EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

WWW.EASTEX.COM | DECEMBER 2025

Eastex Telephone Cooperative, Inc.

A Phone For Every Farm.
Broadband For Every Barn.

Eastex *Holiday Hours*

Eastex Telephone offices will be closed December 25 and 26, 2025 for the Christmas holiday. Eastex offices will also be closed Thursday, January 1, 2026 for New Year's Day.

EASTEX HAS REPAIRMEN ON CALL 24/7, EVEN ON HOLIDAYS!

REPORTING TROUBLE

If you ever experience trouble Monday through Friday, 8am-5pm, please call your local business office, and our representatives will collect the needed information.

So, next time your service is interrupted, give us a call! We don't want you down!

REPORTING TROUBLE AFTER-HOURS

We try our absolute best to resolve any service troubles as quickly as possible, even on weekends and holidays! Next time you experience an outage after business hours, give us a call right away using the quick steps below.

QUICK STEPS TO REPORT AFTER-HOURS TROUBLE:

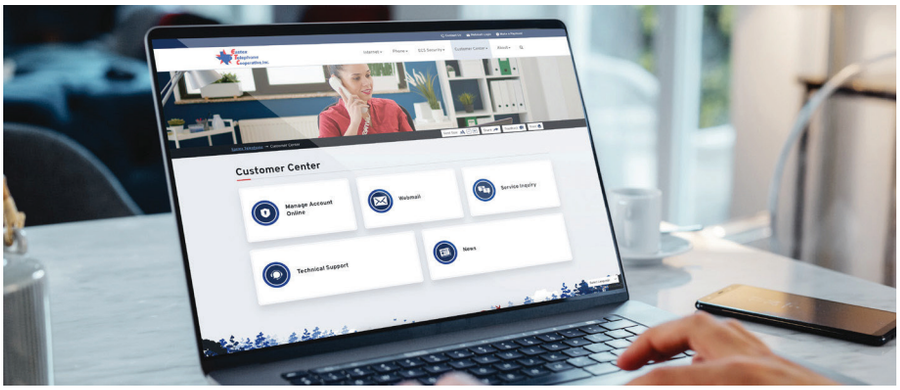
1. For Telephone and Internet Trouble contact your local business office.
2. Leave your name, contact number, address, AND Eastex phone number with which the trouble is associated. Your Eastex phone number is important, even with internet issues, because it tells us which repairman to dispatch.
3. Provide a brief description of what you are experiencing.

We wish you a very *Happy Holidays* from your Eastex Family!

Don't forget to call family & friends during the Holidays!

The Season of Giving!

This month, if you sign up for Eastex Telephone's Paperless Billing, we will give you a one-time $5 bill credit. To sign up, you may contact your local office or visit the e-care portal at www.eastex.com/home/customer-center/.



Eastex Scholarship Information

Scholarship information and applications will be available from the business offices in Henderson, Livingston and Waskom on January 2, 2026. Completed scholarship applications must be returned to Eastex Telephone no later than March 1, 2026. The applicant must be a high school senior and a member of the immediate family of an active member and reside within an Eastex Telephone Cooperative, Inc. exchange as of January 1 of the year of application. An active member is defined as a subscriber receiving local service/dial tone from an Eastex Telephone Cooperative, Inc. exchange excluding employees, directors, and their dependents.

Texas 811
Know what's below.
Call before you dig.

CONTACT US TWO WORKING DAYS BEFORE YOU DIG!

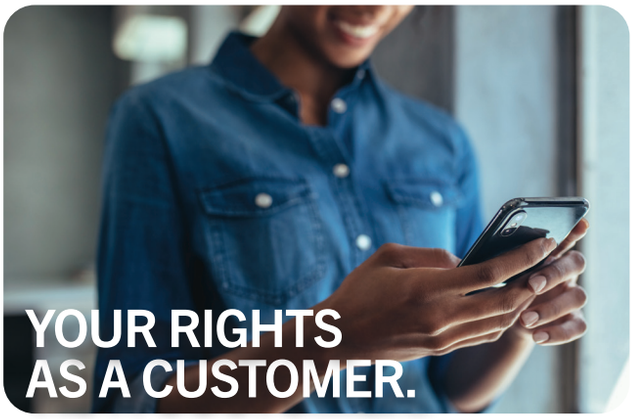
Don't get stuck with cut cables. We encourage you to call us before you dig. A representative of Eastex will locate your cable for you absolutely free!

CONTACT US BY CALLING 811.

Follow Us!

To keep up with important news about the Cooperative, including fiber build activities, products and service information, cypersecurity tips, promotion and more, be sure to follow us!

@eastexcoop **@EastexTelephone**



A detailed article of your rights as a customer is provided in the Eastex Telephone Cooperative, Inc. telephone directory. Some of the items covered are: Rates and services, resolution of billing disputes, alternative payment plans, and your right to a supervisory review by the Cooperative and/or to file a complaint with the Public Utility Commission of Texas. Also listed are business office hours, addresses and telephone numbers, locations where information may be obtained and where bills may be paid. A notice of non-discrimination is included. This information is printed in English and Spanish.

We encourage you to read the information contained in your telephone directory and to contact your local business office concerning any problems or questions.

This information is provided to you pursuant to part § 26.31 of the Public Utility Commission of Texas' Substantive Rules.

PROUDLY SERVING YOU AT THREE CONVENIENT LOCATIONS • WWW.EASTEX.COM

LIVINGSTON
P.O. BOX 1510
1704 US HWY 59 LOOP N
LIVINGSTON, TX 77351
936.967.1000 • 1.800.732.7839

HENDERSON
P.O. BOX 150
3675 US HWY 79 S
HENDERSON, TX 75653
903.854.1000 • 1.800.232.7839

WASKOM
P.O. BOX 1691
705 SPUR 156
WASKOM, TX 75692
903.687.3600 • 1.800.232.7839