EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.

WWW.EASTEX.COM | NOVEMBER 2018

Eastex Telephone Cooperative, Inc.

A Phone For Every Farm.
Broadband For Every Barn.

30th Annual Heritage Syrup Festival... Join The Fun!

Saturday, November 10, 2018
9:00 am to 5:00 pm
Downtown Henderson, Texas

For more information visit:
www.visithendersontx.com

Daylight Savings Time Ends at 2:00 am Sunday, November 4

Happy Thanksgiving!

Eastex Telephone business offices will be closed Thursday, November 22 and Friday, November 23 for the Thanksgiving Holiday.

Hams, Yams, & Scams, Oh My!

With the Holidays right around the corner, scammers are ramping up. At Eastex, we are committed to keeping your personal information secure.

We appreciate your business and would like to remind our customers of some simple tips to keep your personal information safe:

- An Eastex representative will never call you to ask for your account number, credit/debit card number, bank account information, or social security number.
- Scammers can spoof their caller ID. Don't assume the caller ID is correct for any call you receive.
- Eastex will not ask you to make a payment outside of your normal payment method.
- Eastex will never demand you pay something over the phone.
- Eastex will never send a pop up on your computer or phone requesting payment.
- If at any time you are suspicious of a caller claiming to be from Eastex, hang up and contact Eastex directly using one of the methods below.
- If payment is needed, Eastex will contact you by Postal Mail.
- Exercise extreme caution if you return automated message calls, these can be scams as well.

Eastex Scholarship Information

Scholarship information and applications will be available from the business offices in Henderson, Livingston and Waskom on January 2, 2019. Completed scholarship applications must be returned to Eastex Telephone no later than March 1, 2019.

The applicant must be high school seniors 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.

VETERANS DAY IS NOVEMBER 11

TAKE TIME TO REMEMBER THOSE WHO SERVED!

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.

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 • 1.800.232.7839