

## FOCUS Broadband Holds 67th Annual Meeting

FOCUS Broadband held its 67th Annual Meeting of Members on Friday, October 4th. Over 1,900 members registered for the meeting either online or by mail. Board members Albert H. "Al" Parker, Jr. (District 5), R. Gene Ward (District 7), and John W. "Buster" Dowless (Western Region) were each re-elected for three-year terms to the cooperative board.

During the meeting, Board President Whitney King discussed the company's \$1.32 million capital credit allocation for the year, while FOCUS Broadband CEO, Keith Holden, highlighted the company's ongoing efforts to bring fiber optic technology to Brunswick County cooperative members and shared the cooperative's annual achievements. Holden closed by thanking members for their ongoing support of the cooperative.

Members who registered for the meeting were entered into a drawing for \$3,000 in cash prizes. Cheryl and Rick Ruiz of Shallotte was the \$750 Grand Prize winner!



*Grand Prize Winner, Cheryl Ruiz*

*Attention  
High School  
Seniors!*

FOCUS Broadband is accepting scholarship applications until December 6<sup>th</sup>!

Visit [focusbroadband.com/scholarships](https://focusbroadband.com/scholarships) to apply.

\*Parents or guardians of applicants must subscribe to service from FOCUS Broadband.

## Rural Rumble Esports Tournament



The National Telecommunications Cooperative Association (NTCA) is set to host a Rural Rumble online esports tournament in January 2025! This free 3-on-3 Rocket League competition invites players 13 years and older who

reside in a household served by FOCUS Broadband to take part. Register at [ntca.org/ruralrumble](https://ntca.org/ruralrumble) today!

*FOCUS Broadband should be entered as the 'Company Name' when completing the online registration form.*

## Employees Celebrate Customer Service Week!

Each October FOCUS Broadband celebrates Customer Service Week with prizes, games and recognition of the year's accomplishments. Our team focuses on continuously improving customer service through on-going training aimed at meeting our customers' needs. Our employees support more than 850,000 customer interactions each year and for 16 consecutive years, we've received the Best of Brunswick Award in Customer Service.

FOCUS Broadband is honored and thankful to have employees that go the extra mile each day to create the best customer experience for our members.

# FOCUS Broadband Extends a Helping Hand to Fellow Co-Op



L-R: Jason Benton, Colby Cannon, James Buffkin, Tyler Clemmons, Cody Tharp, Brandon Wilkins, Taylor King, Ryan Danford, & Trey Stevens  
Not Pictured: Richie Wilson

Having weathered our share of storms over the years, we at FOCUS Broadband understand the devastating impact hurricanes can have. In the past, our fellow co-op SkyLine/SkyBest has come to our aid after hurricanes. This time, in the aftermath of Hurricane Helene, it was our turn to step up and help them.

Seeing the extensive damage caused by the storm, FOCUS Broadband quickly mobilized and sent crews to northwestern North Carolina to assist SkyLine/SkyBest in assessing damage and restoring services to their subscribers. We are deeply proud of our employees who answered the call to help in the recovery efforts.

Together, cooperatives are more than just businesses; we are neighbors helping neighbors, especially in challenging times.

## Hundreds Turnout for Customer Appreciation Day

To say thank you to our members and customers, FOCUS Broadband hosted a Customer Appreciation Event on Saturday, October 12, at our headquarters in Shallotte. The family-friendly event brought together hundreds of attendees who enjoyed an afternoon filled with food, fun, and prize giveaways. Congratulations to Leta Secondary of Calabash, who won the grand prize—a 55-inch flat-screen TV!

“Our members and customers are the foundation of our company,” said Keith Holden, CEO of FOCUS Broadband. “This event was a wonderful opportunity for us to show how much we appreciate their continued loyalty and support.”

Customer Appreciation Day was held in conjunction with National Co-Op Month and Customer Service Week, celebrating FOCUS Broadband’s strong commitment to the community. Thank you to everyone who joined us for this special event!



Leta Secondary of Calabash, Event Grand Prize Winner



## How to Stream TV for Free

Thinking about cutting the cord to save money? Streaming is a popular way to access entertainment. While many apps require a subscription, there are also great options that offer access to a fantastic selection of shows and movies completely free!

Apps like PlutoTV, Tubi, and Freevee are ad supported apps that provide access to thousands of free TV series, popular movies, shows, and entertainment.

Don’t forget, to get the best streaming experience, you need the best internet connection and FOCUS Broadband has you covered. Contact us at 888-367-2862 or visit [focusbroadband.com/streaming](https://focusbroadband.com/streaming) to get more information on how to stream for free!