EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

WWW.EASTEX.COM | JANUARY 2026

Eastex Telephone Cooperative, Inc.

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

Happy New Year!

Eastex Telephone business offices will be closed Thursday, January 1, 2026 for the New Year holiday.

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.

FIBER IS *ALMOST* EVERYWHERE. SEE IF YOU'RE READY!

Eastex is in the home stretch of one of the biggest upgrades in our cooperative's history! We're bringing fast, reliable fiber broadband to every corner of our East Texas service area. After years of planning, construction and overcoming challenges from supply chain delays to long rural distances, we're thrilled to say the finish line is in sight.

Coverage has expanded at record speed, rising from just 1,800 fiber connections in 2019 to more than 93% by the end of 2025. And we're not stopping until our Eastex members have access to the future-proof internet they deserve.

Now is the perfect time to get connected. Most homes and businesses already have fiber running down their road and all that's left is scheduling your free fiber drop from the main line to your location. Many members may even see lower monthly bills once they make the switch.

Wondering if your address is fiber-ready?

Visit Eastex.com and use our quick address-lookup tool to check availability and get started. It's fast, easy and the best way to ensure you don't miss out as we complete this historic upgrade.

Eastex is proud to deliver the speed, reliability, and hometown service our communities deserves and fiber is the next step in keeping East Texas connected for generations to come.

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.

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, 2026. Completed scholarship applications must be postmarked or 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.

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.

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

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