EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

WWW.EASTEX.COM | JANUARY 2025

Eastex Telephone Cooperative, Inc.

**A Phone For Every Farm.
Broadband For Every Barn.**

The Benefits of Paperless Billing

Receive a one-time $5 bill credit when you sign up.

Paperless billing alleviates concerns related to mail delivery disruptions and delays, as well as reduces the amount of paper waste. To receive this benefit, please contact your local office or visit the e-care portal at www.eastex.com/home/customer-center/

At any time, you may view and print bills at your convenience from the e-care portal.

Happy New Year!

Eastex Telephone business offices will be closed Wednesday, January 1, 2025 for the New Year holiday.

New Year, *New* Resolutions, & *New* Upgrades!

Tech gifts and gaming systems are some of the most popular gift items given in households over the holiday break. Which means more devices connected and sharing your broadband speed. With Eastex, you have unlimited data. But not unlimited speed. Think of it like traffic on the highway. During rush hour when there's a lot of traffic (a lot of devices connected), the cars travel slower than usual. This is the same for your internet connection, especially over Wi-Fi.

Make sure that your internet package can keep up with the number of devices you have connected. It may be as simple as adding a wi-fi extender.

Contact your local office today to see how we can help!

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 part § 26.31 of the Public Utility Commission of Texas' Substantive Rules.

Eastex Scholarship Information

Scholarship information and applications will be available from the business offices in Henderson, Livingston, and Waskom on January 2, 2025. Completed scholarship applications must be postmarked or returned to Eastex Telephone no later than March 1, 2025. 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.

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.

Follow Us!

To keep up with important news about the Cooperative, including fiber build activities, products and service information, phishing scams, promotions and more, be sure to follow us.

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

LIVINGSTON
P.O. BOX 1510
1704 US HWY 59 LOOP N
LIVINGSTON, TX 77351
936.327.5224 • 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 • 1.800.232.7839