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.

Labor Day is September 3!

Eastex Telephone offices will be closed Monday, September 3 in observance of Labor Day.

Happy Grandparents Day!

Sunday, September 9 is Grandparents Day. Give them a special hug or phone call to let them know how much you care.

New Devices, Same Speeds?

Over time you will add new gadgets and devices to your home. If you have noticed a lag in internet performance since connecting new devices, you may need a speed increase.

How Devices Affect Internet Performance.

The average U.S. household has around 8 internet connected devices. This includes computers, tablets, smartphones, gaming systems, and video streaming boxes like Roku and Apple. Each uses a portion of the available internet capacity in your home.

Think of 5 Mbps like 5 lane freeway. If one person is watching Netflix, they are using at least 3 lanes of your internet freeway, leaving 2 lanes free for other users, functions or devices. But if you have two devices watching Netflix at the same time, they require 6 lanes of internet freeway. But you only subscribe to 5. This means that one or more devices will have to switch off "sharing" lanes, causing conflict and congestion and ultimately slowing the internet speed for everyone on that connection. Keep the number of devices used simultaneously in mind when choosing your internet speed.

Online Activity	Speed Required (per device)
Netflix Netflix (4K)	3-5 Mbps 25 Mbps
Skype/Facetime	1-2 Mbps
YouTube	3-6 Mbps
Xbox 360 & other gaming boxes	3-10 Mbps

Smart Savings

FOR BACK-TO-SCHOOL

FREE CONNECTION FEES DURING SEPTEMBER FOR CUSTOM CALLING FEATURES, CALLER ID SERVICES AND ADDITIONAL LINES.

Call your local business office for more details on these and other free connection special offers.

FREE CONNECTION SPECIALS

ADDITIONAL LINES

(Monthly Rate Applies)

Great for children's telephone, fax machines or computer lines.

Connection Fee..... ~~$34.00~~ **FREE!**

VOICEMAIL

(Monthly Rate Applies)

Residential - $5.75 • Business - $6.00

Connection Fee..... ~~$18.00~~ **FREE!**

CALL WAITING AND CALL WAITING ID

(Monthly Rate Applies)

Residential - $2.00 • Business - $3.00

Connection Fee..... ~~$18.00~~ **FREE!**

Don't be Down. Call Us to Get You Back Up & Running.

REPORTING TROUBLE DURING BUSINESS HOURS

If you ever experience trouble Monday through Friday, 8 a.m. – 5 p.m., please call your local business office and our representatives will collect the needed information.

So, next time your service is interrupted, give us a call! We don't want you down!

REPORTING TROUBLE AFTER HOURS

We try our absolute best to resolve any service troubles as quickly as possible, even on weekends and holidays! Next time you experience an outage after business hours, give us a call right away using the quick steps below. Without your call, we do not know you are experiencing any issues.

Quick steps to report after hours trouble:

1. Contact the After Hours Support Line at (800) 379-2893.
2. Leave your name, contact number, address, AND Eastex phone number with which the trouble is associated. Your Eastex phone number is important, even with internet issues, because it tells us which repairman to dispatch.
3. Provide a brief description of what you are experiencing.

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	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