EASTEXnews

A publication of EASTEX TELEPHONE COOP, INC.
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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.

THE ESSENTIALS OF EMAIL SAFETY

Email is a potential attack vector for hackers. The following recommendations help reduce exposure to threats:

- Avoid opening attachments or links from unsolicited emails. Exercise cyber hygiene; do not open unknown emails or click on their attachments or web links. Check the identity of the sender via secondary methods (phone call, in-person) and delete the email if verification fails. For those emails with embedded links, open a browser and navigate to the web site directly by its well-known web address or search for the site using an Internet search engine.
- To prevent reusing any compromised passwords, use a different password for each account. Consider using a password manager to create and remember strong, unique passwords.
- Avoid using the out-of-office message feature unless it is necessary. Make it harder for unknown parties to learn about your activities or status.
- Always use secure email protocols, particularly if using a wireless network. Configure your email client to use the transport layer security (TLS) option (Secure IMAP or Secure POP3) to encrypt your email in transit between the mail server and your device.
- Never open emails that make outlandish claims or offers that are "too good to be true."

SAY "NO" TO TELEMARKETERS

Follow the instructions below to sign up for the Texas and National "Do Not Call" Lists

TEXAS "DO NOT CALL" REGISTRY

The federal government and many states, including Texas, have no-call registries created for consumers to reduce unwanted telemarketing telephone calls they receive. Residential and business consumers may register for free with the National Do-Not-Call Registry by visiting www.donotcall.gov or by calling toll-free at 1-888-382-1222 (TTY, 1-866-290-4236) Registrations on the National Do-Not-Call Registry do not expire. As a result of consumers registering on the national list, telemarketers must remove the registered consumer's name and number from their calling lists and cease calling for an unlimited period.

Residential consumers in Texas may also register with the Texas No-Call Lists, which prevent telephone solicitations to residential and wireless phone numbers from all telemarketers operating in Texas for three years from the date the number is first published on the list. Business telephone numbers are not eligible for this list. Consumers may register for free with the Texas No-Call list by following instructions at www.texasnocall.com. For assistance, email customerservice@texasnocall.com or call toll-free at 1-888-309-0600.

NATIONAL "DO NOT CALL" REGISTRY

The national registry covers national telemarketers, and the Texas No-Call List affects only telemarketers operating in Texas. Neither the national nor the Texas No-Call lists will stop all telemarketing calls, nor will they stop illegal robocalls. Both lists contain exemptions on who can continue to telemarket to consumers.

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.

Customer Privacy & Your Telephone Service

The protection of our customer's privacy is a fundamental policy of our business and is an obligation which the law imposes on all telecommunications providers. Our customers have a right to privacy when using our facilities and they expect that their records and their communications will be kept confidential. This is a legal responsibility under the Federal Communications Act of 1934.

Customers often need someone to assist them with their services and billing questions, such as a child or parent or family friend or caretaker. Eastex is unable to disclose information about your service or account to an individual unless you have notified Eastex that you want that individual to be authorized to receive information concerning your service. Please help us to help you by notifying Eastex of persons you want to be registered as authorized representatives on your account.

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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