

Connecting You

DECEMBER 2025

FOCUS
BROADBAND

Customer Care Center Coming to Southport

Southport, St. James, Oak Island, and Boiling Spring Lakes, your local broadband provider just got even more local with the opening of a new customer care center in Southport this December!

Located at 4891 Long Beach Road SE in the Food Lion shopping center, the store will offer a convenient place for customers to pick up or exchange devices, pay their bills, or speak directly with a Customer Service Representative. Store hours will be Monday through Friday from 8:00 a.m. to 5:00 p.m.

"We are always looking for ways to make it easier for our customers to connect with us," said CEO of FOCUS Broadband, Keith Holden. "Having a dedicated store here will make it easier for people in these areas to get the personal support they need."

Customers are invited to come check out the Southport location and enter for a chance to win a gift card through the month of December!



Supporting Connectivity Needs for Local Veterans



FOCUS Broadband was proud to present The Veterans Memorial Park of America, Inc. with a \$6,300 Connect Grant to help bring Wi-Fi services to the new Veterans Community Outreach Center in Whiteville.

This will have a tremendous impact on the center by helping to provide local veterans with a reliable internet connection to access VA benefits and other important online resources, while also creating opportunities for community engagement and future telehealth services.

FOCUS Broadband previously supported the organization in 2020 through a Community Connections Grant, helping enhance the park's *Place of Healing*, a space dedicated to reflection and remembrance.

We are honored to once again support an organization that serves those who have given so much for our country and to the communities we proudly serve.

Celebrating 70 Years of Connectivity: Thank You for Being Part of Our Journey

As we close out our 70th anniversary celebration, we want to extend our heartfelt thanks to everyone who has been part of our journey. From connecting our first members, to becoming North Carolina's largest communications cooperative, our legacy is one of growth, innovation, and community impact.

Over the past year, we've highlighted some of the individuals who made our story possible—employees, leaders, and long-time customers whose commitment and vision have helped FOCUS Broadband grow and thrive. Their stories remind us that our work is about more than technology; it's about connecting people, supporting communities, and creating opportunities. Watch them all on YouTube by visiting www.youtube.com/@FOCUSBroadband.



Accepting Applications 2026 Smart & Community Connections Grants



Beginning December 1st through February 27th, FOCUS Broadband is accepting applications for our 2026 Smart Connections and Community Connections Grant programs!

Each category will be awarded \$40,000 in funds to support initiatives that strengthen and uplift the communities we serve. We welcome all non-profits and educators providing service to those within FOCUS Broadband service areas to apply!

Women in Business: Woman of the Year

FOCUS Broadband is thrilled to congratulate Shenna Long, Director of Corporate Training, on being named Woman of the Year by the Brunswick County Chamber of Commerce! This award honors women who demonstrate outstanding leadership, dedication, and service to their communities.

A native of Brunswick County, Shenna has dedicated 24 years to FOCUS Broadband. Wearing many hats, from Cashier to Accounting Assistant, Business Solutions Manager, and now Corporate Training Director, she has demonstrated strategic vision, operational excellence, and a talent for cultivating strong, collaborative teams. Her colleagues have always looked to her as a mentor both personally and professionally.

Through her leadership and service, Shenna inspires others, empowers women in business, and leaves a meaningful impact on her community. We are proud to honor her achievements and the positive difference she makes every day.

