

# Connecting You

AUGUST 2024

**FOCUS**  
BROADBAND

## Capital Credit Refunds Coming Soon

As a membership cooperative, FOCUS Broadband refunds portions of revenues not used for expenses to our members through Capital Credits. This year, our Board of Directors allocated \$1.32 million in Capital Credit refunds to cooperative members who had qualifying services in 1999. To date, the cooperative has issued over \$63.9 million in refunds.

“Because of the continued success of our cooperative, we’re once again pleased to be able to give back to our membership through Capital Credits,” said Whitney King, FOCUS Broadband Board President.

Members who had qualifying services in 1999 will receive a Capital Credit refund. Active members who are due a disbursement of less than \$50 will see the refund applied as a credit on their September billing statement. Members with a disbursement of \$50 or more will receive a check in the mail. All Capital Credit checks will be mailed out in September. If you meet the eligibility requirements and have not received your refund by October 4th, please call 910-755-1609.



**WE WILL BE CLOSED ON**

*Monday, September 2, 2024*

*Happy* **LABOR DAY**

## Kickstart the School Year with Affordable Internet

The new school year is just around the corner, and now's the perfect time to ensure your student has the connectivity they need to succeed.

To help every family afford reliable internet, we participate in the FCC's Lifeline program, which offers a \$9.25 discount on monthly internet bills for eligible low-income households. You may qualify for Lifeline if someone in your household receives benefits from federal assistance programs such as SNAP, Medicaid, SSI, Federal Public Housing Assistance, Veterans Pension and Survivor's Benefits, or meets the federal poverty guidelines. Additionally, if you qualify and receive a Lifeline discount, you may also be eligible for FOCUS Broadband's Lifeline Match, which provides an additional \$9.25 discount toward your internet service. That's a total monthly discount of \$18.50!

To find out more about Lifeline, visit [focusbroadband.com/lifeline](https://focusbroadband.com/lifeline) or call 888-367-2862.




# Learn How to Stream: Register for Our Next Streaming 101 Class

If you're interested in cutting the cable TV cord but don't know where to start, we are here to help. Join us for our FREE streaming class on Tuesday, September 10th, at 6 p.m. at our Shallotte office. You'll learn how to choose a streaming device and find streaming options that deliver your favorite shows and movies.

Hurry! Seating is limited, so sign up now. Simply scan the code or visit [focusbroadband.com/streaming101](https://focusbroadband.com/streaming101) and reserve your seat.





## **GAME OF THE WEEK**

Check out high school football Friday nights at 7PM  
Live on Facebook and MergeTV Channel 3!

- 8/23 - Richlands @ South Brunswick
- 8/30 - West Brunswick @ Whiteville
- 9/6 - North Myrtle Beach @ West Brunswick
- 9/13 - Pender @ Wallace-Rose Hill
- 9/20 - Hoggard @ North Brunswick
- 9/27 - South Brunswick @ North Brunswick
- 10/04 - West Columbus @ Whiteville
- 10/11 - New Hanover @ North Brunswick
- 10/18 - North Brunswick @ West Brunswick
- 10/25 - Laney @ North Brunswick
- 11/1 - West Brunswick @ South Brunswick

\*SCHEDULE IS SUBJECT TO CHANGE.

## 2024 Annual Meeting Voting and Registration

FOCUS Broadband's 67th Annual Meeting of Members will take place online on October 4th at 4 p.m. There will not be an in-person meeting, but members can watch the meeting on our corporate Facebook page, online at [focusbroadband.com](https://focusbroadband.com), or on FOCUS Broadband TV channel 3.

Registration and voting will begin in September, so be on the lookout for information on how to register and cast your vote! Members who receive their monthly billing statement online will receive their registration materials and voting instructions via email. Those who receive their monthly billing statement by mail will receive their registration information and a mail-in ballot by mail. Registration and voting will end on October 2nd.

Members who register and vote will receive a \$20 credit on their November statement. For more information, visit [focusbroadband.com/annualmeeting](https://focusbroadband.com/annualmeeting).

## FOCUS Broadband Teams Up with DIRECTV



FOCUS Broadband is pleased to announce a new partnership with DIRECTV that will offer customers an exciting new option for video services. The collaboration pairs high-speed internet from FOCUS Broadband with DIRECTV via Internet to deliver a diverse lineup of live and local TV channels, on-demand content, sports packages, streaming options, and more—all without the need for a satellite dish. DIRECTV via Internet also provides increased flexibility over traditional cable TV by enabling viewers to watch shows and movies anytime, anywhere, on multiple devices.

FOCUS Broadband is committed to helping our customers get the best value for their entertainment dollar. To learn more about using your FOCUS Broadband internet to connect to DIRECTV, visit us online at [focusbroadband.com/directv](https://focusbroadband.com/directv) or contact customer service at 833-605-0857.