

# Connecting You

JULY 2022

**FOCUS**  
BROADBAND

## Grant Expands Brunswick County Literacy Programs

Through a grant from FOCUS Broadband, the Brunswick County Literacy Council was able to expand their adult literacy program by purchasing books for their students and training materials for volunteers. The Literacy Council offers classes in Basic Adult Literacy, GED Assistance, English for Speakers of Other Languages, Work Skills, Financial Literacy and Citizenship.

"The fact that an organization in our community sees the benefit

that we're providing shows an amazing partnership,"

commented Melissa Warren, Executive Director of the Brunswick County Literacy Council. "It's not just the students that FOCUS Broadband is supporting, but by investing in adult literacy the company is playing a role in improving the local economy and workforce of Brunswick County."

To learn more about FOCUS Broadband's grant programs, visit [focusbroadband.com/giving-back](https://focusbroadband.com/giving-back).



**Save the Date for FOCUS Broadband's Annual Meeting of Members**  
**October 7th at 7 p.m., Odell Williamson Auditorium**

## Holden Named to Business North Carolina's Power List

FOCUS Broadband's CEO, Keith Holden, was recently selected as one of Business North Carolina's 2022 Power List's influential leaders. The publication selects leaders from across the state that have made a particularly noteworthy impact within their industry. Holden was recognized in the category of media and communications.

"There's a bias toward leaders in the big metropolitan areas, where most economic activity occurs. Great rural leaders often get overlooked," commented David Mildenburg, Business North Carolina's Editor. FOCUS Broadband is grateful for Holden's leadership to the company and commitment to expanding access to rural broadband.

To read more about the recognition, visit [focusbroadband.com/news](https://focusbroadband.com/news).



*FOCUS Broadband's CEO, Keith Holden*

## We Want Your Feedback

Your opinions and feedback are very important in helping us understand how we can best serve you. To help us learn more, FOCUS Broadband has engaged Pivot Group, a respected national research firm, to conduct an online survey during the month of August. Your responses will be anonymous and the answers you give will be used for research purposes only.

Be sure to check your email next month for an invitation to participate in this brief survey. In exchange for your time and input, you will have the opportunity to win one of six gift cards valued at up to \$500. For more information about the survey, contact FOCUS Broadband at 888-367-2862.

# Tips for Staying Connected During a Hurricane

Hurricane Season is here, and FOCUS Broadband wants to make sure our customers are prepared with these simple tips.

- Fully charge your cell phone and locate your car charger.
- Save your cell phone battery by texting instead of calling, lowering your brightness, turning your touchscreen function off and by turning your phone on only when needed.
- Backup your home computer files and secure them in a safe location.
- Try text messaging if phone lines are busy.
- Take important phone numbers with you if you leave home.
- Develop an alternate communication plan to stay in touch with family.
- Follow FOCUS Broadband on our website and Facebook to receive up-to-date announcements about service affecting issues or outages.



If you experience an outage during a storm, you should contact the FOCUS Broadband repair line at 833-663-1241 and a technician will be out to restore service as soon as it is safe to get back on the road. You can also visit [focusbroadband.com/hurricane](http://focusbroadband.com/hurricane) for information regarding service outages and tips during a storm.

## Connect to the Telephone Directory Anytime, Anywhere

Take the FOCUS Broadband Telephone Directory with you by using the FOCUS Broadband Search mobile app wherever you go. It's the easiest way to access the FOCUS Broadband Telephone Directory anytime, anywhere. Conduct a quick search using popular categories like restaurants, banks, real estate, pizza and more. Map every listing with distance from your current location and get driving directions. Best of all it is free! Download it today from the Apple App Store or Google Play Store.

## Holiday Closing

All FOCUS Broadband locations will be closed Monday, July 4th in observance of Independence Day.

## New Directories are Here! Remember to Recycle

FOCUS Broadband's new telephone directories are being delivered to our customers in Brunswick and Columbus counties. We want to remind everyone to recycle your old directories by bringing them into any FOCUS Broadband retail location. Our annual telephone directory recycling drive will be held through August 31st.

### Shallotte & Leland

Mon-Fri: 8AM - 6PM  
Sat: 9AM - 5PM

### Sunset Beach & Whiteville

Mon-Fri: 8AM - 5PM  
Sat & Sun: Closed

