

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, March 20, 2025, at 9:00 AM in the boardroom of the Surry Telephone office building, Dobson, NC.

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

Chris Younger, President of Surry Telephone, presided.

CONSENT AGENDA

- The Minutes of the February 21, 2025, 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 \$20,515.56.
- Uncollectible Accounts for Surry Telephone in the amount of \$2,827.61 and PCSI accounts in the amount of \$1,198.13 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 placed in the board portal prior to the meeting and are on-file in the Company Office.

ANNUAL MEETING UPDATE

CEO Parker updated the board on preparations for the 2025 Annual Meeting of the Members. At a later meeting, bylaw revisions will be considered.

OPERATING REPORTS

CEO Richie Parker began by reviewing the company's Mission Statement.

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

The financials for January 2025 are not available due to the ongoing audit. December 2024, January and February financials will be presented, most likely, at the April meeting when the audit report is expected to be reviewed

The Board received a Subscriber Report based upon the consolidated figures for Surry Telephone and PCSI through the March 1, 2025, 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 put in the board portal prior to the meeting and are on file in the company offices.

CEO. UPDATES

Construction Update: CEO Parker reviewed the construction and splicing projects that are underway. T-Mobile has requested tower space on the Plowed Knob cell tower. We will need to either extend the long-term lease or purchase this cell site to accommodate the request from T-Mobile.

Engineering Update: The Engineering update was given.

Network Update: The boards reviewed the several network operations projects underway and being planned. The Mount Airy downtown WIFI has now been placed on hold.

Service Level Update: There was a power outage in Davidson last month that caused a broadband outage there.

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

CATV/Video Update: Basic content expenses are expected to increase by \$3.14 per subscriber per month, a 9.6% interest. New video pricing will be considered at the April board meeting to be effective July 1, 2025. CEO Parker presented a summary of technological changes for both communication and video services. As of January 1, 2025, we are no longer selling video to new customers. We will begin "turning down" video services this summer after giving customers about two months' notice. There will be a complete video sunset on December 31, 2026.

Accounting Update: Turlington & Associates was on-site the week of February 24. The Audit report is scheduled to be presented at the April board meeting. Vantage Point is now assisting us with the USDA Loan application process. CEO Parker summarized the DSL One-Rate study (internet connection on copper and fiber with only 911 and customer service call capability). CEO Parker is recommending that fiber customers internet base rate increase to 750 MBS symmetrical at \$59.95 per month. 1 Gig at \$79.95, and 2.5 Gig at \$99.95. We will still have a 300 MBS plan at \$44.95 but will not be advertised. CLEC Coax internet pricing and speeds will also increase. The

new Tariff Sheets reflecting these changes was reviewed. After discussion, the new tariffs were approved to be effective May 1, 2025.

Phone Directories: A financial update for 2023, 2024 and 2025 were presented and compared. A discussion about what can be done to reduce expenses of the directories.

Marketing Update: A marketing update was given. CEO Parker reminded the board that 2026 will be the 75th anniversary of STMC.

Personnel Update: CEO Parker gave a Personnel Report.

Subsidiary Updates:

- Carolina West- Next meeting of Carolina West on April 10, 2025, will be the CWW Annual Meeting. There was a discussion following up on the December meeting when the CWW CEO appeared before the board.
- AccessOn- Next in-person meeting will be May 8, 2025.
- Visions West- Audit is in progress.

Other Business: NTCA RTime--updates given on the USF court proceeding pending in the US Supreme Court.

Detailed CEO updates were posted to the board portal prior to the meeting and are on file in the Company office.

ADJOURNMENT

The next regular joint meeting of the boards is scheduled for Thursday, April 17, 2025 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 11:45 am.

SUBMITTED:


Secretary

APPROVED:

Surry Telephone Membership Corporation



President

Piedmont Communications Services, Inc.



President