

FOCUS Broadband Holds 66th Annual Meeting

In October, FOCUS Broadband held its 66th Annual Meeting of Members. Directors Whitney E. King (District 1), Janice Gore (District 3), and Michelle Ingram (District 6) were re-elected for three-year terms to the cooperative board.

During the meeting, FOCUS Broadband CEO, Keith Holden, spoke about the cooperative's annual achievements as well as the company's future. "In the year ahead, our mission will continue to revolve around delivering communication services that empower lives. Our focus remains on bridging the digital divide, serving the unserved, and providing access to cutting-edge communications services. As we move forward, we do so with deep appreciation for the trust you've placed in us," commented Holden.

More than 2,200 customers registered online or by mail and \$3,000 in cash prizes were awarded to members.

Congratulations to Kathy & Alan Shanabrook, the grand prize winners of \$750!



Kathy & Alan Shanabrook



We Celebrated Customer Service Week!



We are honored and thankful to have employees that go the extra mile each day to create the best experiences for our members. Our employees support more than 780,000 customer interactions each year. We work continuously to improve our standards through on-going review and training that is focused on meeting the changing needs of our customers.

FOCUS Broadband celebrated Customer Service Week to honor our employees for their commitment and dedication to delivering exceptional customer service. Thank you for your support and the role you play in our success!

Follow Us on Social Media for Holiday Giveaways

The holidays are just around the corner, so be sure to follow us on Facebook and Instagram for chances to win lots of great prizes during our Christmas Giveaway! By following us, you'll be the first to know about prize drawings, the newest products and programming, live streamed high school sports and loads of local content from the communities we serve. Like and follow us today and stay tuned for our exciting holiday giveaways!

Grant Helps Leland Public Safety Program

A FOCUS Broadband Community Connections Grant awarded to Friends of Leland Public Safety has helped the non-profit organization purchase rapid entry boxes for the Leland Fire Department. Rapid entry boxes are designed to securely store a homeowner's door key and can be mounted on the entry door of residents who are likely to have a difficult time opening their door in the event of an emergency. Boxes can only be accessed using a first responder master key.

Ronnie Hayes, Fire Chief for the Town of Leland said, "With the rapid entry boxes we can use a key to quickly open a resident's door instead of having to damage or break it down to gain access to the home."

Friends of Leland Public Safety provides assistance and support for Leland's Police, Fire and Emergency Medical Services. Their rapid box entry program has been a huge success, so much so that there is a waiting list of residents who have requested a box be installed at their home. Box placement is temporary and when the need for them changes, they can be relocated and used at another home.



Reminder:
Now Accepting Scholarship Applications from High School Seniors!

APPLY BY DECEMBER 8TH

Visit focusbroadband.com/scholarships for more details!

Get Your Home Connected with ACP

Connectivity has become a fundamental need, and many homes lack the means to access the internet for remote work, telehealth, and online education. FOCUS Broadband partners with the Affordable Connectivity Program (ACP) to offer qualifying homes free or discounted internet. Your household may qualify for this discount if you have a student attending a school that participates in the Free and Reduced-Price School Lunch Program or the School Breakfast Program, regardless of your income. You may also qualify for this benefit if a member of your household receives a Federal Pell Grant, SNAP, Medicaid, WIC, Veterans Pension/Survivor Benefits or Supplemental Security Income (SSI).

To find out if your household is eligible visit focusbroadband.com/acp or call 888-367-2862.



Make the Switch to MergeTV

Our project to convert customers from traditional Cable TV to MergeTV is well underway and over the next 12 to 24 months, FOCUS Broadband will cease offering traditional Cable TV. A combination of changing technology and declining Cable TV viewership is prompting this change. Merge TV offers users many benefits over traditional Cable TV including restart, replay, 100 hours of Cloud DVR, and integration of over 50 Tivo+ live streaming channels like NewsMax, USA Today, and Outside TV at no additional charge.

Customers will be notified of their required conversion date via mail or email. Conversions will be done at no additional cost to the customer, but those who fail to convert to MergeTV by their required conversion date risk losing Cable TV service.

Don't wait to get your notification to convert to MergeTV, switch today! Call 888-367-2862 or visit focusbroadband.com/mergeTV for more information.