# 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 1!

Eastex Telephone offices will be closed Monday, September 1 in observance of Labor Day.

## Happy Grandparents Day!

Sunday, September 7 is Grandparents Day. Give them a special hug or phone call to let them know how much you care.

# Hurricane Preparedness Guidelines

## IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY.

**When a hurricane is 36 hours from arriving**

- Turn on your TV or radio in order to get the latest weather updates and emergency instructions
- Restock your emergency preparedness kit. Include food and water sufficient for at least three days, medications, a flashlight, batteries, cash, and first aid supplies.
  **https://www.ready.gov/build-a-kit**

**When a hurricane is 18-36 hours from arriving**

- Bookmark your city or county website for quick access to storm updates and emergency instructions.
- Bring loose, lightweight objects inside that could become projectiles in high winds (e.g., patio furniture, garbage cans); anchor objects that would be unsafe to bring inside (e.g., propane tanks); and trim or remove trees close enough to fall on the building.

**When a hurricane is 6-18 hours from arriving**

- Turn on your TV/radio, or check your city/county website every 30 minutes in order to get the latest weather updates and emergency instructions.
- Charge your cell phone now so you will have a full battery in case you lose power.

**When a hurricane is 6 hours from arriving**

- If you're not in an area that is recommended for evacuation, plan to stay at home or where you are and let friends and family know where you are.
- Close storm shutters, and stay away from windows. Flying glass from broken windows could injure you.
- Turn your refrigerator or freezer to the coldest setting and open only when necessary. If you lose power, food will last longer. Keep a thermometer in the refrigerator to be able to check the food temperature when the power is restored.

**Survive DURING**

- If told to evacuate, do so immediately. Do not drive around barricades.
- If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.

**Be Safe AFTER**

- Listen to authorities for information and special instructions.
- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.

# REPORTING TROUBLE

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.

## Quick steps to report after hours trouble:

- For Internet Trouble contact the After Hours Support Line at (800) 379-2893.
- For Telephone Trouble contact your local business office.
- 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.
- Provide a brief description of what you are experiencing.

# 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. **For convenient, no hassle pay, visit eastex.com/paybill**

   These services are provided to our customers at no extra cost.

# 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.

**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

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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
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