EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

FEBRUARY 2018

Eastex Telephone Cooperative, Inc.

A Phone For Every Farm. Broadband For Every Barn.

Happy Valentine's Day!

Don't forget that special someone. Valentine's Day is Wednesday, February 14.

Eastex Scholarship Information

Scholarship information and applications will be available from the business offices in Henderson, Livingston and Waskom on January 3, 2018. Completed scholarship applications must be returned to Eastex Telephone no later than March 1, 2018. 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.

New Devices, Same Speeds?

Over the holidays many of you may have added new gadgets and devices to your home. If you have noticed a lag in internet performance since connecting new devices, you may need a speed increase.

How Devices Affect Internet Performance.

The average U.S. household has around 8 internet connected devices. This includes computers, tablets, smartphones, gaming systems, and video streaming boxes like Roku and Apple. Each uses a portion of the available internet capacity in your home.

Think of 5 Mbps like 5 lane freeway. If one person is watching Netflix, they are using at least 3 lanes of your internet freeway, leaving 2 lanes free for other users, functions or devices. But if you have two devices watching Netflix at the same time, they require 6 lanes of internet freeway. But you only subscribe to 5. This means that one or more devices will have to switch off "sharing" lanes, causing conflict and congestion and ultimately slowing the internet speed for everyone on that connection. Keep the number of devices used simultaneously in mind when choosing your internet speed.

Online Activity	Speed Required (per device)
Netflix Netflix (4K)	3-5 Mbps 25 Mbps
Skype/Facetime	1-2 Mbps
YouTube	3-6 Mbps
Xbox 360 & other gaming boxes	3-10 Mbps

Payment Options

In a world that is going paperless, Eastex brings this convenience to our customers in several paperless payment options.

1. **CREDIT / DEBIT CARD PAYMENT**
   As easy as it gets. Contact your local office and pay your telephone bill with your Visa, MasterCard, Discover or American Express card.
2. **CHECK BY PHONE**
   Simply call Eastex, and we will promptly assist you with this payment option.
3. **BANK DRAFT**
   Want to pay your bill without even having think about it? Simply draft it from your selected bank account.
4. **PAY / VIEW ONLINE**
   You can pay and view your telephone bills online! To activate this service please contact your local Eastex Telephone business office and provide a username and password for your account. You will then be able to access your bill online at www.eastex.com/paybill

These services are provided to our customers at no extra cost.

Why You Need Your Landline Phone

You may have considered eliminating your landline phone. Here are 10 reasons why it is important to keep a landline phone in your home or business.

- Provides security in an emergency with reliable 911 communication.
- Works even during an electrical outage.
- Peace of mind for family and friends to reach you. (When a cell phone has no signal.)
- Never drops a call.
- Provides unlimited local calling.
- Gives you superior sound quality and clarity.
- Provides you with a directory listing.
- Can't be hacked.
- Eliminates the need to charge batteries.
- Gives you access to Internet Service.

Your Rights as a Customer.

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 Section 23.41 (a) (6) of the Public Utility Commission of Texas Substantive Rules.

PROUDLY SERVING YOU AT THREE CONVENIENT LOCATIONS

LIVINGSTON
P.O. BOX 1510
1704 US HWY 59 LOOP N
LIVINGSTON, TX 77351
936.327.5224 • 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