

\$1 Million in Capital Credits Approved

This year, your FOCUS Broadband Board of Directors approved a \$1 million capital credit distribution to eligible members who received qualifying services in 2000.

To date, FOCUS Broadband has issued more than \$70.1 million in capital credits to members.

"Capital credits are one of the many ways we demonstrate the value of cooperative membership," said Whitney King, FOCUS Broadband Board President. "We're proud to be able to return a portion of our success to our members while continuing to reinvest in the future of our cooperative. Those investments allow us to expand our fiber network into new and growing communities while enhancing our existing network with the latest technology, ensuring our members enjoy reliable services for years to come."

Capital credit distributions will begin in September. Active members receiving less than \$50 will see their refund applied as a credit on their September billing statement, while those receiving \$50 or more will receive a check by mail.

If you meet the eligibility requirements and have not received your refund by October 1st, 2026, please contact our office at 910-755-1609.

Thank you for choosing FOCUS Broadband and for supporting your local cooperative.



Think Twice About Buying a "Free TV" Streaming Box

Have you seen the streaming devices advertised as a "free TV" box promising unlimited access to movies, sports, and live TV without a monthly subscription? While these devices may sound appealing, they often come with significant drawbacks.

LET'S TAKE A CLOSER LOOK:



Security Risks: Some streaming boxes have been linked to malware, privacy concerns, and other vulnerabilities.



Unreliable Streaming: Channels may buffer, disappear without warning, or deliver poor video quality.



Limited Support: Because the content is delivered through external servers, streaming issues are often outside of FOCUS Broadband's control.



Unauthorized Content Sources: Many devices rely on third-party streaming services that may not be licensed or dependable.



For the best streaming experience, we recommend using trusted devices and services from reputable providers such as Roku, Apple TV, Amazon Fire TV, Google TV, Netflix, Hulu, and YouTube TV.

Not sure which streaming device or service is right for you? Contact our Customer Care team at 888-367-2862 or visit focusbroadband.com for recommendations on trusted streaming options that fit your viewing preferences and budget.

Fiber Upgrades Continue Across Brunswick County

We're continuing to expand our all-fiber network across Brunswick County, bringing more customers the speed, reliability and performance of a 100% fiber-optic connection. This work is part of our multi-year effort to replace our existing DOCSIS network with a future-ready fiber network that offers faster speeds and greater capacity to support the growing technology needs of homes and businesses for years to come.

Construction on the island of Sunset Beach is now complete, giving residents and businesses access to multi-gig internet speeds. Thousands of customers in Carolina Shores and Calabash have also been upgraded and are already enjoying the benefits of fiber.

In the coming weeks and months, construction will continue in Brunswick Plantation, Wildwood, Rivers Edge, and Cedar Tree. We will let customers in these communities know by mail or email as soon as fiber service is available.

We appreciate your patience as we continue building a stronger, faster network for our communities.

2026 Annual Meeting

Voting and Registration

Registration and voting for the 69th Annual Meeting will take place September 10th through September 30th. Members who receive electronic billing statements will receive voting information by email. Those who receive paper statements will receive their voting materials by mail.

All registered members will be entered into a drawing for a chance to win one of three prizes. Members do not need to be present at the meeting to win.

For more information about voting and registration for FOCUS Broadband's 69th Annual Meeting, visit focusbroadband.com/annualmeeting.

WE WILL BE CLOSED ON MONDAY, SEPTEMBER 7TH LABOR DAY

Prep Smart for Hurricane Season

Hurricane season is a reminder that preparation is key. While we can't control the weather, we can take steps to protect our homes, our technology, and our ability to stay connected when severe storms impact our communities.

At FOCUS Broadband, our teams prepare year-round to help keep our network operating during challenging conditions. Before a storm arrives, we inspect equipment, prepare backup systems, and make plans to respond quickly if service interruptions occur. Our goal is to restore service as safely and efficiently as possible.

After a storm passes, our crews will begin assessing any damage and working to restore service as quickly and safely as possible. Please remember that hazardous conditions, including flooding and downed power lines, may affect restoration times.

We will share updates through our website and social media channels whenever possible. If you experience an outage during a storm, you can report it by calling 833-663-1241.

