

A JOINT MEETING OF THE BOARDS OF DIRECTORS OF  
SURRY TELEPHONE MEMBERSHIP CORPORATION AND  
PIEDMONT COMMUNICATIONS SERVICES, INC.

A joint meeting of the Board of Directors of Surry Telephone Membership Corporation and the Board of Directors of Piedmont Communications Services, Inc. was held on Thursday, October 17, 2024, at 9:00 AM in the boardroom of the Surry Telephone office building, Dobson, NC.

Present in person were Directors Chris Younger, Joe Atkins, Ronnie Griggs, Joe Riddle, Chad Bullington, Bud Snyder, Renee Martin, CEO Richie Parker and General Counsel Raymond A. Parker.

Chris Younger, President of Surry Telephone, presided.

CONSENT AGENDA

- The Minutes of the September 19, 2024, joint Board Meeting of Surry Telephone and Piedmont Communications Services.
- Capital Credits proposed for refund to Estates of deceased members discounted to present value of \$17,985.11.
- Uncollectible Accounts for Surry Telephone in the amount of \$1984.91 and PCSI accounts in the amount of \$269.09 were proposed for write-off.
- There are also miscellaneous Innovative accounts, written off annually totaling \$3,035.81, a list of which were provided.

No items in the Consent Agenda were requested to be removed and discussed separately. A motion to approve the Consent Agenda items was made, seconded, and unanimously approved. Full reports of items on the Consent Agenda were available to the Board Members at the meeting and are on-file in the Company Office.

OPERATING REPORTS

CEO Richie Parker reviewed with the Board the list of port-outs and port-ins during the previous month.

The unaudited financials for August 2024 and year-to-date were reviewed as well as the current consolidated balance sheet and the cash statements.

The Board received a Subscriber Report based upon the consolidated figures for Surry Telephone and PCSI through the October 1, 2024, billing.

The Boards reviewed investments, check registers, call analysis, top customer reports and trouble calls for both Surry Telephone and PCSI.

The operating reports were in the Board packets and are on file in the company offices.

## CEO UPDATES

Construction Update: CEO Parker reviewed the construction and splicing projects that are underway.

Building Update: No update this month.

Competitor Update. An update on our competitors was given. Starlink has been offering free satellite internet kits and thirty days free service for areas impacted by Helene.

Network Update: The boards reviewed the several network operations projects underway and being planned.

Service Level Update: Updated on the storm that occurred in Westfield back in September, and on Helene damages.

Cyber Update: The Board received the monthly update on company cyber security efforts.

CATV/Video Update: No update.

Accounting Update: CEO Parker updated the boards on the status of the USDA infrastructure loan—NCREA has approved our loan.

Marketing Update: A marketing update was given.

Personnel Update: CEO Parker gave a Personnel Report. CEO Parker also reviewed the assistance that our personnel gave to Skyline, Carolina West, Wilkes/Riverstreet, and ERC following Helene damages. Skyline TMC has requested that we sign a "Mutual Aid Agreement" needed for FEMA. CEO Parker reviewed the several mutual agreement provisions with the board. He also discussed that such Mutual Aid Agreements might be executed with other companies prior to an emergency so as to be "in place." After discussion, a motion was made, seconded and unanimously passed giving the CEO discretion to enter this and any other Mutual Aid Agreements he feels are beneficial to the company after he and Counsel have reviewed the provisions of any Mutual Aid Agreement. CEO Parker also updated the board on employee efforts to provide donations to Helene victims.

### Subsidiary Updates:

- Carolina West- Next meeting will be October 29, 2024.
- AccessOn: Next meeting next week at CVBMA.
- Visions West-No update.
- Other Business- Discussed downtown WIFI in Mount Airy with

- Mt Airy Chamber of Commerce.
- Other TMC's-Reported on the Focus Broadband (Atlantic TMC) annual meeting.

Detailed CEO updates are on file in the Company office.

### OTHER BUSINESS

CEO Parker gave his Annual Summary of company operations from October 1, 2023, through September 30, 2024. Copies of this review are on file.

The Pay and Compensation Committee consisting of Joe Riddle, Chairman, Chad Bullington and Chris Younger (standing in for Ms. Hardy) meet on Tuesday October 15, 2024. The written summary of the committee recommendations including compensation and healthcare and other benefits for employees was exhibited and discussed. A copy of these recommendations is on file. The Cost-of-Living Adjustment (COLA) Social Security increase for 2025 is 2.5%. First the board reviewed the 2025 insurance programs and costs increases. The board next discussed the Committee Recommendation for a wage increase for both salaried and hourly employees at 2.5%. The monthly retainer for the corporate attorney is recommended to increase to a yearly total of \$41,000.00 for all companies. After discussion and questions, a motion was made to accept and adopt all the committee recommendations with all pay increases to be effective the first pay period in November.

CEO Parker left the meeting, and the Board discussed the CEO's salary in his absence. A motion was made to increase the CEO's base salary 3.5% effective the first pay period in November. This motion was seconded, and there was unanimous approval.

The board next discussed board meeting fees and expenses. There was consensus of the board to leave the meeting fee at \$270.00 per day.

CEO Parker returned to the meeting and President Younger presented the CEO with a summary of the board's annual performance review and comments.

### ADJOURNMENT

The next regular joint meeting of the boards is scheduled for Thursday, November 21, 2024, at 9:00 AM.

President Younger asked if there was any further business to come before the meeting. There was none.


Mr. Younger declared the meeting adjourned at 12:20 pm.

SUBMITTED:

  
Secretary

APPROVED:

Surry Telephone Membership Corporation

  
President

Piedmont Communications Services, Inc.

  
President