

## How To Spot The Latest Scams: Scam Calls & Misleading Search Results

We want to advise customers about multiple ongoing scams designed to obtain account and personal information, including attempts to change, cancel, or even switch services to other providers. In some cases, technicians from other companies have even been dispatched. These scams involve unsolicited phone calls from individuals falsely claiming to work for FOCUS Broadband, as well as misleading sponsored search results that display phone numbers appearing to be our Repair or Customer Service lines but instead direct customers to a third-party call center.

### Here's what you need to know. FOCUS Broadband will never:

- Call you from a toll-free number. Legitimate calls will come from a NC area code (910) followed by a Brunswick County prefix (755 or 754).
- Tell you that you must switch to another internet provider or that we are affiliated with another national internet service provider (Spectrum, AT&T, etc.).
- Request personal or account information during unsolicited calls.
- Call you from a third-party call center. Our call center and representatives are based in the United States and are not handled overseas.

If something doesn't feel right, trust your instincts and don't share any personal information. Hang up immediately and **contact FOCUS Broadband using the verified phone number on your bill or at [focusbroadband.com](https://focusbroadband.com)**. As scam tactics continue to evolve, FOCUS Broadband will keep you informed.



*Last Chance to Apply!*

## 2026 COMMUNITY & SMART CONNECTIONS GRANTS

Visit [focusbroadband.com/givingback](https://focusbroadband.com/givingback)

Deadline: February 27<sup>th</sup> by 5pm

## Fiber Optic Service Coming to *Sunset Beach*

FOCUS Broadband is continuing to expand our fiber-to-the-home network to members with a new project underway on the island of Sunset Beach.

The project is expected to be completed by Memorial Day and conversion of approximately 1,400 homes and businesses to the new network will follow. Once complete, customers on Sunset Beach will have access to multi-gig internet speeds delivered over a 100% fiber-to-the-home connection. Customers will receive notification by mail or email when fiber optic service becomes available at their address.

Additional areas are on tap to be converted to fiber optics this year and will be announced in the coming months.



## Simplify Your Year *with Bank Draft*

Take control of your routine and reduce monthly hassles by setting up your FOCUS Broadband bill on automatic bank draft. With bank draft, your payment is automatically made from your checking or savings account, so you never have to worry about due dates, late payments, or writing checks. Pair bank draft with paperless billing to cut down on mail and keep your statements neatly organized online. You can manage everything quickly and securely through MyAccount.

**Bonus:** Customers who enroll in both bank draft and paperless billing may be eligible to receive a one-time \$10 credit on their next statement.



## FOCUS Broadband Gives to Local United Way



Through contributions from our employees and Board of Directors, FOCUS Broadband continues its annual tradition of supporting United Way of the Cape Fear Area. This year, a total of \$14,439 was raised to support local programs and essential services across our communities.

"Our partnership with United Way reflects our shared commitment to making a real difference in our communities," said Keith Holden, FOCUS Broadband CEO. "We're proud to support their work."

Over the years, FOCUS Broadband has contributed more than \$490,000 to United Way.

## Ready to Stream? Start With the Right Device

Streaming shows, movies, and live TV takes more than just an app. It starts with the right high-speed internet to keep everything running smoothly and a reliable device that brings all your streaming services together. **Here are a few popular devices to start streaming with:**

**Smart TVs:** Most Smart TVs come preloaded with built-in apps like Hulu, Netflix, and YouTube, so you can start streaming right away with no extra equipment needed.

**Roku:** Roku devices offer a simple setup and a wide selection of apps. They work with almost any TV and make it easy to organize and switch between streaming services.

**Apple TV 4K:** Apple TV 4K provides a smooth streaming experience and seamlessly interacts with other Apple devices or services.

**Amazon Fire TV Stick:** A popular device with a large app selection that lets you control both your TV and streaming with one remote. Plus, you can connect it to your Amazon account and Alexa to quickly find shows, control your TV, and stream the latest movies!

Check out our streaming tutorials at [focusbroadband.com/streaming](https://focusbroadband.com/streaming) to learn how to set up your devices and discover tips for smoother, stress-free streaming!

