EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

MARCH 2018

Eastex Telephone Cooperative, Inc.

A Phone For Every Farm. Broadband For Every Barn.

Happy St. Patrick's Day!

Get your green on! St. Patrick's Day is Saturday, March 17. You don't want to get caught in a pinch!

Don't Forget to Spring Forward!

Daylight savings time begins Sunday, March 11.

Scholarship Information

March 1 was the final date to apply for an Eastex Scholarship for the 2017-2018 school year. The Education Scholarship Committee will announce the scholarship winners at the awards presentation ceremony of the recipient's school. A complete list of winners will be published in the Eastex Telephone newsletter.

National Consumer Protection Week

March 4-10 is National Consumer Protection Week. Our goal is to inform you of your rights and help you avoid scams.

WHAT IS SPOOFING AND HOW DOES IT WORK?

"Spoofing" occurs when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity. Spoofing is often used as part of an attempt to trick someone into giving away valuable personal information so it can be used in fraudulent activity or sold illegally. U.S. law and FCC rules prohibit most types of spoofing.

Caller ID lets consumers avoid unwanted phone calls by displaying caller names and phone numbers, but the caller ID feature is sometimes manipulated by spoofers who masquerade as representatives of banks, creditors, insurance companies, or even the government.

WHAT YOU CAN DO IF YOU THINK YOU'RE BEING SPOOFED.

You may not be able to tell right away if an incoming call is spoofed. Be careful about responding to any request for personal identifying information.

- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency seeking personal information, hang up and call the phone number on your account statement, in the phone book or on the company's or government agency's website to verify the authenticity of the request.
- Use caution if you are being pressured for information immediately.
- If you have a voice mail account with your phone service, be sure to set a password for it.

(Information attained from The Federal Communications Commission)

Texas 811®

Know what's below.
Call before you dig.

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.

Contact us two working days before you dig!

Our customers frequently encounter service problems created when someone has cut or damaged a cable. Repairs to damaged cable must be made by qualified telephone maintenance personnel.

Contact us online at www.digtess.org or www.texas811.com or call 1-800-DIG-TESS or 811.

PROUDLY SERVING YOU AT THREE CONVENIENT LOCATIONS

LIVINGSTON	HENDERSON	WASKOM
P.O. BOX 1510	P.O. BOX 150	P.O. BOX 1691
1704 US HWY 59 LOOP N	3675 US HWY 79 S	705 SPUR 156
LIVINGSTON, TX 77351	HENDERSON, TX 75653	WASKOM, TX 75692
936.327.5224	903.854.1000	903.687.3600
1.800.732.7839	1.800.232.7839	1.800.232.7839

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