

Looking Back on 2023

2023 was an extraordinary year for us at FOCUS Broadband. We owe our successes to you, our devoted members and customers. Highlighted here are some of FOCUS Broadband's most notable achievements:

- Made Gigabit broadband speeds available to all customers.
- Contributed over \$120,000 to non-profits, educators, students, and local organizations that make a positive impact in the communities we serve.
- Issued \$1 million in Capital Credit refunds to our members.
- Surpassed 65,000 broadband subscribers.
- Made 5 Gig speeds available for many areas of Brunswick County.
- Expanded to serve over 30 brand-new neighborhoods and built to new sections within numerous established neighborhoods.
- Converted 3,400 homes and businesses in Seaside, Calabash, and Shallotte to our fiber optic network.
- Retired DSL and migrated customers to more advanced technologies.
- Improved our MergeTV user experience by providing more hours of Cloud DVR storage and adding over 50 TiVo+ channels.
- Received several recognitions, including Best in Customer Service in Brunswick County and Best Internet Provider in Columbus County.
- Completed seven NC GREAT Grant projects and two USDA-funded projects, making high-speed internet access available for more than 11,000 rural homes and businesses in southeastern North Carolina.



We are thrilled about what we have accomplished in 2023 and look forward to building upon these successes in 2024. Thank you for being a part of our journey.

Supporting Our Communities Through the Holidays



Presenting donation to Brunswick Family Assistance

FOCUS Broadband's Board of Directors made donations to several nonprofits and area food pantries this holiday season. Recipients included Brunswick Family Assistance, Whiteville's Harvest Table Food Pantry, Robeson County Church Pantry, Eastern Baptist Association in Rose Hill, and Burgaw's Community Outreach Food Distribution Center.

FOCUS Broadband is proud to contribute to these organizations and support their efforts to improve the lives of so many!

Ways to Save in the New Year

If saving money is one of your New Year's resolutions, then switching to MergeTV, our streamed TV service, will let you do just that! With MergeTV, you can use your own streaming device to get a lineup of our most popular channels without monthly cable box fees. Plus, you'll get a host of features you love, like High Definition, Cloud DVR, Start Over, and Look Back!

While MergeTV offers tremendous benefits and savings when compared to traditional cable TV, there are many other ways to get the programming you like. Check out focusbroadband.com/cutthecord where you can explore a wide range of paid and free streaming services that match your interest, fit your budget, and work great when used with our high-speed internet service.



Save \$30/month on your FOCUS Broadband internet
when you qualify and enroll in the Affordable Connectivity Program!
visit focusbroadband.com/acp

Grant Applications Now Being Accepted

Now until February 29th, FOCUS Broadband is accepting applications for our 2024 Community and Education Grant programs. Each grant category will receive \$40,000 in funds to award to educators and non-profits in counties we serve and should be used to benefit residents in our service areas. Community grant funds will be awarded in the spring and education grant funds will be awarded in the fall.

To download a grant application, or for more information on eligibility and exclusions, visit focusbroadband.com/givingback.

12 Days of Christmas Giveaway

Thank you to everyone that participated in our 12 Days of Christmas Giveaway! We loved seeing your holiday spirit and giving out gifts to our lucky winners.

To stay up-to-date on the latest FOCUS Broadband news and giveaways, follow us on Facebook, Instagram, and LinkedIn!



Instagram prize winner
Lisa Marsland of Sunset Beach

Voted Best in Columbus County People's Choice Awards

The News Reporter's

**PEOPLE'S
CHOICE
AWARD** 2023

Best of Columbus

The results are in, FOCUS Broadband has been recognized by The News Reporter's People's Choice Awards program, where readers in Columbus County cast their votes for their favorites in a variety of categories. FOCUS Broadband was voted Best Internet Service Provider and Best Cable TV Provider.

"Our employees are continuously committed to providing great hometown service," said Keith Holden, FOCUS Broadband CEO. "We're so grateful for our Columbus County customers and honored to once again receive this recognition."

Thank you to all who voted. We look forward to continuing to serve you!