

Service Available to First Customers in Pender County

For years, FOCUS Broadband has worked to bring high-speed internet to those who need it. Through state and federal broadband grant programs, we've secured the funding needed to expand our service to thousands of potential new customers in surrounding counties. Recently, we connected Brett Griffin, our first customer in Pender County. On finally being connected to fast internet, Griffin said, "Before, we couldn't do any kind of streaming and it was nearly impossible for my wife to access her work through our home internet. This is going to be a life changer for people living in rural Pender County".

The work FOCUS Broadband is doing in these communities not only helps those who live there, but it also strengthens the cooperative. By using grant funding to add new customers, we are able to keep internet costs to members low and generate the revenue needed to overbuild the entire cooperative area with fiber optics, a project that is currently underway. In the end, it means better service for all.



First Pender County customer, Brett Griffin

Deadline Approaching for Community and Education Grants

Applications for FOCUS Broadband's community and education grants programs are being accepted through Friday, February 28th. FOCUS Broadband will award \$40,000 in Community Connections grant funds to nonprofit organizations and \$40,000 in Smart Connections funds to educators in any area served by FOCUS Broadband. Community grant funds will be awarded in the spring and education grant funds will be awarded in the fall.

Applications must be received at FOCUS Broadband offices by 6:00 PM on February 28th. For more information, visit focusbroadband.com/giving-back or call 910-755-1677.

FOCUS Broadband's Justin Parsons Receives Patriot Award



L-R: Steve Hurbanek, ESGR Volunteer, Shannon Engelhardt, Director of Human Resources (Veteran), Jason Thompson, ESGR Volunteer, Justin Parsons, Director of Operation Services and Roland Perez, Communications Services Technician Foreman (Veteran)

Justin Parsons, Director of Operations Services for FOCUS Broadband, was recently awarded the Employer Support of The Guard and Reserve's (ESGR) prestigious Patriot Award for supporting employee participation in America's National Guard and Reserve Force. Justin was nominated by Brett Burris, FOCUS Broadband Communication Services Technician, who is currently deployed in Kuwait.

The Patriot Award highlights the efforts made by a supervisor to support Guard Members or Reservists through a wide range of measures including flexible schedules, time off prior to and after deployment, caring for families, and granting leaves of absence, if needed.

"I am honored to receive this award," said Parsons. "But there was no grand plan behind what I've done. It's just doing the right thing in support of our folks who step up to serve and protect our country."

FOCUS Broadband Employees Give to United Way

Each year, FOCUS Broadband employees donate to the United Way to help local residents in need. This year, our employees gave more than \$7,600 to support the Cape Fear Area United Way. "Our employees are committed to giving back," said Keith Holden, FOCUS Broadband CEO. "We are proud to support the Cape Fear Area United Way each year and we appreciate the work they do to help those in need in our community."

Since the company's first giving campaign, FOCUS Broadband employees have donated more than \$450,000 to support the local United Way.



FOCUS Broadband United Way donors present check to Tommy Taylor of Cape Fear Area United Way

Advertise in the 2023 FOCUS Broadband Directory

Don't miss out on the opportunity to showcase your business in the 2023 FOCUS Broadband Telephone Directory. When you purchase an ad in our telephone directory, you'll get a listing that can also be accessed online or on any mobile phone via our FOCUS Broadband Search App. Data Publishing is the only authorized Yellow Pages sales agent for FOCUS Broadband and one of their representatives will be contacting existing advertisers soon.

If you would like to find out more about how you can help expand your customer base and grow your business just by having your business included in the FOCUS Broadband Telephone Directory, please call 888-328-2782.



Would a discount on your monthly internet bill help you?

See if you qualify for the Affordable Connectivity Program by visiting, focusbroadband.com/acp.

Come Work With Us

With amazing benefits, competitive pay, and a great work environment, FOCUS Broadband is a fantastic place to build a career. We encourage in-house advancement as well as employee growth and development. FOCUS Broadband offers a variety of technical, administrative and financial career fields.

To learn more about careers at FOCUS Broadband or to view our current openings, visit focusbroadband.com/careers.

Make the Switch to MergeTV

The demand for higher programming fees by local broadcast stations and national cable networks is driving customers to cut the cord in favor of streaming services. Cord-cutting is impacting FOCUS Broadband's business, too, by making it more expensive to operate our traditional cable TV systems with a constantly declining number of customers. Because of this, FOCUS Broadband must take steps to reduce the cost of delivering cable TV to those customers who continue to subscribe to it.

In the coming months, FOCUS Broadband will begin removing certain features and services from our traditional cable TV platforms as we work toward delivering all cable TV programming through our MergeTV streaming service exclusively. With MergeTV, customers have the option to enjoy their cable TV lineup with a host of popular features like DVR, Start Over, and Look Back without the cost of digital cable boxes. There will even be new features and content added to MergeTV to provide even greater value.

As these changes are made, notices and dates will be provided to those who will be impacted. To learn more about MergeTV and other cord-cutting options, visit focusbroadband.com/mergetv.



*Cable TV not available in all areas.