

October is National Co-op Month



We're celebrating National Co-op month this October! Formed in 1955 to serve residents and businesses here in Brunswick County, we've grown to become the largest member-owned communications cooperative in North Carolina, as well as one of the largest in the country.

Because we're a cooperative, we're run by our members, for our members, and each year a new Board of Directors is elected to govern the company's operations. Unlike larger national companies, our roots are local, and we're focused on continuing to grow and improve our network and the services we provide to you! We also give back to members in the form of capital credits, to non-profits and educators through grants, and to local high school students through scholarships. As we grow and change to meet your needs, we will continue to stand by the principles on which we were founded.

Tips for Protecting Your Online Accounts

In the digital age, it is more important than ever to protect your online accounts against hackers and scammers. Follow these simple tips to help keep your online accounts safe:

- Be cautious of suspicious links and emails
- Set up a two-factor verification
- Use different passwords
- Change your passwords regularly
- Consider using a VPN when on public Wi-Fi
- Be cautious of what you share online

FOCUS Broadband will never ask for personal information over email or social media. If you receive an email from us that appears suspicious, do not click on links or respond with your personal information and please call our customer care team at 888-367-2862.



Scholarship Applications Are Now Open

Do you have a high school senior? Now through December 9th, FOCUS Broadband will accept scholarship applications from high school seniors in our service areas! Applicants and/or their legal guardians must be customers of FOCUS Broadband for Internet, Telephone, Cable TV or Security in order to qualify. Ten \$2,000 scholarships will be awarded, and recipients will be selected on the basis of academics, school-sponsored activities, community involvement and interviewing skills.

Over the course of the program, FOCUS Broadband has awarded \$123,000 in scholarships to 76 local students. For more information about our scholarship program, contact the guidance counselor at your local high school or visit focusbroadband.com/scholarships.

FOCUS Broadband Celebrates Customer Service

Recognizing Our Award-Winning Team

We are honored and thankful to have employees that go the extra mile each day to create the best customer experiences for our members. Our employees support more than 610,000 customer interactions each year.

This month, FOCUS Broadband is celebrating customer service with prizes, games and recognition for this year's accomplishments. FOCUS Broadband works to consistently improve customer service through on-going training along with a daily focus on meeting customers' needs.



Like & Follow Us



Have you checked us out on Facebook lately? When you like and follow FOCUS Broadband on Facebook, you'll be first to know about chances to win great prizes, the newest products and programming – including live streamed high school sports or free preview announcements and loads of local content about the communities we serve! Like and follow us now so you'll be sure not to miss out on our upcoming holiday giveaways!

Convenient Payment Options from FOCUS Broadband

We offer several options for paying your monthly bill! Here are some ways we make it convenient for you:

- Set up automatic bank draft and never miss a payment
- Set up recurring credit or debit card payment
- Pay online through My Account
- Pay by phone using our 24-Hour Automated Payment System
- Drop your payment off in one of our drop box locations at our Shallotte or Sunset Beach stores
- Make your payment at our Shallotte office using our drive thru window

Most methods allow you to pay using MasterCard, Visa, Discover or electronic check, but you are always welcome to come by and pay in person at any of our locations in Shallotte, Whiteville, Sunset Beach and Leland.

FOCUS Broadband Receives 2022 GREAT Grant Funds

More areas of Robeson and Columbus counties will soon have access to high-speed internet as a result of the latest round of GREAT grant funding awarded to FOCUS Broadband by the N.C. Department of Information Technology's Broadband Infrastructure Office. By utilizing these grants, it will allow us to expand our service to the Parkton and Lumber Bridge communities in Robeson County and the Evergreen, Acme-Delco and Prosper communities in Columbus County.

"High-speed internet is essential for online learning, telemedicine, commerce, telework and every aspect of life," said Keith Holden, FOCUS Broadband CEO. "Our cooperative was founded for the purpose of bringing service to rural unserved areas where there is a critical need for connectivity. This growth also helps strengthen and sustain the cooperative by adding new customers." FOCUS Broadband also won grants to serve rural communities in Bladen, Duplin, Hoke, Pender, Chowan and Perquimans counties through this latest round of GREAT grant funding.