

# Connecting You

AUGUST 2025

**FOCUS**  
BROADBAND

## Capital Credit Refunds Coming!

This year, our Board of Directors refunded \$1 million in capital credits to cooperative members who had qualifying services in 2000. To date, the cooperative has issued more than \$67.3 million in capital credit refunds.

“Giving back to our members is just one of the benefits of being part of a cooperative, and we’re proud to share our continued success through these refunds,” said Whitney King, FOCUS Broadband Board President.

### What to Expect:

- Only current and former members who had qualifying services in 2000 will receive a refund.
- Capital credit disbursements will begin in September.
- Active members receiving less than \$50 will see the refund applied as a credit on their September billing statement.
- Members receiving \$50 or more will be mailed a check.

If you meet the eligibility requirements and have not received your refund by October 3rd, please contact our office at 910-755-1609.



**We Will Be Closed Monday, September 1<sup>st</sup> in Observance of Labor Day.  
Have a Safe and Happy Holiday!**

## Keeping You in the Loop via Text Messaging

We’re finding new ways to keep you connected and informed! In the months ahead, FOCUS Broadband will begin sending text messages to share important updates with you.

**When you do receive one, here’s what you can look for to know it’s really us reaching out:**



- **Appointment Updates:** Know ahead of time when your tech is on the way with appointment reminders.
- **Statement Reminders:** Stay on top of your account with alerts that let you know when your statement is ready, along with reminders of your due date. **Coming Soon!**
- **Service Alerts:** Get notifications about unexpected outages or planned maintenances in your area. **Coming Soon!**

Our goal is to keep things helpful and secure. Remember, we’ll **never** ask for sensitive information via text or send you links. Plus, you can reply STOP at any time to opt out. Want to confirm you’re opted in? Give us a call at 888-367-2862.

# Celebrating 70 Years of Connectivity: *Leadership Focused on Customer Service*

As we celebrate 70 years of connectivity, we're proud to spotlight the people who have helped shape this company into what it is today. Among them is former General Manager and CEO Allen Russ, whose connection to the cooperative began long before his time in leadership.

"I was 8 years old when I rode with my dad door-to-door to collect pledges to start the co-op," Russ recalled. That early experience left a lasting impression and decades later, his career would come full circle as he stepped into a leadership role in 2006.

Russ played a key role in leading the cooperative through some of its most significant technological advancements. "We were the first in the state of North Carolina to deploy fiber to the home and one of the first in the nation," he shared.

Whether expanding access to high-speed internet or navigating industry changes, his focus remained the same: ensuring FOCUS Broadband lived up to its mission of providing the best customer service. That dedication hasn't gone unnoticed. FOCUS Broadband has been named Best Customer Service 17 times in The Brunswick Beacon's *Best of Brunswick* awards, a testament to our team's ongoing commitment to excellence. His story is one of legacy, vision, and the belief that a cooperative is only as strong as the commitment of its employees.



Watch the  
interview here!

## Need Help Getting & Staying Connected?

As school starts back, fast reliable internet is more important than ever for homework, virtual learning, and staying in touch with teachers and classmates. That's why we're here to remind you about programs that can help lower your monthly internet bill and ensure you stay connected this school year.

The federal Lifeline Program can help make internet service more affordable by providing a \$9.25 monthly discount on broadband services. Plus, if you qualify for Lifeline, FOCUS Broadband will match that discount through our Lifeline Match Program, bringing your total savings to \$18.50 per month on any broadband package.

To find out if your household qualifies for Lifeline and to learn more, visit [focusbroadband.com/lifeline](https://focusbroadband.com/lifeline).

## 2025 Annual Meeting *Voting and Registration*

FOCUS Broadband's 68th Annual Meeting of Members will take place on October 3rd at 2 p.m. at FOCUS Broadband Headquarters, 640 Whiteville Rd., Shallotte, NC 28470.

Registration and voting will begin on September 11th and end on Oct 1st, so be on the lookout for information on how to register and cast your vote! Members who receive their billing statement online will receive their registration materials and voting instructions via email. Those who receive their billing statement by mail will receive their registration information and a mail-in ballot by mail. Members who register and vote will receive a \$20 credit on their November statement.

FOCUS Broadband will also award \$3,000 in cash prizes, with a grand prize of \$750. All members who register will be entered into the drawing for cash prizes and do not have to be present to win. Winners will be announced by Saturday, October 4th, online at [focusbroadband.com/annualmeeting](https://focusbroadband.com/annualmeeting).