

## Burgaw Retail Location to Open in March

To better serve our Pender County customers, FOCUS Broadband is opening a new retail store in Burgaw, located at 1855 NC Hwy 53 W. across from Four County EMC. Store hours will be weekdays from 8 AM to 5 PM and will offer a range of convenient services for customers including signing up for FOCUS Broadband service, making payments, or interacting with displays showcasing our services.

“We’re committed to providing the best possible experience for our customers in Pender County and this new store is aimed at helping us do just that. We look forward to serving the community and delivering on our promise of providing reliable connectivity and top-notch customer care,” said Keith Holden, FOCUS Broadband CEO.



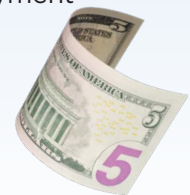
### Holiday Closing

All FOCUS Broadband locations will be closed on March 29<sup>th</sup> in observance of Good Friday.

### Get \$5 with Auto-Draft

Never worry about missing a payment when you enroll in auto-draft with FOCUS Broadband. Login to your account online to enroll and get a one-time \$5 bill credit.

\*First time enrollemt only. One credit per account.



## Understanding What Affects Your Connection

Ensuring that you receive the best internet connection possible is our top priority, but sometimes factors outside of our control can affect its performance. Here are a few tips to help you ensure you’re getting the best connection possible for your home:



- Tech moves fast, and as it does, developers often create features that improve operation and speed. Check your software and connected devices to make sure they have the latest updates.
- As new generations of tech are created, they’re designed to work best with the latest innovations. Think about upgrading your PC and connected devices, because older devices may not be able to pull the same speed as newer counterparts.
- Struggling with Wi-Fi dead zones in your big or multi-level home? Consider our Premium Wi-Fi mesh network, now the same price as our standard Wi-Fi. It blankets your entire home with seamless Wi-Fi coverage. Plus, enjoy bonus features like parental controls to enhanced device protection.

# Get Informed Through the Streaming Marketplace



If you've been thinking about cutting the cable cord, then the Streaming Marketplace on FOCUS Broadband's website is a great resource for getting information on a multitude of streaming services.

The Streaming Marketplace can help you find the streaming app that best suits what you want to watch on TV. Search by name, genre, and device or filter by free or paid apps. You can even search by movie or series title and find out which streaming service offers the programs you want to watch. Plus, get detailed summaries for each streaming option and compare prices and features as well as reviews and ratings. Learn more about your streaming options by visiting [focusbroadband.com/cutthecord](http://focusbroadband.com/cutthecord).

*Share your experience with others!*



Leave us a Google Review & let others know about your experience.



With amazing benefits, competitive pay, and a great work environment, FOCUS Broadband is a wonderful place to build your career. We encourage in-house advancement as well as employee growth and development.

Check out our careers page weekly by visiting [focusbroadband.com/careers](http://focusbroadband.com/careers) to see a list of current openings and to apply.

## Grant Helps Multilingual Learners

A FOCUS Broadband Community Connections grant is helping an East Robeson Primary School program purchase books for multilingual learners. Using grant funds, the Multilingual Literature and Learning Space for Multilingual Learners (MLS for MLs) program led by Dr Phillippe Sipacio has been able to create a dedicated space for students to visit and read age and grade-level appropriate books written in their native language. Literature and picture books are available in various languages including Spanish and English, Creole and English, and many more.



FOCUS Broadband gives \$40,000 annually to educators to help with programs that expand educational opportunities for students living in FOCUS Broadband service areas. Dr. Sipacio was one of 22 educators to receive a grant last year through FOCUS Broadband's grant program.