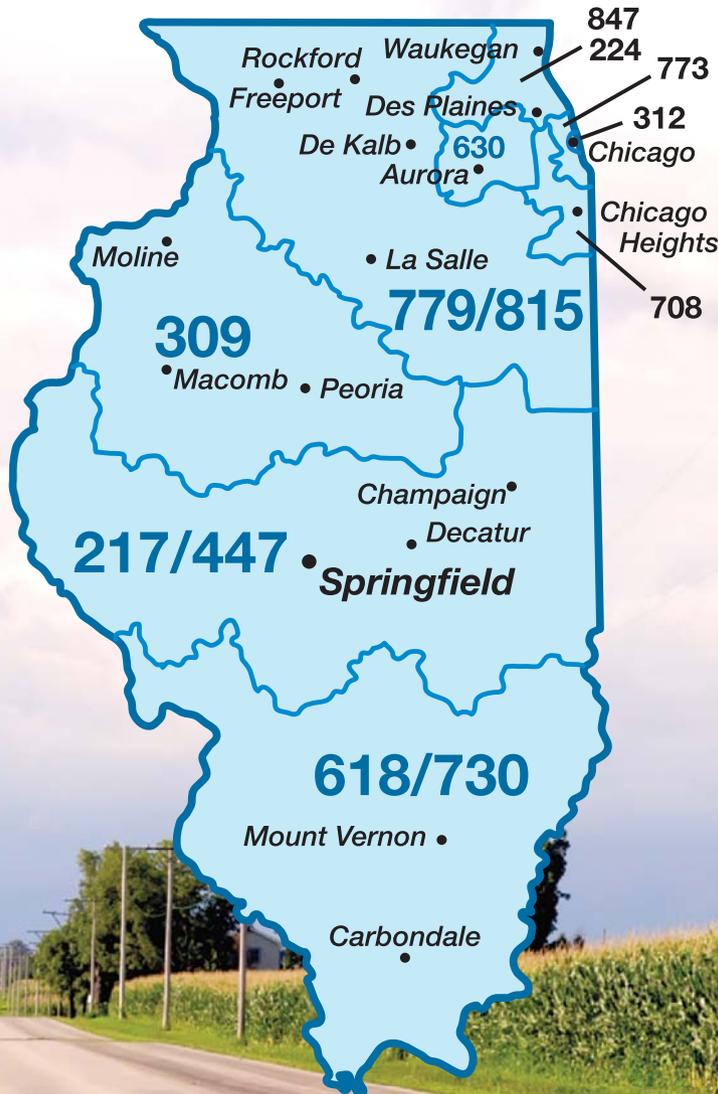
**Warm Line** – similar to an Automatic Line but with a specified amount of time allowed for you to dial

# Calling Instructions



## Area Code Information

Area Codes speed your long distance calls. The Area Code for most McDonough Telephone subscribers is 309. The Area Code for the Lomax and Colusa exchange is 217. Dial the Area Code on all calls, even when it's the same as your own. When you leave a message and ask for someone to call you back, include your Area Code as part of your telephone number. Area Codes for frequently called cities may be found on the following pages.





# Area Codes



The area code must be used when dialing any telephone number—including calls within the same area code. Also, remember the difference in time zones when placing long distance calls. If the city you want is not listed, call your long distance provider. Area Code information can also be found on the web site of the North American Numbering Plan Association (NANPA) at [www.nanpa.com](http://www.nanpa.com).

Place	Area Code	Place	Area Code	Place	Area Code	Place	Area Code	Place	Area Code
<b>ALABAMA (AL)</b>		South Tahoe	530	<b>IDAHO (ID)</b>		<b>MAINE (ME)</b>		<b>MONTANA (MT)</b>	
Birmingham	205	Van Nuys	747/818	All Locations	208/986	All Locations	207	All Locations	406
Huntsville	256	Whittier	562	<b>ILLINOIS (IL)</b>		<b>MARYLAND (MD)</b>		<b>NEBRASKA (NE)</b>	
Mobile	251	<b>COLORADO (CO)</b>		Aurora	630	Annapolis	410	Lincoln	402/531
Montgomery	334	Denver	303	Chicago	312/708/773	Baltimore	410	North Platte	308
<b>ALASKA (AK)</b>		Grand Junction	970	Chicago Hgts	708	Frederick	301	Omaha	402/531
All Locations	907	Pueblo	719	Des Plaines	847	<b>MASSACHUSETTS (MA)</b>		<b>NEVADA (NV)</b>	
<b>ARIZONA (AZ)</b>		<b>CONNECTICUT (CT)</b>		Mount Vernon	618	Boston	617	Carson City	775
Buckeye	623	Bridgeport	203	Peoria	309	Fitchburg	978	Las Vegas	702/725
Chandler	480	Hartford	860	Rockford	815	Pittsfield	413	Reno	775
Flagstaff	928	<b>DELAWARE (DE)</b>		Springfield	217	Saugus	781	<b>NEW HAMPSHIRE (NH)</b>	
Phoenix	480/602	All Locations	302	<b>INDIANA (IN)</b>		Worcester	508	All Locations	603
Tucson	520	<b>DISTRICT OF COLUMBIA (DC)</b>		Evansville	812	<b>MICHIGAN (MI)</b>		<b>NEW JERSEY (NJ)</b>	
<b>ARKANSAS (AR)</b>		Washington, D.C.	202	Fort Wayne	260	Ann Arbor	734	Jersey City	201
Fort Smith	479	<b>FLORIDA (FL)</b>		Gary	219	Detroit	248/313/734	New Brunswick	732
Little Rock	501	Avon Park	863	Indianapolis	317	Flint	810	Plainfield	908
Texarkana	870	Clearwater	727	Lafayette	765	Grand Rapids	616	Summit	908
<b>CALIFORNIA (CA)</b>		Daytona Beach	386	South Bend	574	Kalamazoo	269	Trenton	609
Anaheim	657/714	Fort Lauderdale	954	<b>IOWA (IA)</b>		Lansing	517	Vineland	856
Bakersfield	661	Fort Myers	239	Cedar Rapids	319	Marquette	906	<b>NEW MEXICO (NM)</b>	
Fresno	559	Gainesville	352	Council Bluffs	712	Saginaw	989	Albuquerque	505
Glendale	747/818	Jacksonville	904	Des Moines	515	Traverse City	231	Las Cruces	575
Inglewood	310/424	Key West	305	Dubuque	563	Troy	248	Santa Fe	505
Long Beach	310/424/562	Miami	305	Oskaloosa	641	Warren	586	<b>NEW YORK (NY)</b>	
Los Angeles	213/310/323/424/818	Orlando	321/407	<b>KANSAS (KS)</b>		<b>MINNESOTA (MN)</b>		Albany	518
Oakland	510	Sarasota	941	Dodge City	620	Duluth	218	Buffalo	716
Palo Alto	650	Tallahassee	850	Kansas City	913	Minneapolis	612/763/952	Elmira	607
Pasadena	626/747	Tampa	813	Topeka	785	Rochester	507	Long Island City	347/718
Pomona	909	Vero Beach	772	Wichita	316	St. Cloud	320	New York City	212/347/646/718/917/929
Redding	530	West Palm Beach	561	<b>KENTUCKY (KY)</b>		St. Paul	612/651/952	Poughkeepsie	845
Reseda	747	<b>GEORGIA (GA)</b>		Bowling Green	270	<b>MISSISSIPPI (MS)</b>		Rochester	585
Sacramento	916	Albany	229	Lexington	859	Biloxi	228	Syracuse	315
Salinas	831	Atlanta	404/770	Louisville	502	Jackson	601	White Plains	914
San Bernardino	909	Augusta	706	Pikeville	606	Tupelo	662	<b>NORTH CAROLINA (NC)</b>	
San Diego	619/858	Macon	478	<b>LOUISIANA (LA)</b>		<b>MISSOURI (MO)</b>		Asheville	828
San Fernando	747	Marietta	770	Baton Rouge	225	Jefferson City	573	Charlotte	704/910
San Francisco	415/510/628/650	Savannah	912	Covington	985	Kansas City	816	Raleigh	919
San Jose	408/510	<b>HAWAII (HI)</b>		Lake Charles	337	St. Louis	314	Wilmington	910
Santa Barbara	805	All Locations	808	New Orleans	504	Sedalia	660	Winston Salem	336
Santa Monica	310			Shreveport	318	Springfield	417		
						Warrenton	636		

# Area Codes/Postal ZIP Codes

Place	Area Code	Place	Area Code	Place	Area Code	Place	Area Code	Place	Area Code		
<b>NORTH DAKOTA (ND)</b>		<b>RHODE ISLAND (RI)</b>		Nacogdoches	936	<b>WISCONSIN (WI)</b>		<b>NOVA SCOTIA</b>			
All Locations	701	All Locations	401	San Antonio	210/830	Eau Claire	534/715	All areas	782/902		
<b>OHIO (OH)</b>		<b>SOUTH CAROLINA (SC)</b>		Tyler	903	Green Bay	920	<b>NUNAVUT</b>			
Akron	330	Charleston	843	Waco	254	Madison	608	All areas	867		
Cincinnati	513	Columbia	803	Wharton	979	Milwaukee	414	<b>ONTARIO</b>			
Cleveland	216/440	Greenville	864	Wichita Falls	940	Racine	262	London	226/519/548		
Columbus	614	<b>SOUTH DAKOTA (SD)</b>		<b>UTAH (UT)</b>		<b>WYOMING (WY)</b>		Ottawa	343/613		
Dayton	937	All Locations	605	Richfield	435	All Locations	307	Sault Ste. Marie	249/705		
Elyria	440	<b>TENNESSEE (TN)</b>		Salt Lake City	801	<b>CANADA</b>			Thunder Bay	807	
Lima	419	Chattanooga	423	<b>VERMONT (VT)</b>		<b>ALBERTA</b>				Toronto	416/437/647
Marion	220	Cookeville	931	All Locations	802	Calgary	403/587/825	<b>PRINCE EDWARD ISLAND</b>			
220		Jackson	731	<b>VIRGINIA (VA)</b>		Edmonton	587/780/825	All areas	782/902		
<b>OKLAHOMA (OK)</b>		Knoxville	865	Abingdon	276	<b>BRITISH COLUMBIA</b>					
Enid	580	Memphis	901	Alexandria	703	Vancouver	236/604/778	<b>QUEBEC</b>			
Oklahoma City	405	Nashville	615/629	Charlottesville	434	Victoria	236/250/778	Montreal	438/514		
Tulsa	539/918	<b>TEXAS (TX)</b>		Harrisonburg	540	<b>SASKATCHEWAN</b>					
<b>OREGON (OR)</b>		Abilene	325	Norfolk	757	All areas	204/431	Quebec City	367/418/581		
Eugene	458/541	Amarillo	806	Richmond	804	<b>YUKON</b>					
Portland	503	Austin	512	<b>WASHINGTON (WA)</b>		All areas	506	All areas	867		
Tillamook	503	Brownsville	956	Bellevue	425	<b>NEW BRUNSWICK</b>					
<b>PENNSYLVANIA (PA)</b>		Corpus Christi	361	Olympia	360	All areas	506	<b>NEWFOUNDLAND</b>			
Erie	814	Dallas	214	Seattle	206	<b>NORTHWEST TERRITORY</b>					
Harrisburg	717	El Paso	915	Spokane	509	All areas	709				
New Castle	724	Fort Worth	817	Tacoma	253						
Philadelphia	215/610	Galveston	409	<b>WEST VIRGINIA (WV)</b>							
Pittsburgh	412/724	Houston	281/346/713/832	All Locations	304/681						
Reading	610	Lufkin	936								
Scranton	570										

## ZIP CODES (Directory Coverage and Nearby Communities)

LOCALITY	ZIP CODE	LOCALITY	ZIP CODE	LOCALITY	ZIP CODE	LOCALITY	ZIP CODE	LOCALITY	ZIP CODE
Abingdon . . . . .	61410	Camden . . . . .	62319	Hamilton . . . . .	62341	Niota . . . . .	62358	Smithfield . . . . .	61477
Adair . . . . .	61411	Canton . . . . .	61520	Industry . . . . .	61440	Oneida . . . . .	61467	Smithshire . . . . .	61478
Adrian . . . . .	62330	Carthage . . . . .	62321	La Harpe . . . . .	61450	Oquawka . . . . .	61469	Stronghurst . . . . .	61480
Astoria . . . . .	61501	Colchester . . . . .	62326	Littleton . . . . .	61452	Plymouth . . . . .	62367	Table Grove . . . . .	61482
Augusta . . . . .	62311	Colusa . . . . .	62329	Lomax . . . . .	61454	Prairie City . . . . .	61470	Tennessee . . . . .	62374
Avon . . . . .	61415	Cuba . . . . .	61427	Macomb . . . . .	61455	Quincy . . . . .	62301	Vermont . . . . .	61484
Bardolph . . . . .	61416	Dallas City . . . . .	62330	Marietta . . . . .	61459	Raritan . . . . .	61471	Walnut Grove . . . . .	61470
Blandinsville . . . . .	61420	Ellisville . . . . .	61431	Media . . . . .	61460	Roseville . . . . .	61473		
Burnside . . . . .	62330	Galesburg . . . . .	61401	Monmouth . . . . .	61462	Rushville . . . . .	62681		
Bushnell . . . . .	61422	Good Hope . . . . .	61438	Mt. Sterling . . . . .	62353	Sciota . . . . .	61475		

# International Calling



## HOW TO MAKE DIRECT-DIAL CALLS



**Example 1 :** To call a number in Berlin, Germany dial:



**Example 2 :** To call a number in Singapore, (there is no city code), dial:



<b>Albania</b> 355	<b>Costa Rica*</b> 506	<b>India</b> 91	<b>Mexico</b> 52	<b>South Africa</b> 27
<b>American Samoa*1-684</b>	<b>Croatia</b> 385	Kolkata (Calcutta) 33	Acapulco 744	Cape Town 21
<b>Argentina</b> 54	<b>Denmark*</b> 45	Mumbai (Bombay) 22	Cancun 998	Johannesburg 11
Buenos Aires 11	<b>Egypt</b> 20	<b>Indonesia</b> 62	Mexico City 55	<b>South Korea</b> 82
La Plata 221	Cairo 2	Jakarta 21	Tijuana 664	Seoul 2
<b>Australia</b> 61	<b>El Salvador</b> 503	<b>Iran</b> 98	<b>Netherlands</b> 31	<b>Spain</b> 34
Central East Region 2	<b>Falkland Islands*</b> 500	Tehran 21	Amsterdam 20	Barcelona 93
North East Region 7	<b>Finland</b> 358	<b>Iraq</b> 964	The Hague 70	Madrid 91
South East Region 3	<b>France</b> 33	<b>Ireland</b> 353	<b>New Zealand</b> 64	<b>Sweden</b> 46
<b>Austria</b> 43	Paris 1	Dublin 1	Auckland 9	Stockholm 8
Vienna 1	Southeast France 4	<b>Israel</b> 972	<b>Nicaragua</b> 505	<b>Switzerland</b> 41
<b>Bangladesh</b> 880	<b>Germany</b> 49	Jerusalem 2	Managua 2	Geneva 22
<b>Belgium</b> 32	Berlin 30	Tel Aviv 3	<b>Nigeria</b> 234	Zurich 43
Brussels 2	Bonn 228	<b>Italy</b> 39	<b>Norway</b> 47	<b>Taiwan</b> 886
<b>Bolivia</b> 591	Frankfurt 69	Florence 55	<b>Pakistan</b> 92	<b>Thailand</b> 66
La Paz 2	Hamburg 40	Naples 81	Islamabad 51	Bangkok 2
<b>Bosnia and Herzegovina</b> 387	Munich 89	Rome 6	<b>Panama</b> 507	<b>Turkey</b> 90
Sarajevo 57	<b>Japan</b> 81	<b>Sweden</b> 46	<b>Peru</b> 51	Istanbul Avrupa 212
<b>Brazil</b> 55	Osaka 66	<b>Switzerland</b> 41	Lima 1	<b>United Kingdom</b> 44
Rio de Janeiro 21	Tokyo 3	Geneva 22	<b>Philippines</b> 63	Bedford 1234
Sao Paulo 11	Yokohama 45	Zurich 43	Manila 2	London 20
<b>Cameroon*</b> 237	<b>Jordan</b> 962	Manchester 161	<b>Poland</b> 48	Manchester 161
<b>Chile</b> 56	<b>Kenya</b> 254	<b>Venezuela</b> 58	Krakow 12	Caracas 212
Santiago 2	<b>Kuwait</b> 965	<b>Vietnam</b> 84	Warsaw 22	<b>Yemen</b> 967
<b>China</b> 86	<b>Lebanon</b> 961	<b>Yemen</b> 967	<b>Portugal</b> 351	Taiz 4
Beijing (Peking) 10	<b>Lithuania</b> 370	Taiz 4	Lisbon 21	<b>Zimbabwe</b> 263
Shanghai 21	<b>Luxembourg</b> *352	<b>Russia</b> 7	<b>Saudi Arabia</b> 966	
<b>Colombia</b> 57	<b>Malaysia</b> 60	Moscow 495	Riyadh 11	
Bogota 1	<b>Greenland</b> 299	<b>Singapore</b> 65		
Cali 2	<b>Guam*</b> 1-671			
	<b>Guatemala</b> 502			
	<b>Haiti</b> 509			
	<b>Honduras</b> 504			
	<b>Hong Kong</b> 852			
	<b>Hungary</b> 36			
	Budapest 1			

\*City Codes Not Required

# Special Needs Services

## Communications for the Hearing/Speech Disabled

Illinois Relay Services is a 24-hour-a-day, seven-day-a-week service provided 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. TTYs are special typewriter-style devices used by persons who are hard of hearing, deaf or voice disabled to communicate over the phone.



Calls are billed at regular telephone company rates. Persons with qualifying disabilities, such as physical or visual, may be exempt from directory assistance charges and/or eligible for special rates on direct-dial, station-to-station calls outside of your local calling area. ITAC also distributes TTYs at no charge to qualified Illinois residents.



### TO REACH ILLINOIS RELAY, DIAL: 711

Or, the following traditional 10-digit number:

1-800-526-0844 TTY Users	1-877-826-1130 VCO Users
1-800-526-0857 Voice Users	1-877-526-6670 Telebraille Users
1-800-501-0864 TTY Spanish	1-877-526-6680 ASCII Users
1-800-501-0865 Voice Spanish	1-877-526-6690 Speech to Speech

Another service ITAC provides is the distribution of amplified phones through a voucher program. To qualify for the program, a person must be certified by a physician, audiologist or a Rehabilitation Counselor for the Deaf as being hard of hearing and unable to use a standard telephone; live in the state of Illinois; and have working land-line telephone service in their residence. The phone becomes the property of the qualified applicant.

ITAC urges qualified applicants to visit one of its 25 Selection Centers around the state to try out the four different amplified phone models available. In our area, the closest distribution centers are in Quincy, Peoria, Rock Island and Springfield.

To apply for service through ITAC or for more information on ITAC programs, dial 1-800-841-6167 or visit the web site at [www.itactty.org](http://www.itactty.org).

**NOTE: FOR QUICKEST RESPONSE IN AN EMERGENCY, DIAL 911 DIRECTLY RATHER THAN USING THE RELAY SERVICE TO COMPLETE THE EMERGENCY CALL.**

## MTC COMMUNICATIONS

MTC Communications was incorporated in 1996 as a subsidiary of McDonough Telephone. MTC has been the provider of non-regulated services including long distance, high speed internet and video to MDTC's members. More recently, MTC has been installing fiber optic routes in MDTC's more rural areas as well as in parts of Macomb, Bushnell, Monmouth, Stronghurst, Biggsville, Dallas City and Carthage. These routes allow MTC to offer the advanced communications services made possible by fiber optic technology to subscribers outside of the McDonough Telephone service area.

MTC Communications also now provides a wide range of Broadband based products, services and technology solutions to customers who are in our service areas as well as those who are not. Whether the needs are at a single location or multiple sites, MTC can help manage any technology need by offering the following:

- Wireless Network Management
- Network & IT Consulting Services
- Hosted Phone Systems
- CCTV & Camera Solutions
- Multi-site Connectivity Solutions

For complete information about MTC's services contact MTC at 309-575-3211 or by email at [info@mtccomm.net](mailto:info@mtccomm.net). Visit MTC on the web at [mtccomm.net](http://mtccomm.net).



## Managing Your MTC Account with SmartHub: How to Register

**Step 1:** Visit: [MDTC.SMARTHUB.COOP](http://MDTC.SMARTHUB.COOP). From the SmartHub login screen, click on **Sign up to access our Self Service site**.

**Step 2:** Enter the following information:

- Your account number (*omit leading zeros and dash; i.e. old Account number: 0009999-9 new: 99999*)
- Your last name or business name as it appears on your bill
- The email you want to use for your SmartHub account

Then click **Submit**

**Step 3:** Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click **Submit**

**Step 4:** If successful, you'll get a notification like this.

**Step 5:** You will receive an email with a 'Verify Account' button. Click the button to access our SmartHub page.

[Verify Account](#)

**Step 6:** On the SmartHub page, enter and verify a new password for your account.

Congratulations! You are now logged into SmartHub.

### How Do I Pay my Bill?

Online: [mdtc.smarthub.coop](http://mdtc.smarthub.coop)

By Phone: 855-940-3852

Through SmartHub: Free app on your smartphone/tablet

Through the Mail: Same mailing address or come to our office.

### How Do I Report Troubles?

Online: [mdtc.smarthub.coop](http://mdtc.smarthub.coop)

By Phone: 309-776-3214

Through SmartHub: Free app on your smartphone/tablet or come to our office.

### Is my Account Number the same?

Yes! Your account number is still the same. If you don't remember your account number, you can look in the top right corner of your monthly bill. To register your SmartHub account, omit leading zeros and dash; i.e. old Account number: 0009999-9 new: 99999.

### When is my bill due?

Your bill is still due on the 15th of the month! Credit Card payments will still automatically be taken out on the 1st of the month, and ACH will still be taken out on the 15th.



# MTC SmartHub Help

## Managing Your MTC Account with SmartHub: Activate Paperless Billing

Turning on paperless billing is an easy way to save time and save the environment at the same time!

Then your bills will automatically be made available in your SmartHub app when they are ready.

Here is how to set up paperless billing on your account using your SmartHub account on our web site.

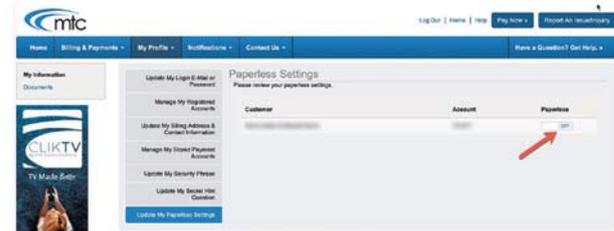
**Step 1:** From the SmartHub home screen, click the **My Profile** menu at the top of the screen.



**Step 2:** On the My Profile screen, click the sub-menu that says **Update My Paperless Settings**.



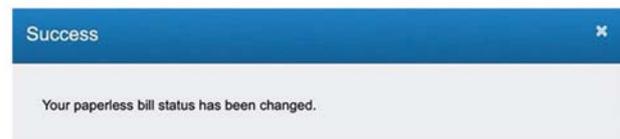
**Step 3:** On the Update My Paperless Settings screen, click the toggle on the right-hand side of the screen to turn paperless billing on.



**Step 4:** You will be prompted to confirm that you want to turn on paperless billing and stop receiving printed bills. Click "Yes".



Congratulations! You are now signed up for paperless billing. You will love the convenience and feel good about helping save the environment too. Thank you for choosing paperless billing!



## Managing Your MTC Account with SmartHub: Downloading the App

### Overview

With the SmartHub mobile app, you can receive notifications from your SmartHub provider, pay your bills, report problems with your service, and contact your provider, all from your mobile device.

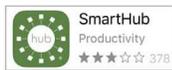
Getting started is easy – you just need to install the app and login. It's that simple.

### Install SmartHub

**Step 1:** On your mobile device, open your app store application.



**Step 2:** Search for **SmartHub** in the search bar and look for the SmartHub icon. Follow the instructions to install the app on your device.

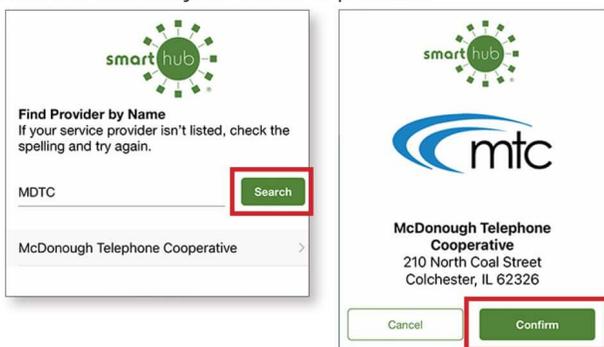


**Step 3:** Once the app installs, open it on your device.

**Step 4:** After SmartHub opens to the initial launch screen, tap the appropriate button to search for MTC by either **Location** or **Name**. Enter any information required.



**Step 5:** After the search results appear, tap McDonough Telephone Coop on the list presented. Then tap the **Confirm** button to confirm your choice of provider.



**Step 6:** When the SmartHub login screen appears, register your new account using the instructions that follow.

### Register a SmartHub Account

If you already have a SmartHub account, you can simply login using your existing email address and password. If you don't have a registered SmartHub account, you can register using the steps below.

**Step 1:** From the SmartHub login screen, look for the link that says **Don't have an account? Register now.**



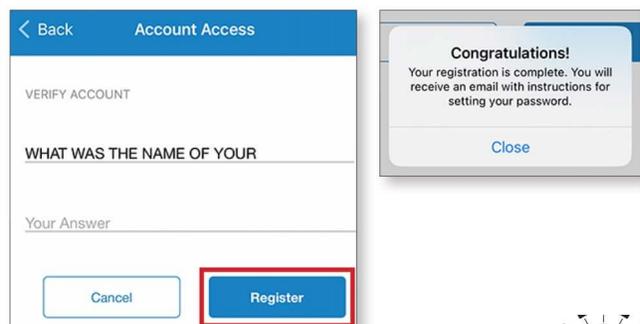
**Step 2:** On the registration screen, fill in the following:

1. Account number (*found on your bill*)
2. Last name or company name (*exactly as it is on the bill*)
3. Type in an email address you'd like to associate with your SmartHub account
  - confirm email

Click the **Continue** button.

**Step 3:** On the security check screen, select a security question you will remember, and type in your answer.

Click the **Register** button again.



# MTC SmartHub Help

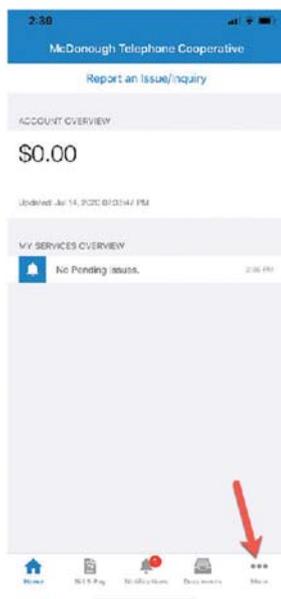
## Managing Your MTC Account with SmartHub: Activate Paperless Billing (Mobile)

Turning on paperless billing is an easy way to save time while saving the environment as well!

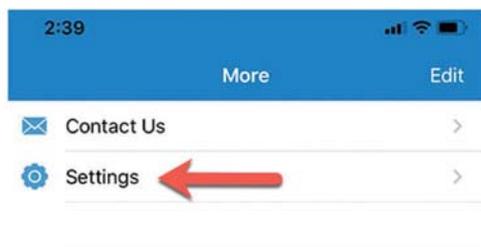
Then your bills will automatically be made available in your SmartHub app when they are ready.

Here is how to setup paperless billing on your account using your mobile device.

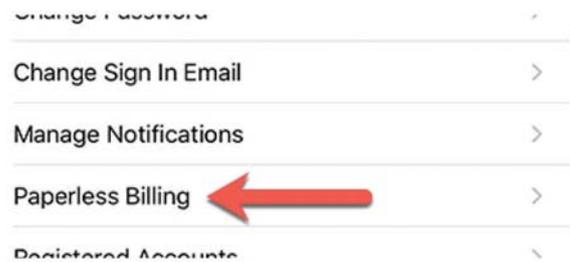
**Step 1:** From the SmartHub home screen, click the **More (...)** button in the bottom right hand corner.



**Step 2:** On the following screen, click the “Settings” option.



**Step 3:** On the settings screen, click the “Paperless Billing” option.



**Step 4:** Next to your name and account number, slide the paperless billing toggle to the “on” position.



**Step 5:** You will be prompted to confirm that you want to turn on paperless billing and stop receiving printed bills. Click “Yes”.



Congratulations! You are now signed up for paperless billing. You will love the convenience and feel good about helping save the environment too. Thank you for choosing paperless billing!

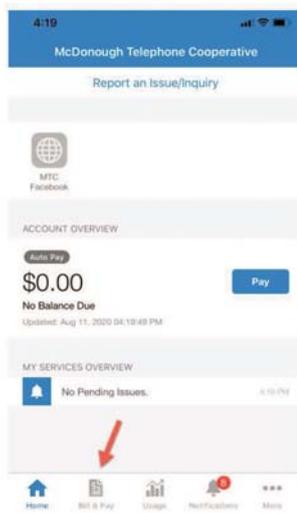


## Managing Your MTC Account with SmartHub: Set Up Auto Pay (Mobile)

Turning on Auto Pay is an easy way to save time, avoid service interruptions, and eliminate late fees!

Here is how to setup Auto Pay on your account using your mobile device.

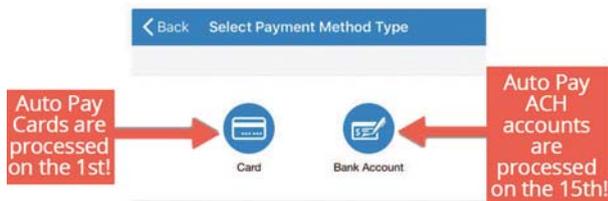
**Step 1:** From the SmartHub home screen, click the “Bill & Pay” button on the bottom.



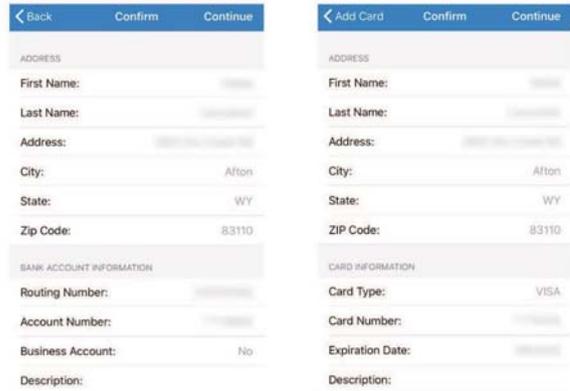
**Step 2:** On the following screen, click the “Auto Pay Program” option.



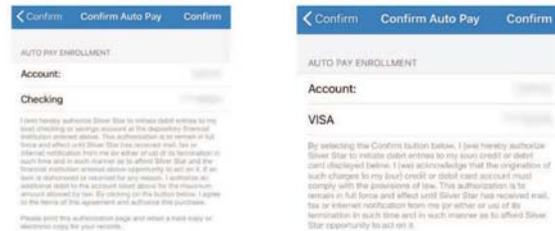
**Step 3:** Next select either the “Card” or “Bank Account” payment method type.



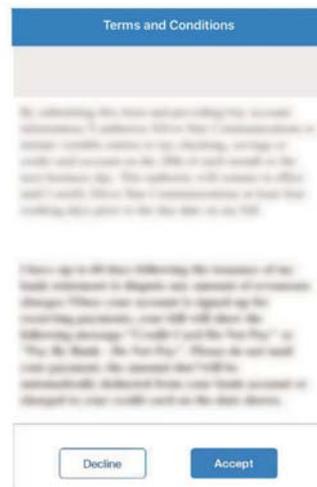
**Step 4:** Fill out the form for the Payment Method you selected and click the “Continue” link to continue.



**Step 5:** On the next screen, click the “Confirm” link if your information is correct.



**Step 6:** Click “Accept” to the Terms & Conditions. Congratulations! You are now signed up for Auto Pay. You will love the convenience. Thank you for choosing Auto Pay!



## Advantages of MTC's Advanced Wi-Fi with Wireless Network Management

### What is MTC's Advanced Wi-Fi?

It's Wi-Fi unlimited! Safe, fast, reliable internet service that covers your entire home.

Managed all from the palm of your hand with [MTC's SmartHub app](#) and powered by MTC's managed Wi-Fi.

MTC's Advanced Wi-Fi gives you an instant snapshot of your home or small business network. Through the SmartHub app, you can:

- ✓ View all the connected devices on your network
- ✓ Set up parental controls or a guest network
- ✓ Run speed tests
- ✓ Change your network password
- ✓ And more!



MTC's Advanced Wi-Fi puts you in charge!

Visit our website: [mdtc.net/smarthub/](http://mdtc.net/smarthub/) to get a download link, quick start guide, and more!



#### Router Settings

Configure your own router settings with our SmartHub app that are backed up on our network.



#### Parental Controls & Guest Network

Set usage hours, enable site blocking, and more, plus set up a guest network all from our free SmartHub app!



#### Smart Router Connection

Smart Router determines connection type based on device bandwidth usage, giving you the best connection possible



#### Complimentary replacement

If something happens to your router, we take care of the replacement

### Benefits



High Quality Router



24/7 Remote Support



Easy to Add Access Points



Manage Your Network With Your Smartphone



# MTC Managed Wi-Fi Assistance

## SmartHub is as easy as 1-2-3!

Our online SmartHub help page provides all the information you need to register your SmartHub account, download the new app, activate the features you want, and more!

Go to:  
[mdtc.net/smarthub/](https://mdtc.net/smarthub/)

or scan the QR Code below:



## Find us on YouTube!

Visit our YouTube page for all the answers to some of the most frequently asked questions about internet, phones, and more!

Go to:  
[youtube.com/@mcdonoughtelephonecoop](https://youtube.com/@mcdonoughtelephonecoop)

or scan the QR Code below:



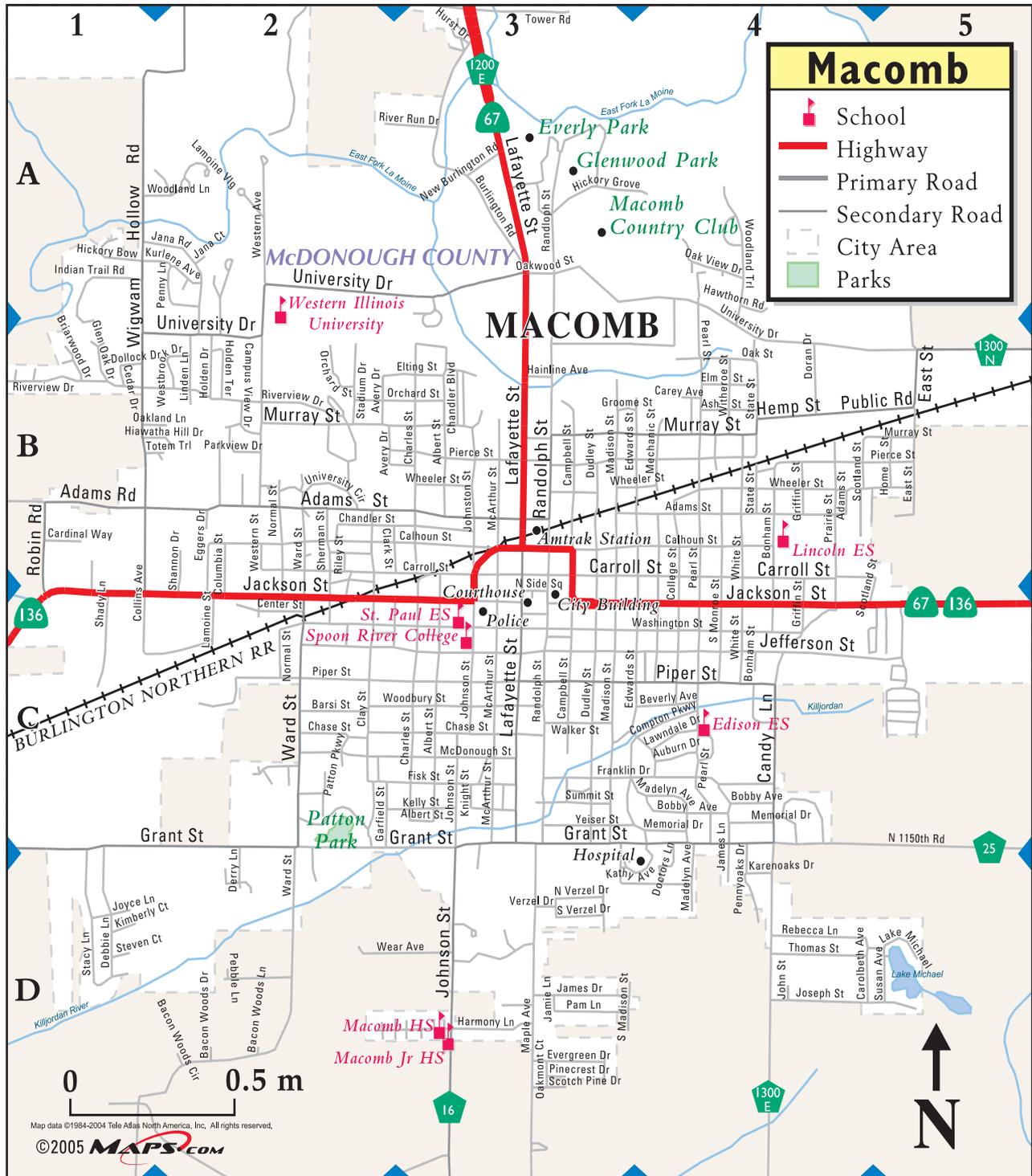
## Having Service Trouble? We're Here for You 24/7!

Our trained techs will help troubleshoot your services. Our 24/7 repair is always here for you—even on weekends and holidays!

Call our 24/7 repair number at **309-776-3214**



# Macomb City Map



# Macomb Map Index

1150th Rd, N . . . . . C5	Dudley St . . . . . B3; C3	Kelly St . . . . . C3	Rebecca Ln . . . . . D4
Adams Rd. . . . . B1	East St . . . . . B5	Kimberly Ct . . . . . D1	Riley St . . . . . B2
Adams St . . . . . B2,4	Edwards St. . . . . B3; C3	Knight St. . . . . C3	River Run Dr . . . . . A2
Albert St . . . . . B3; C3	Eggers Dr. . . . . B2	Kurlene Ave . . . . . A1	Riverview Dr. . . . . B1,2
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Beverly Ave . . . . . C3	Glen Oak Dr. . . . . B1	Madison St. . . . . B3; C3	Stacy Ln . . . . . D1
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Carolbeth Ave . . . . . D4	Hickory Grove . . . . . A3	Oak St. . . . . B4	Verzel Dr. . . . . D3
Carroll St . . . . . B3,4	Holden Dr. . . . . B2	Oak View Dr. . . . . A4	Verzel Dr, N . . . . . D3
Cedar Dr. . . . . B1	Holden Ter . . . . . B1	Oakland Ln. . . . . B1	Verzel Dr, S . . . . . D3
Center St . . . . . C2	Home St . . . . . B4	Oakmont Ct . . . . . D3	Walker St . . . . . C3
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Clark St. . . . . B2	James Ln . . . . . C4	Patton Pkwy. . . . . C2	Western Ave. . . . . A2
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Columbia St . . . . . B2	Jefferson St . . . . . C4	Pennyoaks Dr . . . . . C4	Wigwam Hollow Rd. . . . . A2; A1
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Derry Ln . . . . . C2	Joseph St. . . . . D4	Piper St. . . . . C2,4	Woodland Ln . . . . . A1
Doctors Ln . . . . . C4	Joyce Ln. . . . . D1	Prairie St. . . . . B4	Woodland Trl . . . . . A3
Dollock Dr . . . . . B1	Karenoaks Dr. . . . . C4	Public Rd . . . . . B4	Yeiser St. . . . . C3
Doran Dr. . . . . B4	Kathy Ave. . . . . D3	Randolph St. . . . . A3; B3; C3	