

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, November 21, 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, Jean Hardy, Chad Bullington, Bud Snyder, Renee Martin, Gene Rees, CEO Richie Parker and General Counsel Raymond A. Parker.

Chris Younger, President of Surry Telephone, presided.

Ms. Frankie Southard joined the meeting and gave the 2024 annual report on the company's compliance and practices designed to protect Customer Proprietary Network Information (CPNI) and the FCC Red Flag Rules.

CONSENT AGENDA

- The Minutes of the October 17, 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 \$29,829.93.
- Uncollectible Accounts for Surry Telephone in the amount of \$6,148.27 and PCSI accounts in the amount of \$3,472.24 were proposed for write-off.

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 began the meeting by reviewing the company's Mission Statement.

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

The unaudited financials for September 2024 were reviewed.

The Board received a Subscriber Report based upon the consolidated figures for Surry Telephone and PCSI through the November 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: The sale of the small strip of land off the side of our Pilot Mountain lot to Journey Holdings, LLC has been closed.

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

Service Level Update: No issues since our last meeting.

Cyber Update: The Board received the monthly update on company cyber security efforts. A recent cyber security test of our employees yielded an average score of 98.

CATV/Video Update: We will not be selling video to new customers after December 31, 2024.

Political Update: Brendan Carr will be the FCC Chairman under the new administration. Will Elon Musk get Low Earth Orbit satellite funding to make Space X more affordable?

Accounting Update: Still working on the new RUS loan.

Marketing Update: A marketing update was given. We will again be working with the Surry County Sheriff for their Christmas fund raising event for kids.

Personnel Update: CEO Parker gave a Personnel Report. He also updated the board on the Hurricane Helene impacts. Discussed future needs for generators and their security and gave an update on our mutual aid with Skyline TMC.

### Subsidiary Updates:

- Carolina West– Reported on the October 29, 2024, Board Meeting including Hurricane Helene impacts. An update was given on competition and loss of revenues that have occurred and will continue to occur. CEO Slayton Stewart will be at the December 11, 2024, board meeting to give a CWW update. The next CWW Board meeting will be held December 12, 2024.
- AccessOn–Report on the Board Meeting which was held on October 23, 2024, in Roanoke.

- Visions West-Third quarter financials have been sent out.
- CVBMA- A report on the recent CVBMA meeting was given. The association donated for Helene victims the amount of \$25K.
- Other Business- Held our first "Pop-Up" event at Terry's Café in State Road. Look for more "pop-up" events.

Detailed CEO updates are on file in the Company office.

#### OTHER BUSINESS

The 2025 Nominating Committee will meet January 6, 2025. Joe Riddle, Bud Snyder, and Renee Martin are up for re-election. They were asked to fill out a new application.

#### ADJOURNMENT

The next regular joint meeting of the boards is scheduled for Wednesday, December 11, 2024, and will be held at 8:30 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 10:40 am.

SUBMITTED:

  
Secretary

APPROVED:

Surry Telephone Membership Corporation

  
President

Piedmont Communications Services, Inc.

  
President

