



2020
ANNUAL MEETING NOTICE



MCDONOUGH TELEPHONE COOPERATIVE

PRESIDENT'S REPORT

2020 has truly been a unique and trying year so far. Due to the COVID-19 virus, we are unable to hold our annual meeting this year. However, we would like to keep the membership apprised of the progress we have made in the last year. We closed 2019 on a positive note. The financial position of the cooperative remains strong as operating revenues continue to grow. We generated over \$400,000 in new operating revenue for the year ended 12/31/19. In addition to growing revenues, the cooperative is on track to have all cooperative members served with fiber by the end of 2022.

In 2019, we finished installing fiber in the towns of Blandinsville, Lomax, and Good Hope. We also began fiber construction in the town and rural parts of Industry. Our fiber buildout schedule has us completing Industry, Swan Creek, and the town of Smithshire in 2020. In 2021, we move on to Colchester town and our Littleton exchange. Finally, in 2022 we plan to complete the towns of Adair, Raritan, and Bardolph as well as the rural areas of Smithshire and Raritan. This will mark the completion of fiber upgrades to all of our cooperative exchanges.

We entered 2020 with new challenges but continued optimism. Obviously, the COVID-19 virus was the biggest challenge we faced this year. In spite of this challenge, our optimism remains high. We are continuing to build fiber to our cooperative exchanges. After suspending installs for approximately four weeks, we followed all of the safety protocols and began connecting customers again.

After dealing with the COVID-19 experience, many people now understand that there is still a considerable need for more reliable broadband in rural Illinois. The stay-at-home orders, working remotely, and distance learning have made people realize that the need for a reliable internet connection is very prevalent and more important than ever. We are seeing more grant funding opportunities from both state and federal programs. We will continue to vigilantly seek out these funding opportunities as a way to expand our broadband reach to unserved rural parts of western Illinois.

McDonough Telephone, through its subsidiary MTC Communications, continues to expand its fiber footprint in the surrounding communities. This expansion still remains an important part of the growth strategy developed by your board of directors to support the long-term sustainability of the cooperative.

We thank you for your understanding on canceling the annual meeting this year and look forward to seeing you all again next year. On behalf of the Board and employees of the cooperative, we thank you for your membership and your continued support.



JAY GRISWOLD
President

COOPERATIVE DIRECTORS



LEROY TAPPE
Chairman
Smithshire/Swan
Creek/Raritan
District 2



JAY MORRISON
Treasurer
Colusa/Lomax
District 7



MATT REYNOLDS
Colchester
District 5



RANDY GROVE
Vice Chairman
Good Hope
District 4



JASON CHANCY
Industry/Littleton
District 3



MITCHELL WELSH
Blandinsville
District 6



ROSE MARIE LYNN
Secretary
Adair/Bardolph
District 1



LANNY CARSON
Colchester
District 5



JOHN D. McMILLAN
Legal Counsel

Community Involvement

We've had quite an eventful year since our last Annual Meeting! Last year, McDonough Telephone participated in and hosted several events around our service area. From Member Breakfasts and awards events to food drives and sports teams, McDonough displayed its commitment to the area and carried out the 7th cooperative principle in numerous ways. Here are highlights from just a few events:

Representing the Cooperative

Our CEO Jay Griswold and Adams Telephone Coop's CEO Jim Broemmer spent some time in Washington D.C. advocating for fiber internet. (1) McDonough Telephone Cooperative was also honored to be named the 2019 Illinois Telecommunications Association Member Company of the year! (2)

Elementary Popcorn Parties

For the past several years, we've hosted end-of-year popcorn party celebrations for our West Prairie North and South elementary schools. (3)

Softball League Sponsorships

We sponsor several softball and little league teams in our service areas. Since supporting the community is a founding principle in MTC's mission, supporting our youth as they navigate through sports is a perfect fit. (4)

Member Breakfasts

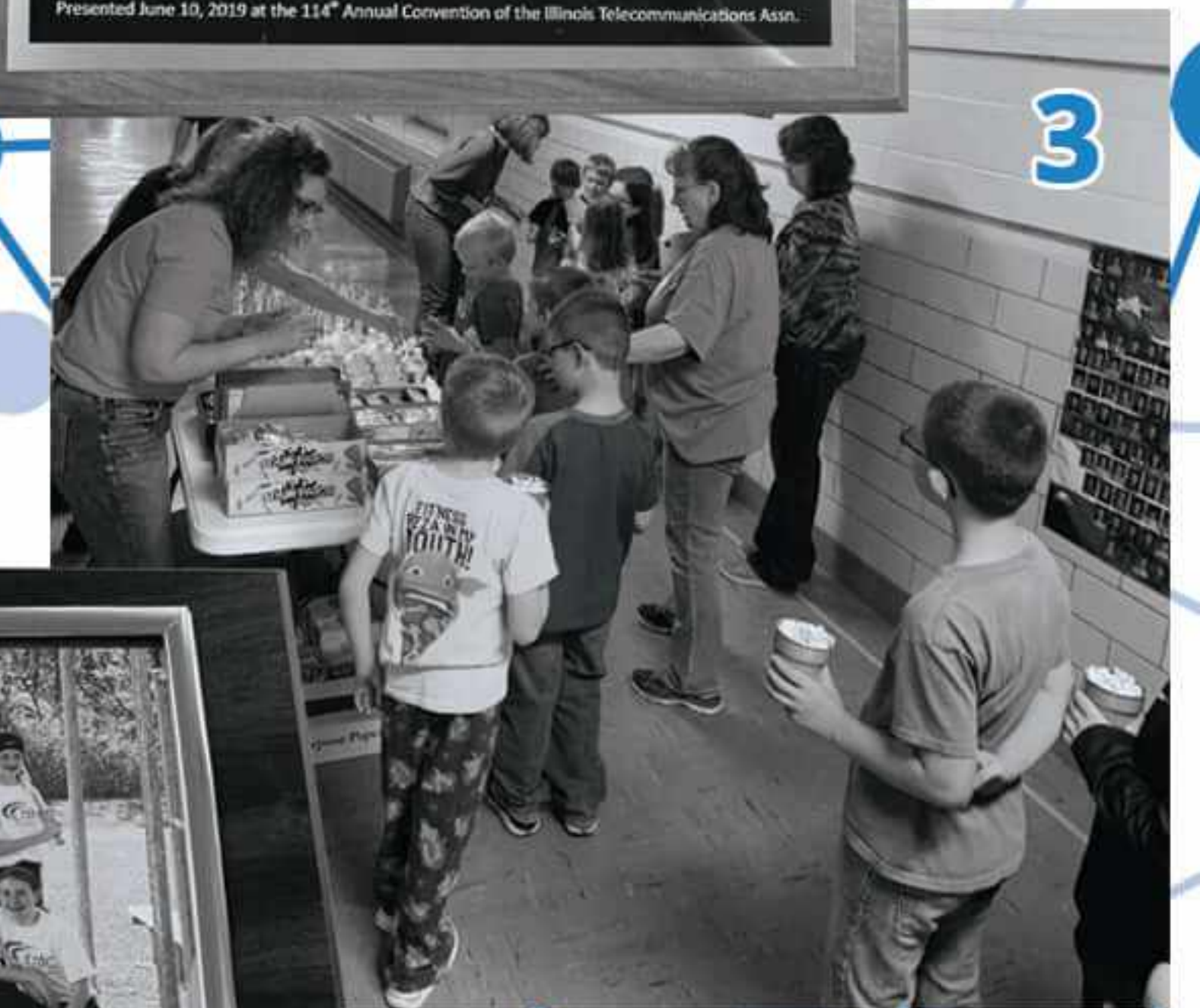
One of our favorite opportunities to interact with our members is through our Member Breakfasts. Here is a look at the Route 67 Cafe in Good Hope with our members from our September breakfast. (5)

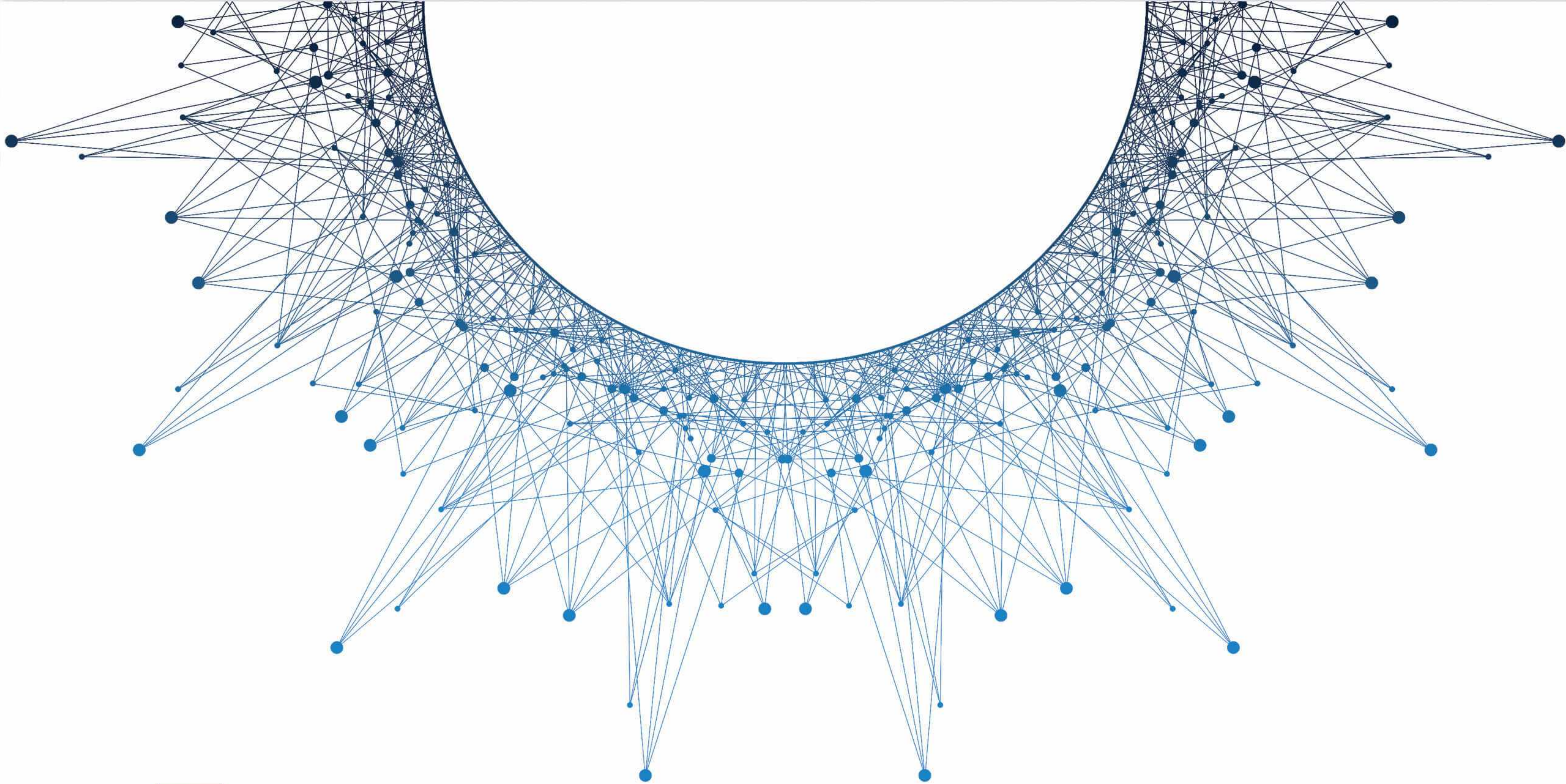
Holiday Happenings

This year, we also participated in WMOI's FREEZE FOR FOOD! This fundraiser helps raise money and collect donations for local food pantries over the holidays. (6) We also hosted our annual Holiday Open House in December, where we spend the day sharing treats and stories with our members! (7) This event also draws our December MEG (McDonough Employee Goodwill Fund) Food Drive to a close, and we drop off all of our donations to our local food pantries. (8) Our MEG fund donated \$12,700 to various community groups—including the Salvation Army, Loaves & Fishes, and C.A.R.E. to name a few—in 2019, hosted our holiday food drive, and supported the Genesis Garden, to showcase a few of the year's highlights.

McDonough Telephone's involvement extends beyond simply attending events. In 2019 alone, we contributed over \$26,000 to area charitable organizations, local schools, and community events in the form of donations, sponsorships, and gifts. These events combined with the services we offer, areas we serve, and member experiences all help to fulfill our mission: To provide value-based telecommunications services that improve the quality of life for our members.

We'd also like to celebrate our dedicated employees and board who were recognized for their years of service (L-R): Mitchell Welsh (35), Rose Marie Lynn (25), John McMillan (Attorney, 40), Seth Flynn (5), and Eric Gillenwater (5). (9)





2019 ANNUAL MEETING MINUTES

The 68th Annual Meeting of the membership of McDonough Telephone Cooperative was held at The Crossing in Macomb, Illinois, on Wednesday, August 28, 2019 at 7:00 P.M. Food was served to members in attendance prior to the meeting and the OnStage Band provided entertainment.

Chairman Leroy Tappe welcomed the membership and thanked the OnStage Band for providing the entertainment. Chairman Tappe introduced Grant Brown, pastor at The Crossing, who gave the invocation. Scout Troup 313 presented the Flag and led the membership in the Pledge of Allegiance.

Chairman Tappe introduced Rachel Kerns, Director of Marketing & Public Relations, who spoke about the Youth to Washington Tour, which has been supported by the Cooperative for the last 28 years. Rachel introduced the students who took part in the tour, McLain Engnell from West Prairie High School, Reese Esther from Rushville-Industry High School, Karem Tasdan from Macomb High School, and Erbenita Zejnu from Macomb High School. Each of the students took turns speaking about the Washington D.C. Tour and thanked the Cooperative for its support. Chairman Tappe thanked Rachel for supervising the trip and thanked State Representative Norine Hammond for hosting the students in Springfield. Leroy thanked the offices of Congressman LaHood and Congresswoman Bustos for their support of our student advocates during the trip to Washington D.C.

Chairman Tappe presented attorney John McMillan with a plaque recognizing his 40 years of service as legal counsel for the Cooperative.

Chairman Tappe announced that sufficient members were present for a quorum and called the meeting to order. Total membership attendance was 297. Chairman Tappe introduced the members of the Board and then asked Board Secretary, Rose Marie Lynn, to read the Notice of the Meeting and to present the 2018 Annual Meeting Minutes. Secretary Lynn read the notice of the meeting and stated that the 2018 Annual Meeting minutes were printed in the Annual Meeting notice. No member requested that the minutes be read, and Secretary Lynn moved that the 2018 Annual Meeting minutes be approved as printed in the Annual Meeting Notice. Chairman Tappe asked for and received a second to the motion, which passed without objection on a voice vote.

Chairman Tappe called upon President Jay Griswold for the Treasurer's report. President Griswold referred the members to the Cooperative Balance Sheet and 2018 Statement of Income and Expenses, which were printed in the Annual Meeting Notice. President Griswold confirmed that the financial statements had been audited by the firm of BKD, CPAs and Advisors. After receiving no questions about the financial information, Chairman Tappe requested and received a motion and second to approve the Treasurer's Report as printed, which carried on a voice vote.

Chairman Tappe introduced retired McDonough Telephone directors in attendance, including Jerry Payne, Lyle Hudson, Lyle Vail and Larry Thompson. Leroy also introduced McDonough Power Cooperative directors in attendance, including Jerry Riggins, Steve Hall and Steve Lynn. In his report to the membership, Chairman Tappe discussed the status of the

Cooperative's fiber build-out plan, the continued expansion of our services outside of our regulated exchanges and the Cooperative's commitment to its members. Accomplishments during the year included a \$2500 scholarship awarded to Ethan Hunt from the Foundation for Rural Service, the Rich Myers Memorial Youth Tour Scholarship awarded to Karem Tasdan, financing the Youth to Washington DC Tour, construction of 210 miles of new fiber, expansion of MTC customers, and McDonough Employee Goodwill Fund charitable contributions. Leroy thanked the West Prairie After Prom 2021 committee for their assistance with the food service tonight.

Chairman Tappe introduced President Jay Griswold, who reported on our MTC Communications, Inc. subsidiary and the expansion of services into additional communities. Jay emphasized that these new sources of revenue are crucial to building fiber to all of our communities. Jay concluded his report by emphasizing our continued commitment to convert everyone to fiber by 2023, while continuing our expansion into neighboring communities. Jay recognized and thanked the employees for their dedicated service to the Cooperative during a very busy year. Years of service awards were presented to Bob Bisby and Marsha Livingstone.

President Griswold then introduced John McMillan, Cooperative Attorney, for the election of Directors. Attorney McMillan started with the introduction of Lester Fowler, chairperson of the Nominating Committee. Lester reported on the results of the Nominating Committee meeting, held on June 6, 2019. After the Report of the Nominating Committee chairman, John stated that only one candidate has been

nominated for the position of Director in each of Districts 3, 4 & 5 and that the Cooperative had not received any nominations by petition. John asked for a motion to have the Secretary cast a unanimous ballot for the unopposed candidates. After motion, second and a voice vote, John declared the following candidates elected for a 3-year term on the Board of Directors:

| | |
|------------------------------------|--------------|
| District No. 3, Industry/Littleton | Jason Chancy |
| District No. 4, Good Hope | Randy Grove |
| District No. 5, Colchester | Lanny Carson |

After the election, John shared the numerous and significant changes in the telecommunications business over the last 40 years and expressed his gratitude to the Board for the opportunity to serve and work with them.

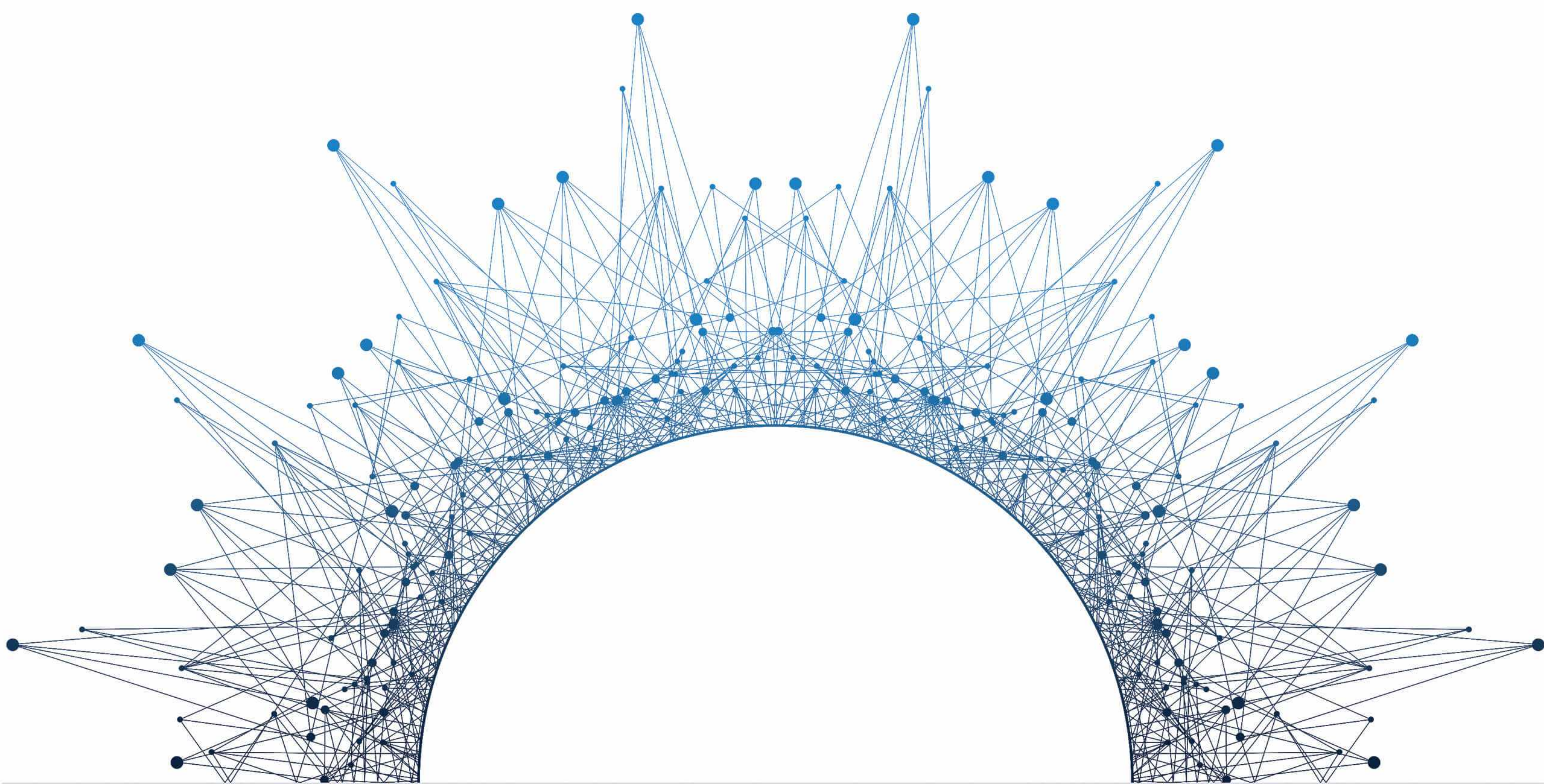
Attorney McMillan asked if there was any old or new business to be brought before the membership. Hearing none, the meeting was adjourned upon motion, second and a voice vote.

John turned the meeting over Rachel Kerns, who assisted Michelle Torrance with the drawing for door prizes. The Youth prize was won by Randy Joe James and the two grand prizes were won by Kathleen Markey and Connie Vance.



ROSE MARIE LYNN
Secretary

Rose Marie Lynn





2020 ANNUAL FINANCIAL REPORT

CAPITAL CREDIT REPORT

Under Article X, Sections 1 and 2, Bylaws of McDonough Telephone Cooperative, Inc. read in part, "In order to induce patronage and to ensure that the Cooperative will operate on a non-profit basis, the Cooperative is obligated to account on a patronage basis to all its Members for all amounts received and receivable from the furnishings of Broadband and Communications services in excess of operating cost and expenses properly chargeable against the furnishing of such services. All such amounts in excess of operating costs and expenses for Broadband and Communications services at the moment of receipt by the Cooperative are received with the understanding that they are furnished by the Members as capital.

The Cooperative is obligated to pay by credits to a capital account for each Member all such amounts in excess of operating costs and expenses derived from Broadband and Communications services. The books and records of the Cooperative shall be set up and kept in such a manner that at the end of each fiscal year the amount of capital, if any, so furnished by the Member for Broadband and Communications services is clearly reflected and credited in an appropriate record to the capital account of each Member.

For patronage and capital credit account purposes, the term "all amounts received and receivable from the furnishing of Broadband and Communications services" shall include all amounts billed to and paid by the Member to the Cooperative for Broadband and Communications services, whether such services are provided to the Member directly by the Cooperative or indirectly from a wholly-owned subsidiary of the Cooperative. The Cooperative shall, within a reasonable time after the close of the fiscal year, notify each Member of the amount of capital so credited to the Member's account.

All such amounts credited to the capital account of any Member shall have the same status as though they had been paid to the Member in cash in pursuance of a legal obligation to do so and the Member had then furnished the Cooperative corresponding amounts of capital. Any operating losses of the Cooperative shall be offset by subsequent year's margins prior to allocation.

Allocation assigned to each member is based on each dollar which the member has paid to McDonough Telephone Cooperative in 2019, and is arrived at by dividing total margins by the service revenue received, or .454027 per dollar.

Patronage capital is used for plant improvements and reduces the need for the Cooperative to borrow funds for this purpose.

The capital credit funds are assignable to the books of the Cooperative. For answers to questions concerning capital credits or other services, please call the business office.

INDEPENDENT AUDITOR'S REPORT

We have audited the accompanying consolidated financial statements of McDonough Telephone Cooperative, Inc. and subsidiary, which comprise the consolidated balance sheets as of December 31, 2019 and 2018, and the related consolidated statements of operations, members' equity and cash flows for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements.

The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of McDonough Telephone Cooperative, Inc. and subsidiary, as of December 31, 2019 and 2018, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

BKD, LLP

BKD LLP, CERTIFIED PUBLIC ACCOUNTANTS

TREASURER'S REPORT

The accompanying financial statements, which consolidate the accounts of the Cooperative, have been prepared in conformity with generally accepted accounting principles.

Integrity and objectivity of the data in these financial statements are the responsibility of Management. To this end, Management maintains a system for internal accounting controls. Our Accounting Department monitors compliance with these. The system of internal accounting control on an ongoing basis is reviewed, evaluated and revised as necessary in view of the results of the internal and independent audits, Management recommendation, changes in the Cooperative's business and other conditions which come to Management's attention. The Board of Directors believes that the Cooperative's system, taken as a whole, provides reasonable assurance: (1) that financial records are adequate and can be relied upon to permit the preparation of financial statements in conformity with generally accepted accounting principles, and (2) that access to assets is permitted only in accordance with the Board's authorization. Recorded financial data is reviewed by the Board of Directors monthly to assure the continued successful operation of the Cooperative.

These financial statements have been examined by BKD LLP, Independent Certified Public Accountants. Their examination is in accordance with generally accepted auditing standards and includes selective tests of transactions and a review in the internal accounting control.

The Cooperative is still faced with many uncertainties, particularly in the area of universal service funding. Despite all of the turmoil within the industry, the Board of Directors and Management continue to be very optimistic of the future of the Cooperative.

I would like to take this opportunity to thank you for your assistance and cooperation in making this another successful year.



JAY MORRISON

Treasurer

Jay Morrison

BALANCE SHEET

As of December 31, 2019

What we own (Assets)

Current Assets

| | |
|-----------------------------------|-----------|
| Cash in Bank - General Funds..... | 1,980,378 |
| Temporary Investments..... | 1,095,377 |
| Due from Customers & Others..... | 2,540,912 |
| Material & Supplies..... | 1,425,312 |
| Other Prepaid Assets..... | 870,123 |

7,912,102

Noncurrent Assets

| | |
|---------------------------------|------------|
| Investments..... | 11,342,767 |
| Long Term Cash Investments..... | 439,832 |
| Notes Receivable..... | 1,250,000 |
| Long Term Prepayments..... | 666,362 |
| Deferred Charges..... | 13,698,961 |

Property and Equipment

| | |
|----------------------------|--------------|
| Cost of Outside Plant..... | 45,383,546 |
| Less Depreciation..... | (23,423,302) |
| | 21,960,244 |

| | | |
|-------------------------------|--------|------------|
| Plant Under Construction..... | 69,670 | 22,029,914 |
|-------------------------------|--------|------------|

Total Amount Owned (Assets).....43,640,977

What we owe (Liabilities)

Current Liabilities

| | |
|---------------------------------------|---------|
| Current Portion of Long-Term Debt.... | 142,505 |
| Accounts Payable-Vendors & Taxes.... | 262,101 |
| Unearned Revenues..... | 27,380 |
| Accrued Income Taxes..... | 18,774 |
| Other Current Liabilities..... | 93,413 |

544,173

Noncurrent Liabilities

| | |
|-----------------------------------|-----------|
| Long Term Loan to CoBank..... | 4,119,124 |
| Other Noncurrent Liabilities..... | 313,575 |

4,432,699

Total Amount Owed (Liabilities).....4,976,872

| | |
|---|-------------------|
| Members' Ownership Equity..... | 31,522,010 |
| Retained Earnings..... | 7,142,095 |
| Total Amount Liabilities & Equity..... | 43,640,977 |

REVENUE AND EXPENSES

Twelve Months Ending December 31, 2019

Operating Revenues

| | |
|--------------------------------------|------------------|
| Local Network Services | 498,290 |
| Network Access Services..... | 7,488,416 |
| Equipment Sales..... | 9,821 |
| Misc Operating Revenue..... | 341,769 |
| Total Operating Revenues..... | 8,338,296 |

Operating Expenses

| | |
|--------------------------------------|------------------|
| Plant Specific Operations | 1,920,030 |
| Plant non-Specific Operations..... | 348,401 |
| Cost of Equipment Sales..... | 26,024 |
| Depreciation..... | 2,214,599 |
| Customer Operations..... | 754,473 |
| Corporate Operations..... | 1,337,640 |
| General Taxes..... | 19,535 |
| Total Operating Expenses..... | 6,620,702 |

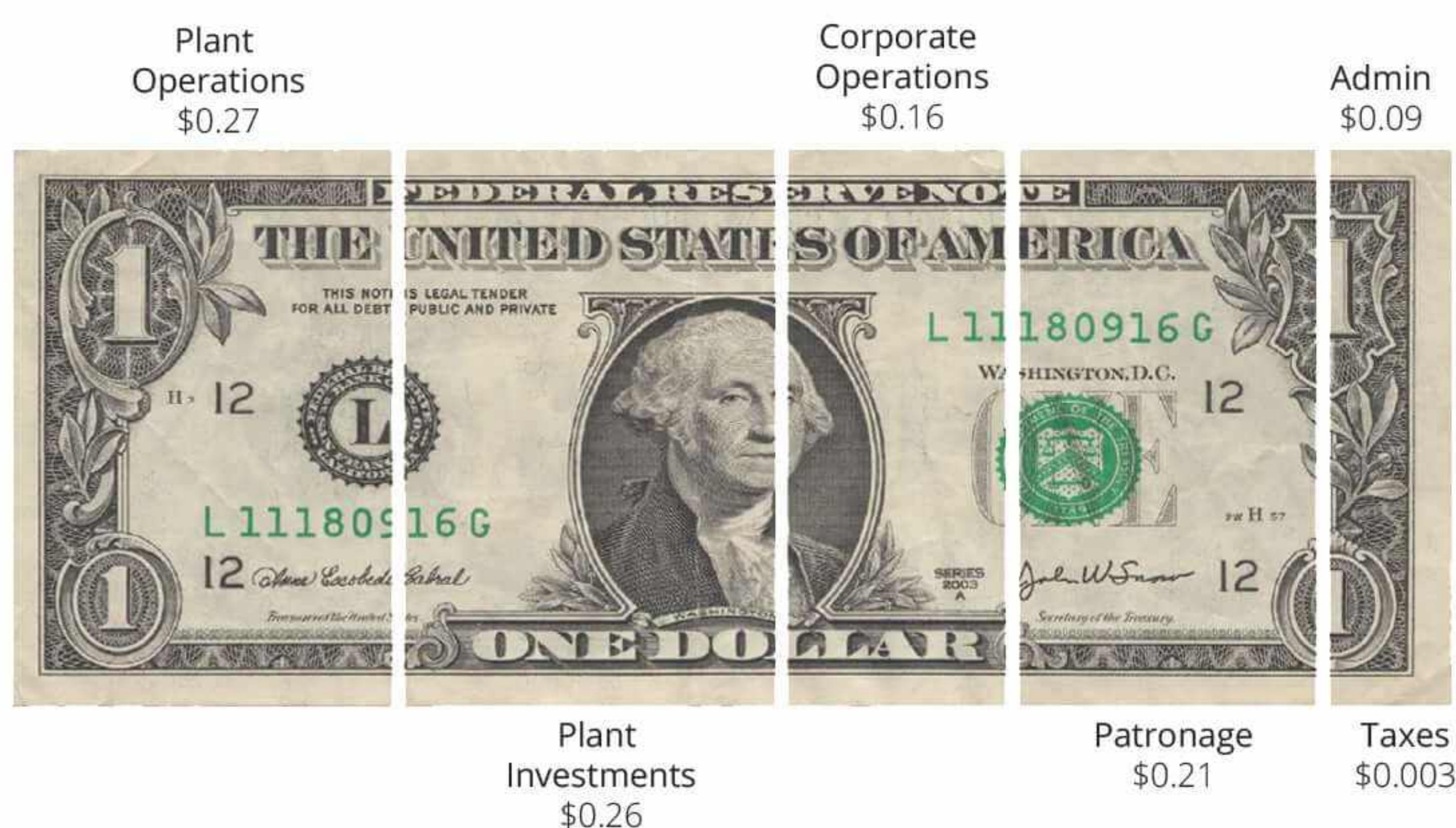
Operating Margins.....1,717,594

Other Income (Expense)

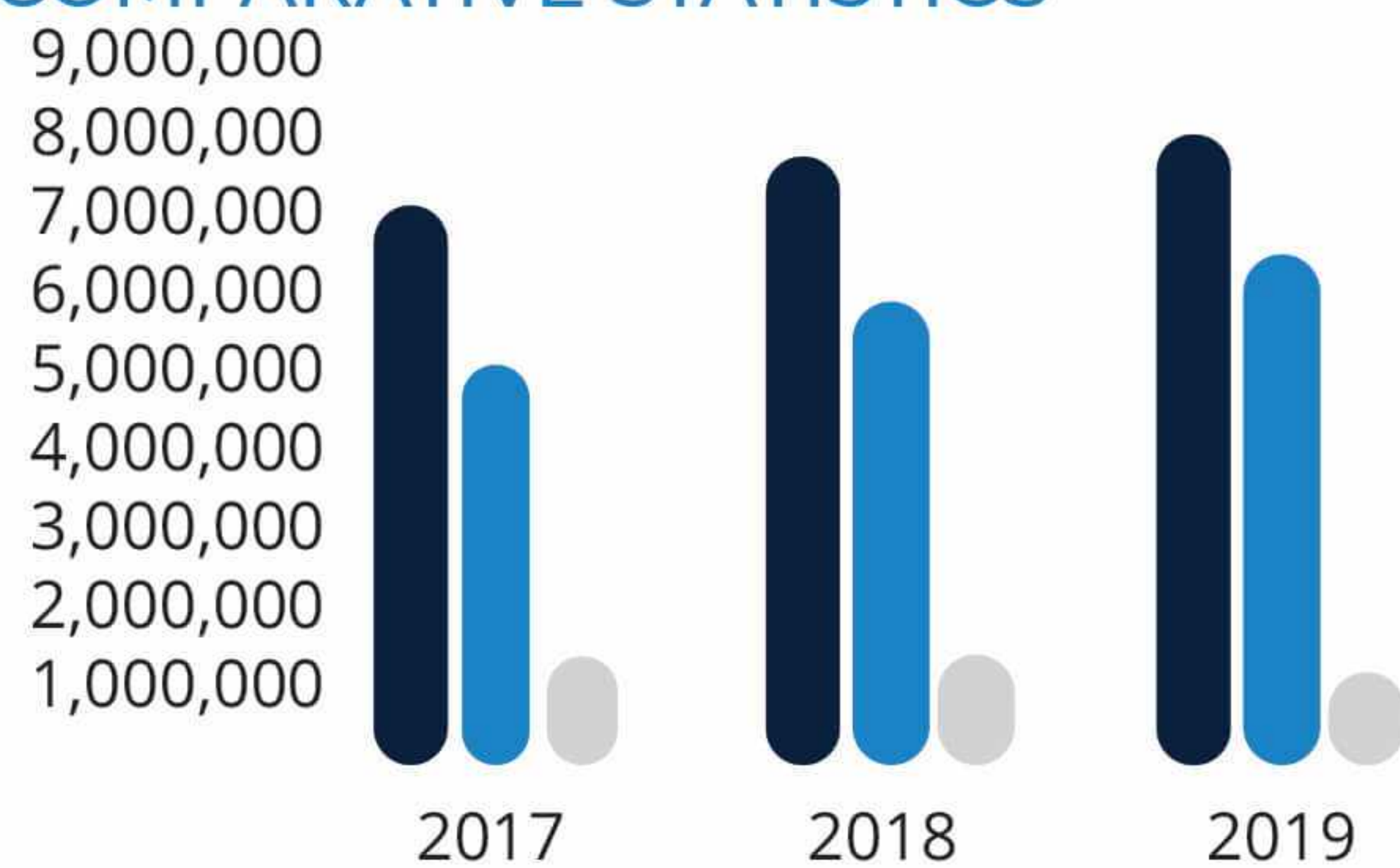
| | |
|---|------------------|
| Interest and Dividend Income..... | 170,605 |
| Interest on Long term debt..... | 36,140 |
| Income Taxes | (4,474) |
| Equity Earnings of Subsidiary..... | 1,043,266 |
| Other | (126,163) |
| Total Other Income Expenses..... | 1,119,374 |

Net Margins.....2,836,968

WHERE YOUR MONEY GOES

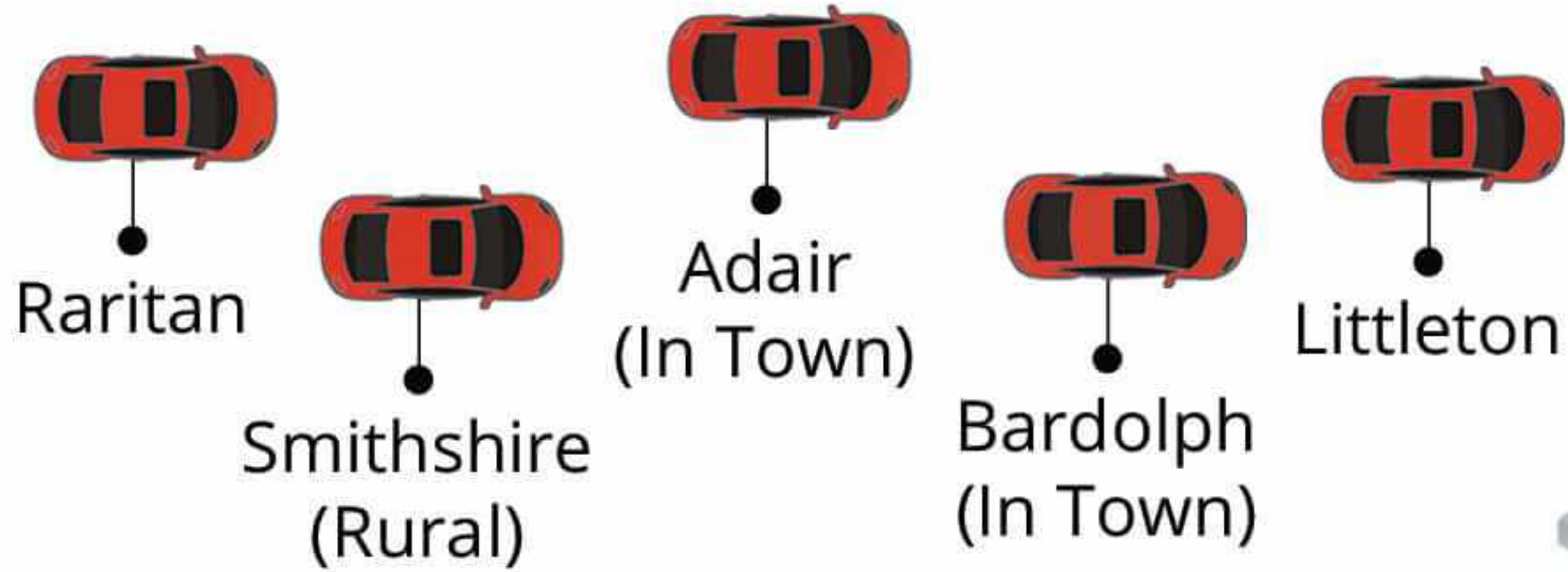


COMPARATIVE STATISTICS

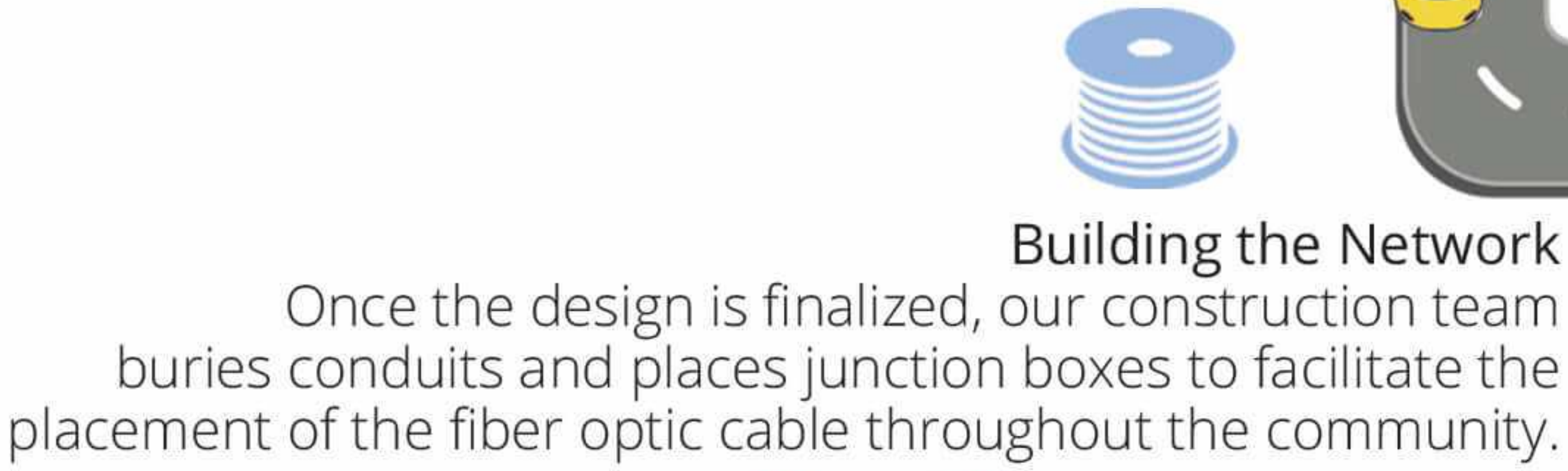


| | 2017 | 2018 | 2019 |
|----------------------------|-----------|-----------|-----------|
| Revenues | 7,124,833 | 7,914,369 | 8,338,296 |
| Expense | 5,487,814 | 6,042,165 | 6,620,702 |
| Operating Margins | 1,637,019 | 1,872,204 | 1,717,594 |
| Federal, State & Local Tax | 684 | 6,279 | 4,474 |

FIBER CONVERSION PROGRESS



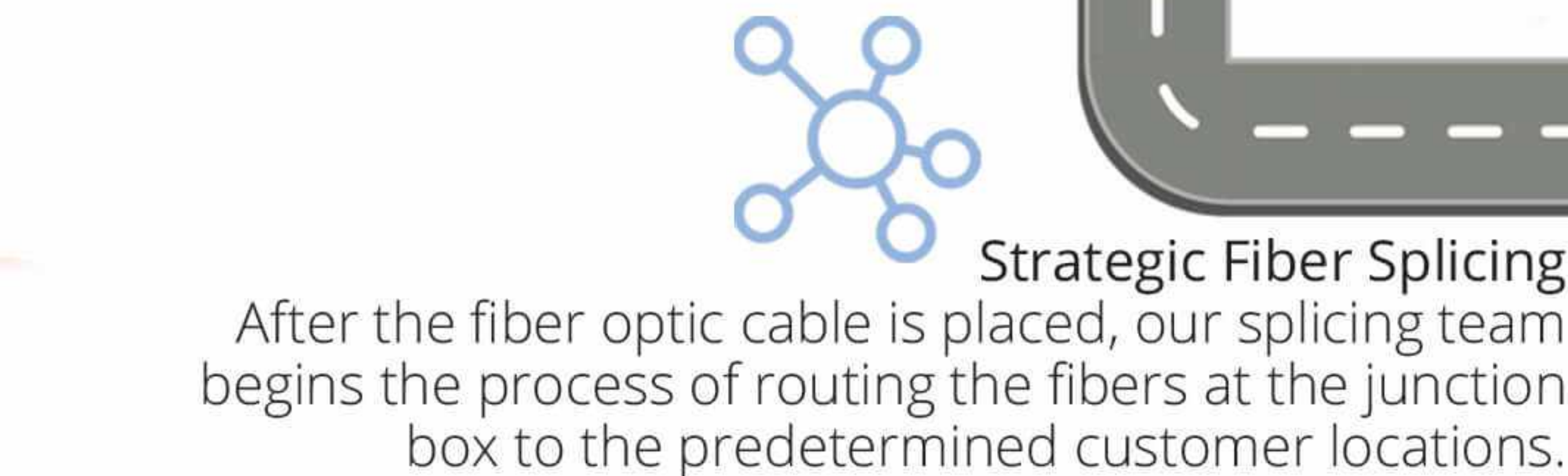
1 Design the Area
Our engineering team evaluates the town layout to determine the most efficient & effective way to serve the customer with fiber.



This can be delayed by weather, the government, & railroad permits.



3 Blowing Fiber
When the underground network is fully established, our crews will blow fiber optic cables into the conduits.



This can be affected by property access, installation differences, weather & ground conditions.



5 The Drop
Crews then bury a fiber optic drop line to each new customer, install a box on the house, & verify the home is ready for install.



Fiber To The Home
Welcome to lightning fast internet!

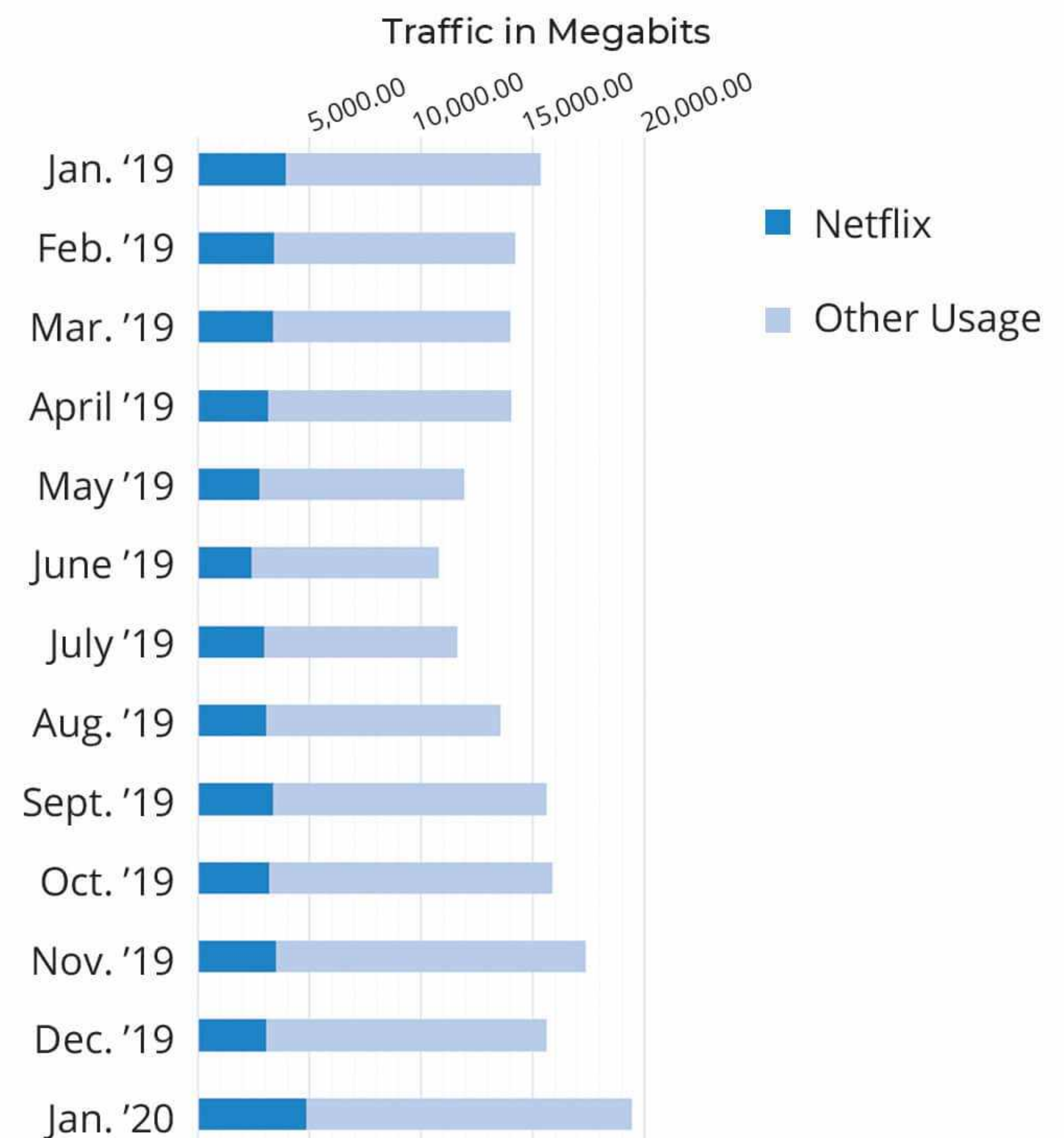


8 Copper Network Decommissioned
After the entire town switches over to fiber, the old copper network is completely shut down to direct more USF funding towards the fiber network.

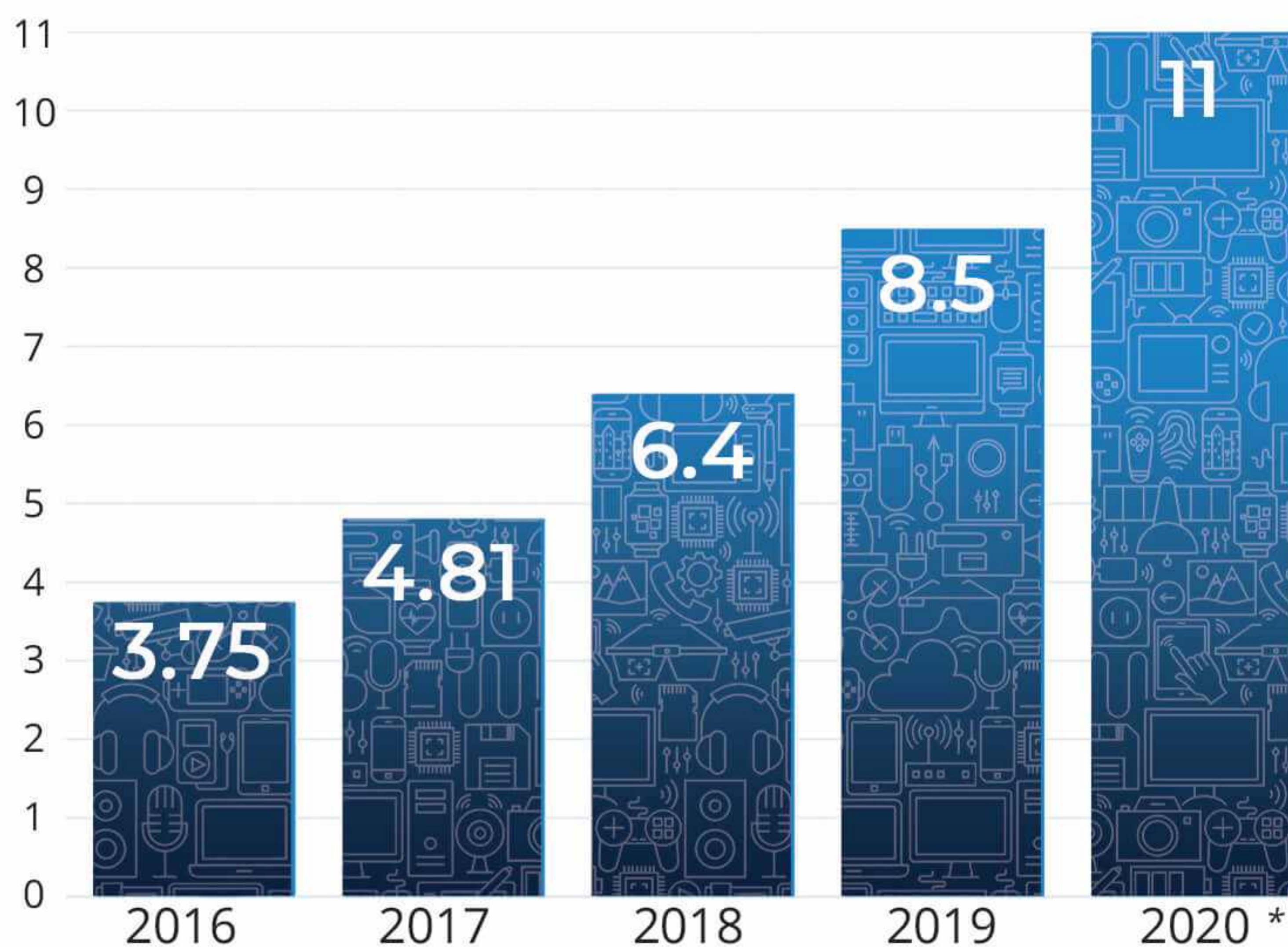


FIBER PROGRESS

AVERAGE MONTHLY BANDWIDTH USAGE



AVERAGE NUMBER OF DEVICES IN U.S. HOUSEHOLDS



FIBER IS THE FUTURE

Our members rely on having access to fast and dependable internet. Our fiber optic network gives our members the capacity and speed they need today, with the ability to grow and continue to meet usage needs in the future. As usage and speed demands continue to grow, our investment and commitment to deliver fiber to our members and the surrounding areas will continue to grow as well.

1,757
Total Member
Accounts
with Fiber

1,094
Total Member
Accounts
without Fiber



*Sources: Nielsen report, Deloitte report

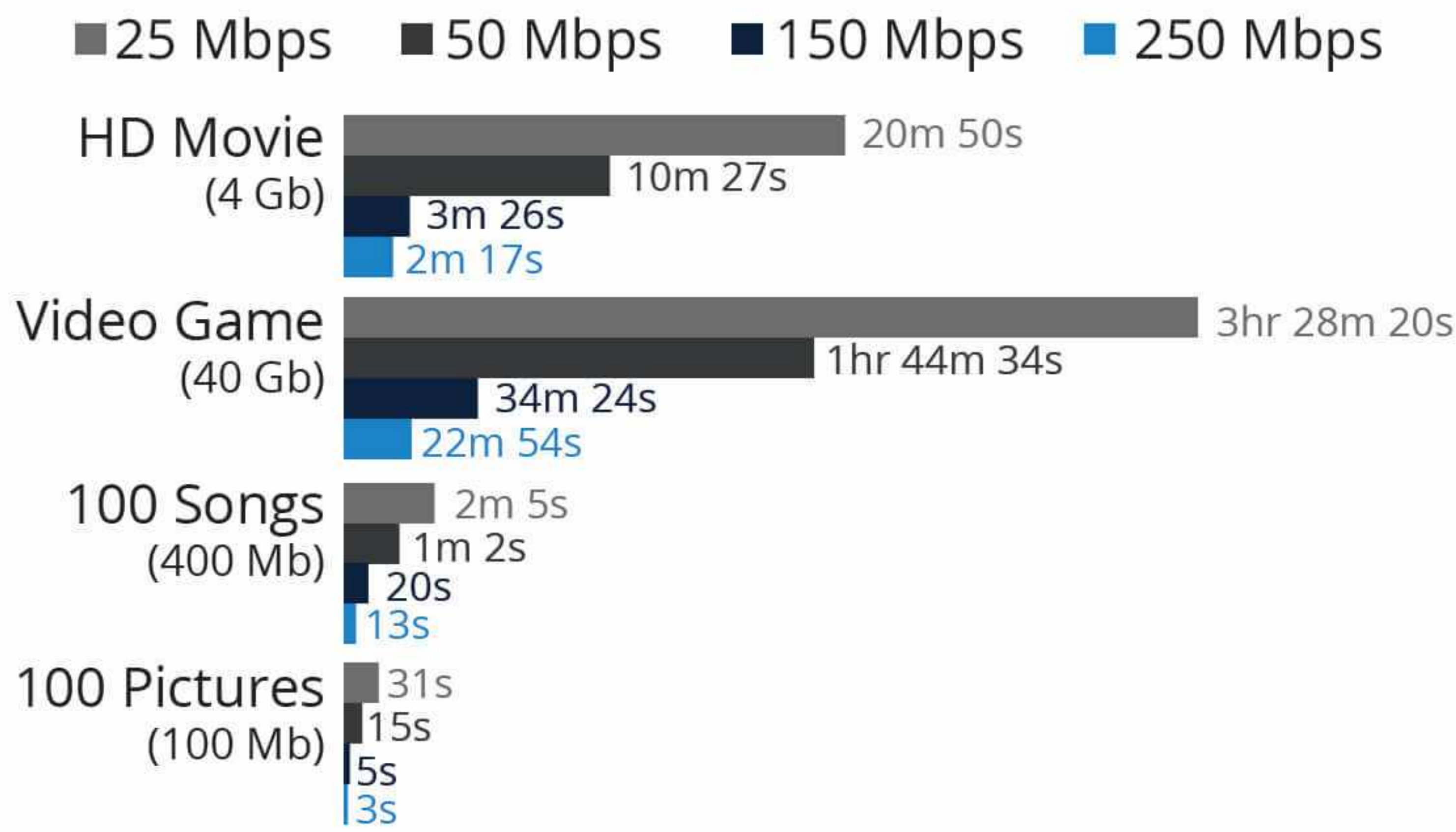
We've constructed **187.6 miles** of fiber since June of 2019 (making our grand total **1,669.4 miles!**)

728 New fiber to the home connections (aka "drops") have been installed since June of 2019

On track to have **all** exchange areas converted to fiber by the end of **2022!**

INTERNET & USAGE TRENDS

FILE DOWNLOAD TIME COMPARISON



AVERAGE TIME SPENT PER ADULT 18+ PER DAY ON VIDEO

Based on total U.S. population



- Live+Time-Shifted TV
- TV-Connected Devices (DVD, Game Console, Internet Connected Device)
- Video on a Computer
- Video Focused App/Web on a smartphone
- Video Focused App/Web on a Tablet

*Nielsen Q3 2018 & 2019, Total Audience Report

HOW MUCH SPEED DO YOU NEED?

As more devices enter the home, home owners need to think about the online activities and services that they use to make sure they're signed up for the best internet speed package to meet their usage needs. If a home has any sort of smart TV or gaming console, those devices require large amounts of bandwidth to provide a good user experience.

Part of our mission is to make sure our members enjoy premium service, which is at the root of our fiber conversion build. As an added bonus with our service, we don't have "data caps" on our speed packages! Use as much internet as you'd like without worrying about hitting a data cap and incurring overage fees.

BANDWIDTH USAGE BY DEVICE

Netflix SD video streaming **5 Mbps**



Twitch streaming with 1080p & 60fps **4-6 Mbps**



High-quality music streaming (Spotify, Pandora) **320Kbps**



YouTube Live **1-51 Mbps**



Hulu HD video streaming **3-6 Mbps**



Disney Plus 4K ultra high-definition video streaming **25 Mbps**



Standard Definition Streaming Average **1Mbps**



High Definition Streaming Average **3.5 Mbps**



4K Ultra HD Streaming Average **15 Mbps**



OUR TOP 5 MOST POPULAR CHANNELS



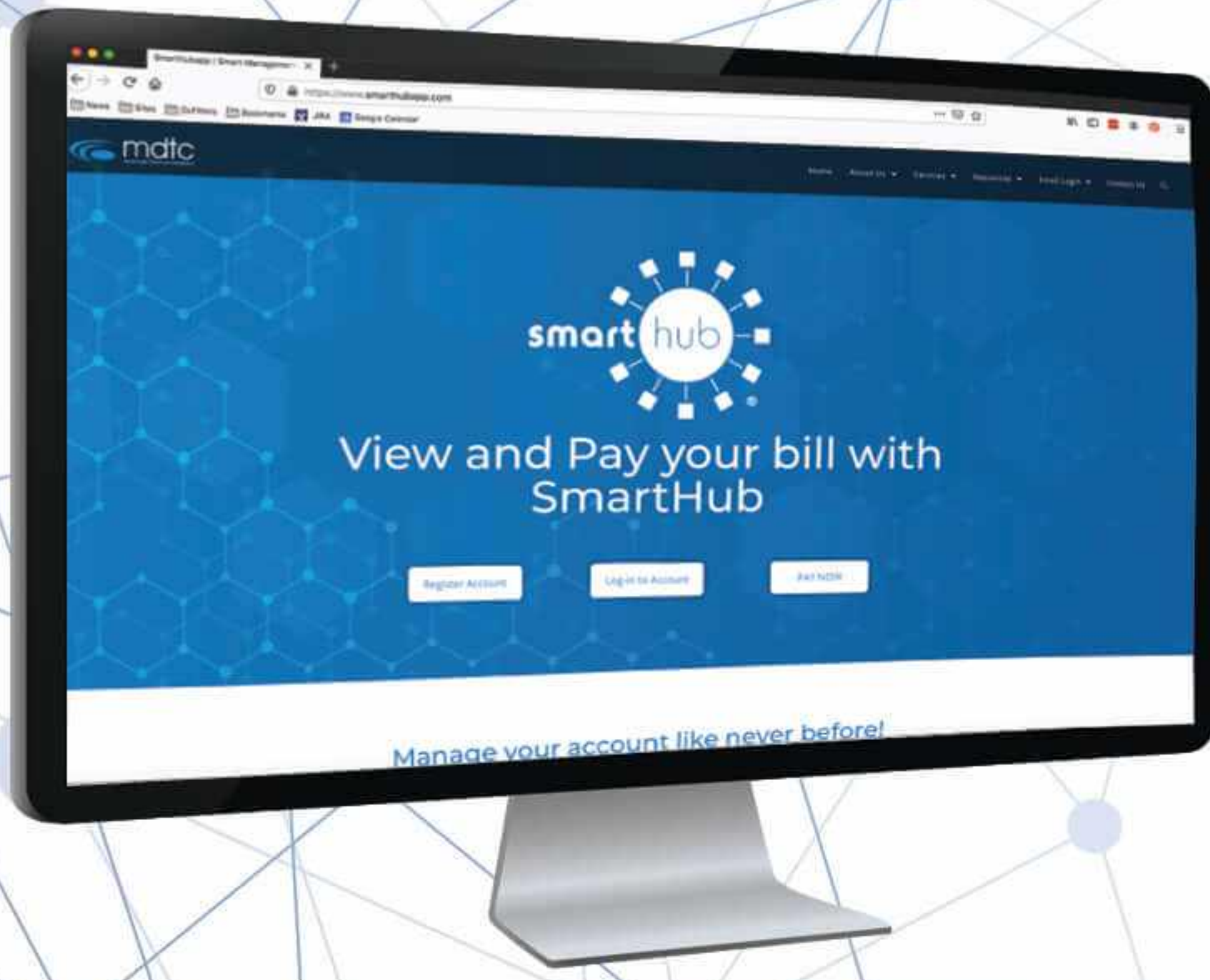
28% of consumers have at least one home automation device.

11% use three or more control devices. (i.e. a connected thermostat, security camera, or lighting system)*

*Deloitte Build It Report

EXCITING CHANGES ARE COMING!

We keep moving forward at McDonough Telephone, and as we work hard to provide our customers with the best service and user experience possible, we've made the decision to change software companies. With these exciting changes, you'll get...



- Better communication
- Easier to use services
- More control over your account

NEW 24/7 PAYMENT PHONE NUMBER: 833-699-1832
Or pay your bill anywhere, anytime with SMARTHUB!



INTRODUCING SMARTHUB

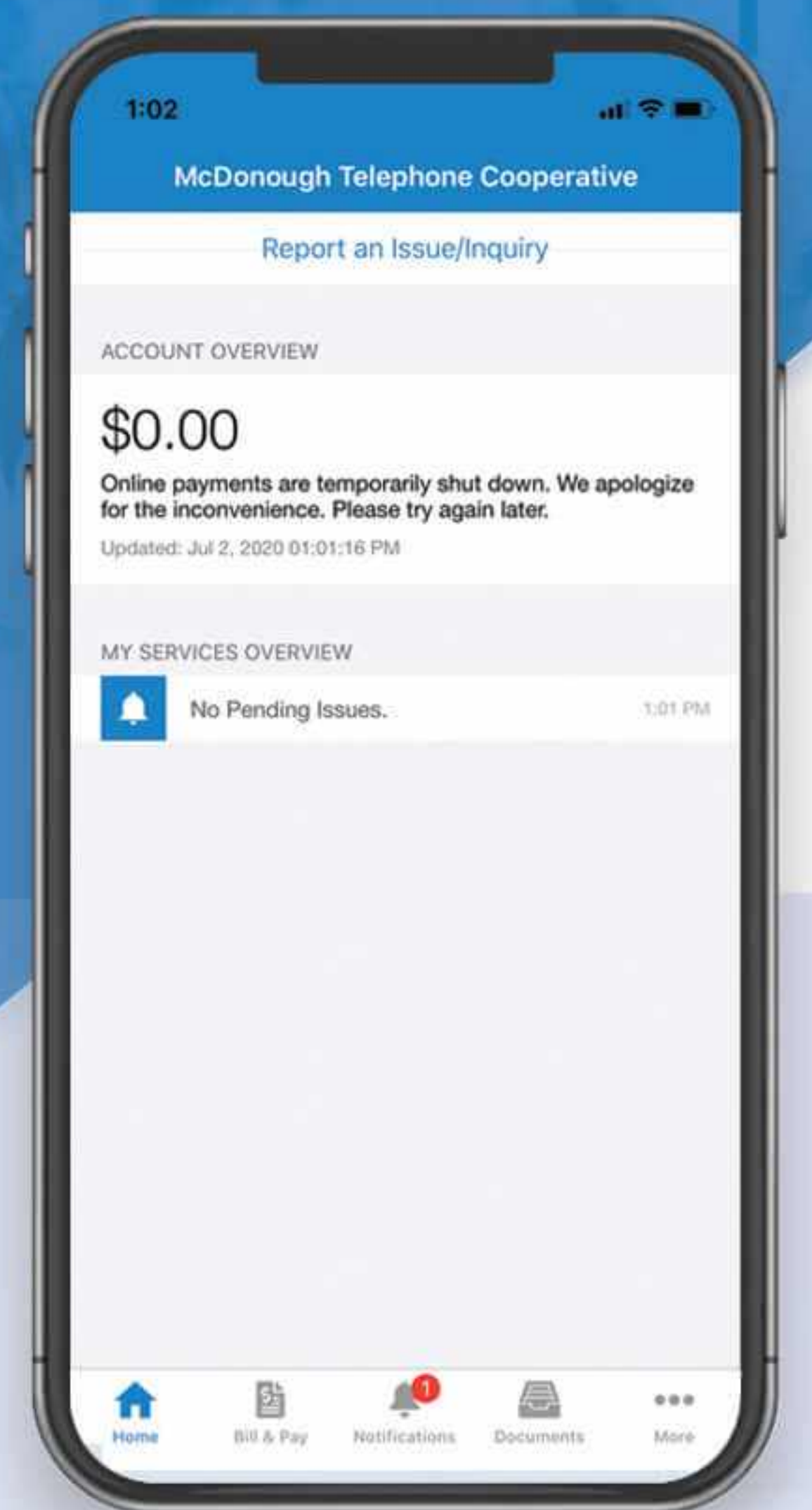
SMART MANAGEMENT. SMART LIFE. SMARTHUB.

On the go and in control.

SmartHub is a web and mobile app that allows you to do business with us like never before:

- Manage your account
- View and pay your bill
- Set up Auto-Pay
- Report service issues
- Receive important notices

...All in the palm of your hand and online. Visit mdtc.smarthub.coop to register your new member account with your account number and email, and start monitoring your account like never before!



www.mdtc.net/smarthub

WHAT DO I NEED TO KNOW?

How Do I Pay my Bill?

Online: mdtc.smarthub.coop

By Phone: **833-699-1832**

Through SmartHub: Free app on your smartphone/tablet

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

When is my bill due?

Your bill is still due on the 15th of the month! If you are currently enrolled in Auto-Pay with a credit card, your information WILL NOT be transferred to our new system. You will need to contact our office to reconfirm your credit card information and re-enroll in our auto-pay service. ACH payments will still be taken out on the 15th.

Will my bill look different?

Yes! We've updated the look of our bill so that the information is easier to find.

How Do I Report Troubles?

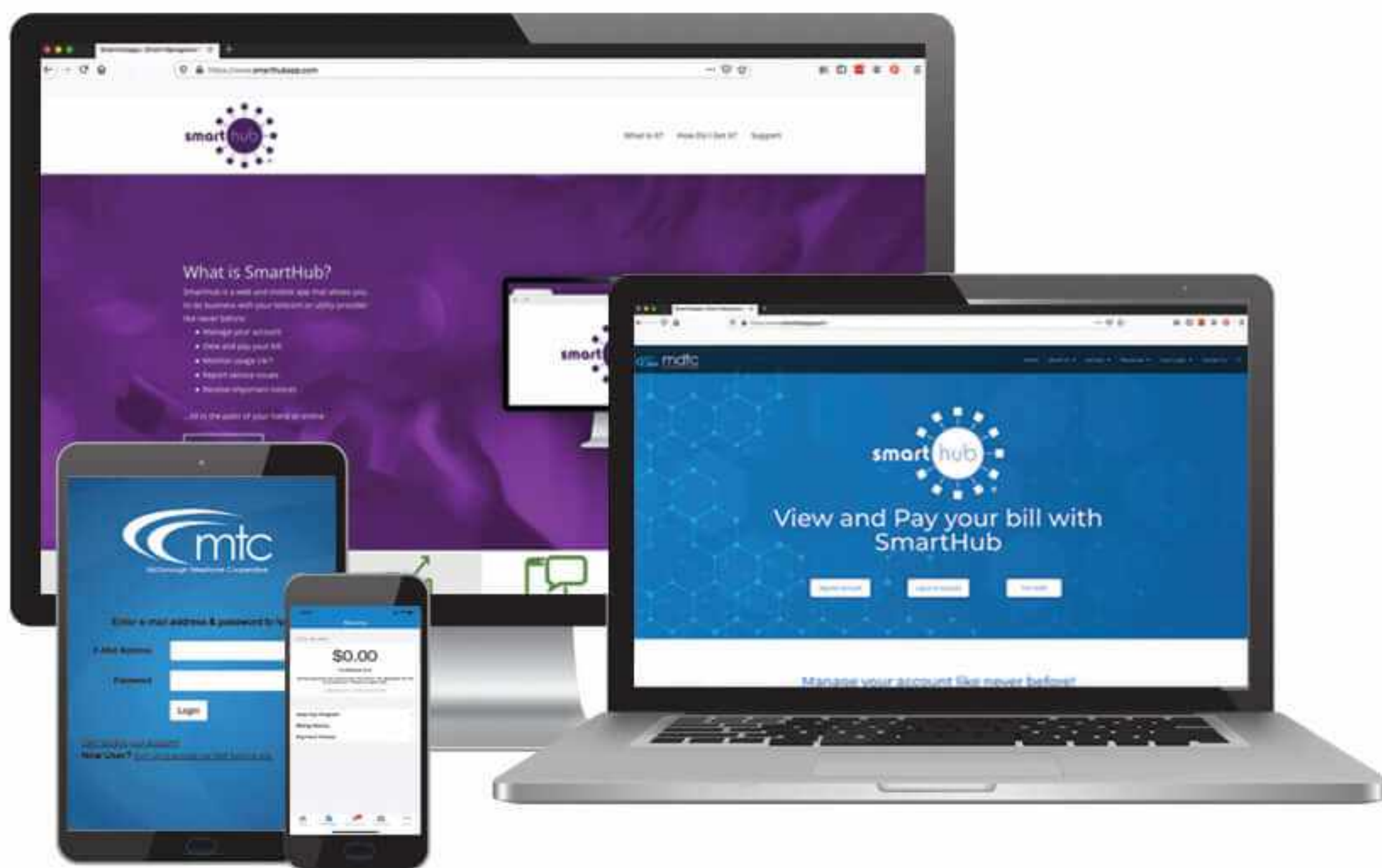
Online: mdtc.smarthub.coop

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.



24/7 Repair
309-776-3214

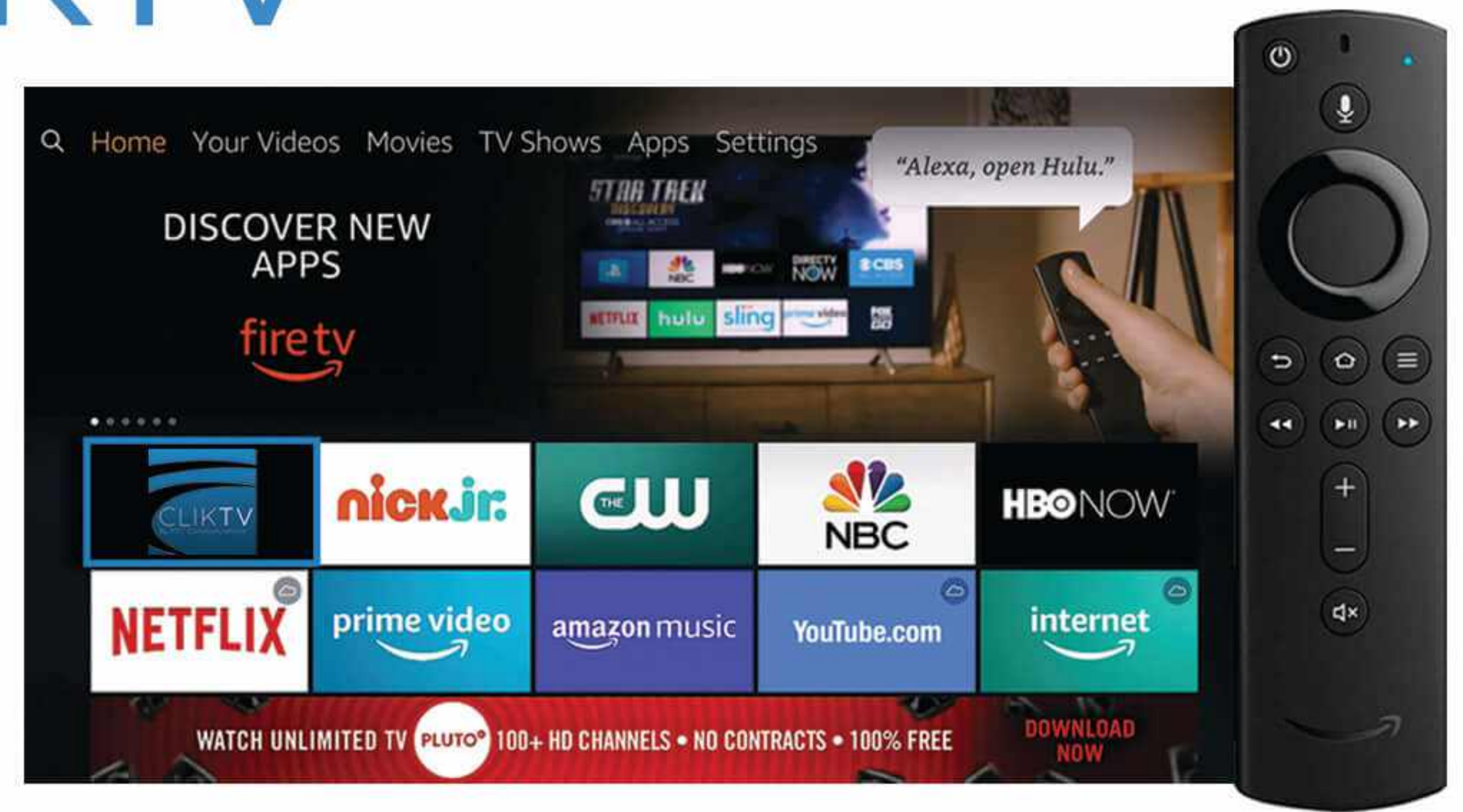


Have questions? Call us! **309-776-3211** or **309-575-3211**

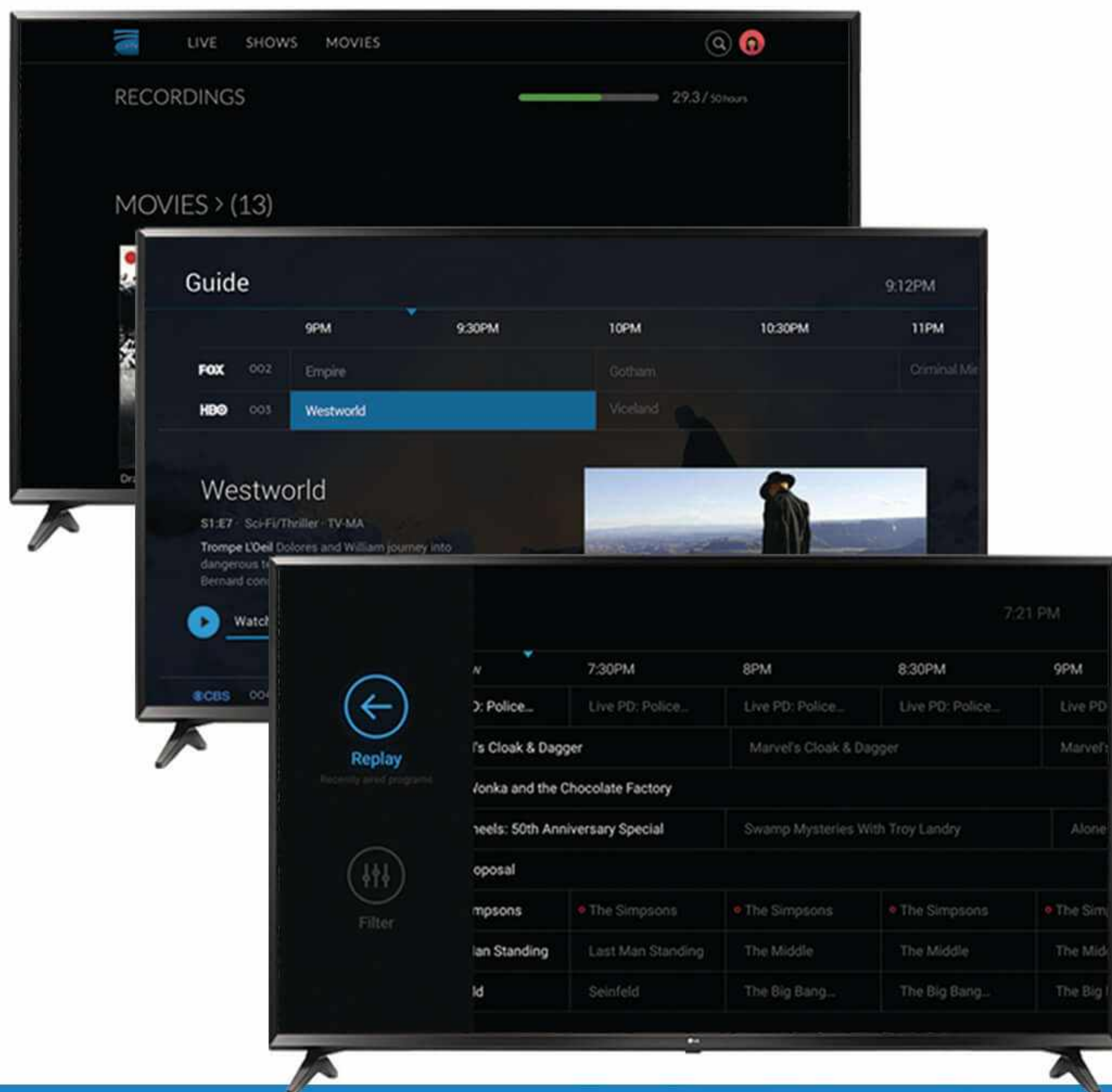
WELCOME TO CLIKTV

IT WILL CHANGE THE WAY YOU EXPERIENCE TV.

Get ready to experience TV without limits. Watch TV through our ClikTV app on any device at any time, and free yourself from the limitations of a set top box. Need to pause for a snack break? Pause live TV and come back whenever you're ready and watch without missing a moment. Forgot to record your favorite show? Watch previously aired movies and shows for up to 72 hours after original air time and find the show you missed with Replay TV.



Plus, get a DVR that does it all! Record as many shows as you want at one time, and still be able to watch live shows on your device while recording. Want to watch your recordings on a different device? Not a problem! With Cloud DVR, you can watch your shows on any device, at any time. ClikTV was designed to give you the freedom to watch your favorite shows, movies and sports. On your time. On your favorite devices.



BROWSE THE GUIDE, SET RECORDINGS & MORE!

The guide is a channel-based way to browse live and upcoming content. You can "Replay" previously aired content or filter shows by movies, sports, kids, and more.

BRING ON THE FEATURES!



Record 50 DVR Hours of your favs with each package, INCLUDED!



Get five unique user profiles with personalized TV experiences.



Get 3 video streams included with each package.



Watch your favorite shows and channels in crystal clear, high definition.

HIGHLIGHTED FEATURES



Parental Controls



Cloud DVR



Replay TV



Voice Control



Universal Search

WATCH TV ON ANY DEVICE

With ClikTV, you get three concurrent streams included in your TV package. Have multiple TVs in your home? Don't worry about having pesky set top boxes installed at each TV; simply plug in a Fire TV Stick, download our app, and you're good to go!

Want to watch TV on your smartphone, laptop, or tablet? We've got you covered there, too! Download our ClikTV app from the app store on any of your devices, and keep the streaming going.



IT MANAGEMENT

Get help from our team of professionals. We connect businesses with customized IT solutions, making sure your systems are monitored, supported, and protected to enhance business growth.

 Hardware/System Support

 24/7 Monitoring

 On-site Maintenance

 Technical Support

We make IT easy. Receive proactive support with services designed to meet your business's critical and specific needs in an affordable, worry-free package. Whether you don't have the staff or you don't have the time to worry about IT problems, we've got you covered.

CAMERA SYSTEMS

Your security is our expertise. Looking to protect your home or business? We make it easy with state of the art systems that you can access anywhere.

Camera systems provide the surveillance and protection that you need for your home or business within your budget. Whether you're designing a new security solution or enhancing an existing platform, our dedicated team of technicians are here to help.



 Customized Security Solutions

 24/7 Surveillance

 Remote Access

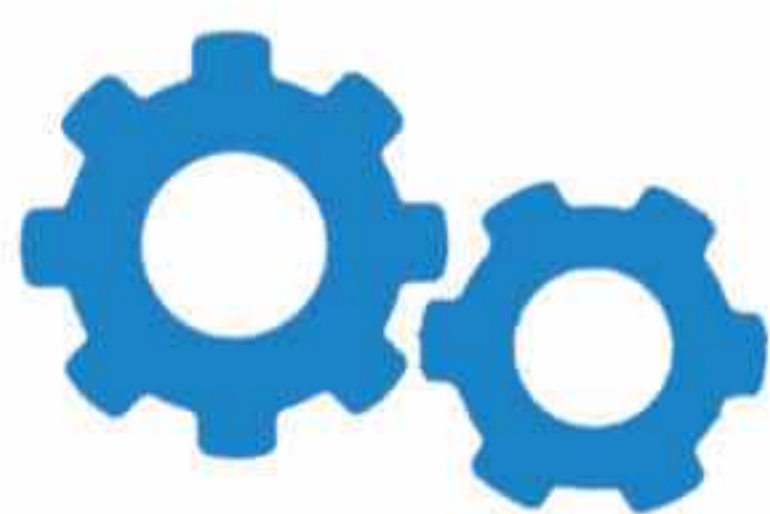
Wireless Network Management

Wireless Network Management is a smart, high-quality router system that acts as your wireless connection. This system gives our technicians the ability to remotely troubleshoot any connection problems, saving you time, money, and frustration. Don't forget about the added parent controls and access point possibilities!



PARENT CONTROL

Set usage hours, enable site blocking, and more!



ROUTER SETTINGS

Configure your own router settings that are backed up on our network



COMPLIMENTARY REPLACEMENT

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



SMART ROUTER CONNECTION

Determines connection type based on device bandwidth usage, giving you the best connection possible

OUR STAFF



CONSTRUCTION & ENGINEERING

L to R: Eric Gillenwater, Jay Harrison, Clint Wisslead, Darren Webster, Austin Brown, Brian Butterfield, Daryl Sidwell, Zach Wilson

EMPLOYEE SPOTLIGHT



BOB BISBY

Install Technician, 1978
Home town: *Colchester, IL*
Favorite place visited? *Hawaii*
What are you most grateful for?
My wife, kids, and grandkids



AUSTIN BROWN

Construction Technician, 2020
Home town: *Carthage, IL*
Favorite place visited? *Fort Worth, Texas Stockyards*
What are you most grateful for?
Opportunities to accomplish personal goals



HOLLY FECHT

VP of Business Operations, 2020
Home town: *Carthage, IL*
Favorite place visited? *Yosemite National Park*
What are you most grateful for?
I am grateful to have a husband who is my best friend & 2 kids who keep the 2 of us active, entertained, & appreciative.



KEVIN MCCORMICK,

Network Administrator, 2019
Home town: *Macomb, IL*
Favorite place visited? *El Yunque National Forest, Puerto Rico*
What are you most grateful for?
Family

IT & NETWORK OPERATIONS

L to R: Brandon Smith, Kevin McCormick, Mike Grafton, Neal Rodeffer, Craig Bishop, Josh Ramirez



INSTALLERS

L to R: Eben Norton, Zach Wilson, Keith Donaldson, Austin Akers, Bryce Downie, Jerad Dobbs, Seth Flynn, Bob Bisby, Kenith Beckner



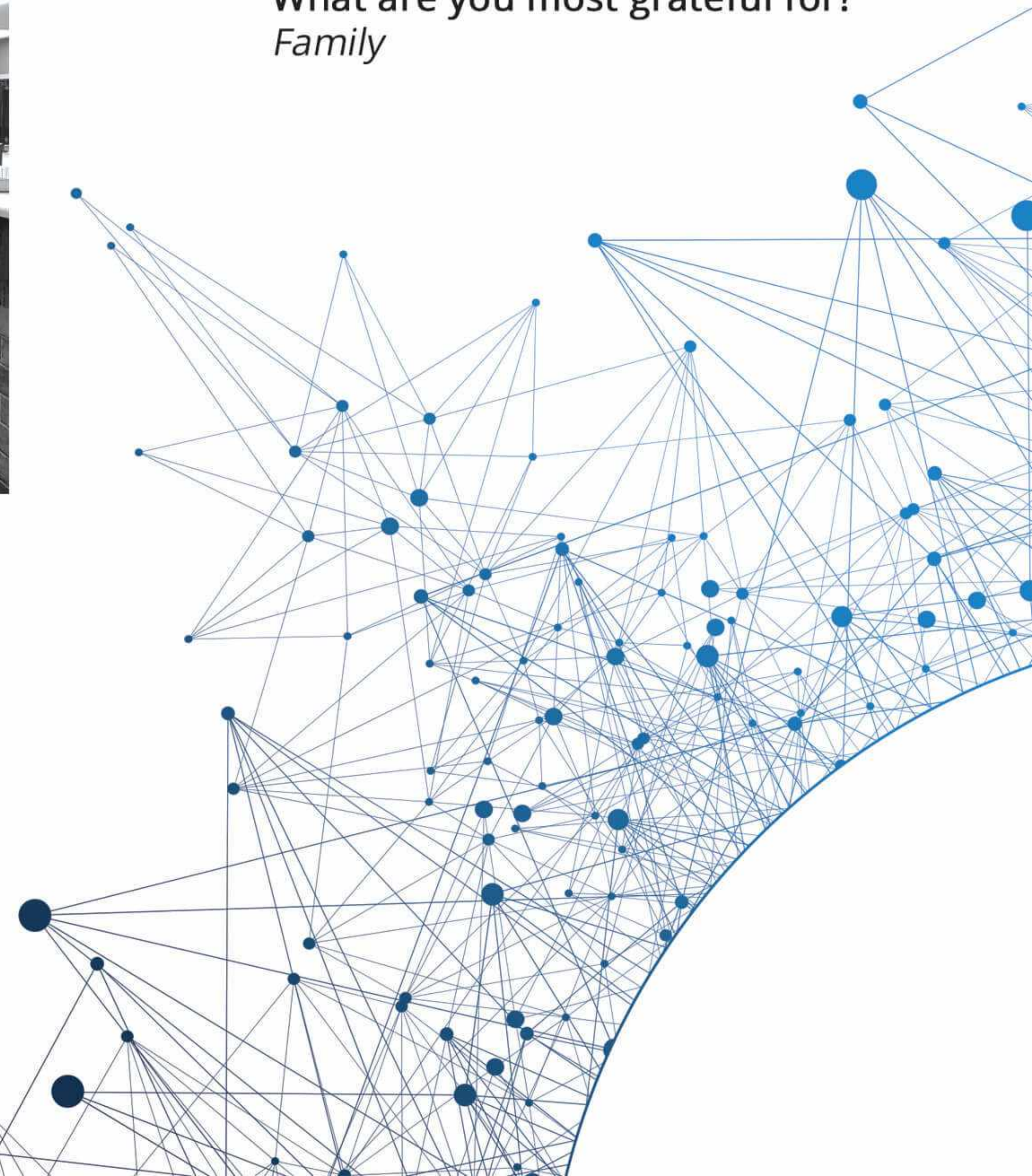
FRONT OFFICE

L to R: Cassie Clark, Fawzyah Boukari, Jennifer Haines, Emily Gillett; 2nd row: Joyce Faxon, Diane Stambaugh, Ellen Mason, (not pictured: Sally Kelly)



MANAGEMENT

L to R: Eric Lee, Troy Friday, Holly Fecht, Justin Powers, Michelle Torrance, Jay Griswold, Rachel Kerns





mtc

McDonough Telephone Cooperative