

internet made better

CAROLINA**CONNECT**



Board Presentation

June 30th 2026



CAROLINACONNECT

internet made better

July Billing Internet Connections

NEC:	7,266 - 5
AEC:	18,009 + 67
MCEC:	<u>21,973 - 5</u>
TOTAL:	47,315 + 57



June Non-pay Disconnects

NEC:	121
AEC:	465
<u>MCEC:</u>	<u>323</u>
TOTAL:	909



Active Voice July Billing

**891 lines/ 836 customers
+ 16 lines**



CAROLINACONNECT

internet made better

MCEC July Billing Overview

Total Internet Connections – 21,435 (-2)

Residential – 21,014

Business – 421 (+9)

Total Metro-E Connections – 13

Total Voice Connections – 251 (+1)

Residential – 202

Business - 49



CAROLINA**CONNECT**

internet made better

MCEC CC Services July Billing Overview

Total Internet Connections – 538 (-3)

Residential – 510

Business – 28 (+2)

Total Metro-E Connections – 0

Total Voice Connections – 12 lines (+1)

Residential – 9

Business - 3



CAROLINA**CONNECT**

internet made better

NEC July Billing Overview

Total Internet Connections – 6,782 (-6)

Residential – 6,548

Business – 234 (+0)

Total Metro-E Connections – 9

Total Voice Connections – 112 lines (+4)

Residential – 76

Business - 36



CAROLINA**CONNECT**

internet made better

NEC CC Services July Billing Overview

Total Internet Connections – 484 (+1)

Residential – 479

Business – 5 (+0)

Total Metro-E Connections – 0

Total Voice Connections – 7 lines

Residential – 4

Business - 3



CAROLINA**CONNECT**

internet made better

AEC July Billing Overview

Total Internet Connections – 15,609 (+49)

Residential – 15,243

Business – 366 (+2)

Total Metro-E Connections – 2

Total MDU Connections - 61

Total Voice Connections – 414 (+9)

Residential – 337

Business - 77



CAROLINA**CONNECT**

internet made better

AEC CC Services July Billing Overview

Total Internet Connections – 2,467 (+18)

Residential – 2,298

Business – 151 (+4)

Total Metro-E Connections – 0

Total Voice Connections – 95 lines (+2)

Residential – 53

Business - 42



CAROLINA**CONNECT**

internet made better

MAY DISCONNECTED AGREEMENTS							
	MCEC	MCEC CC	NE C	NEC CC	AE C	AEC CC	TOTAL :
CUTTING COSTS	1	0	0	0	5	0	6
DECEASED	2	0	1	0	1	1	5
NON PAYMENT	27	0	8	0	48	7	90
MOVING	91	1	11	2	42	4	151
NO LONGER NEEDED	11	0	3	0	5	2	21
UNHAPPY WITH SERVICE	0	0	1	0	1	0	2
OTHER	6	0	0	0	7	2	15
NEW PROVIDER	18	0	3	0	21	6	48
TOTAL:	156	1	27	2	130	22	338



CAROLINA**CONNECT**

internet made better

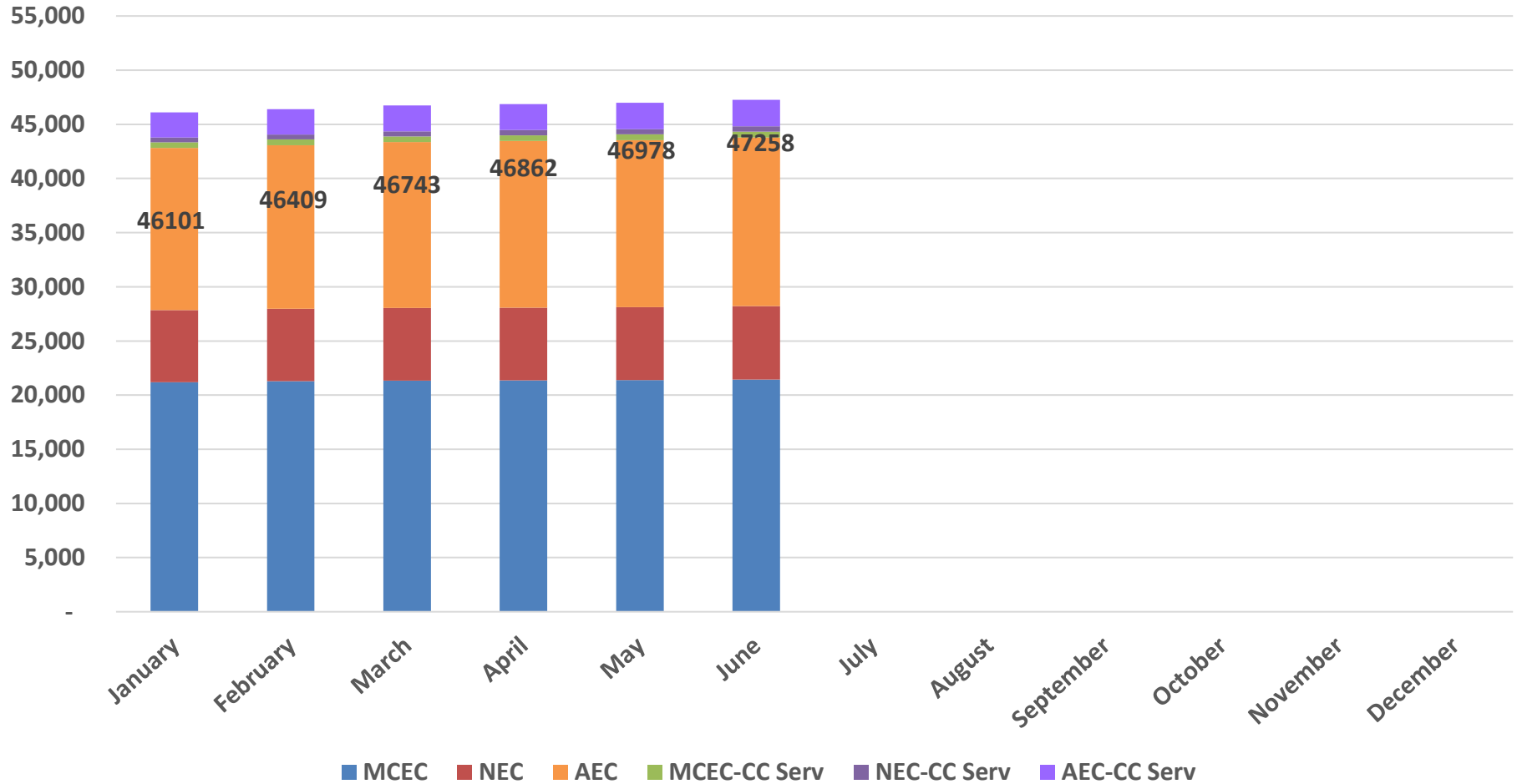
May Order Cancellations Before Install			
	MCEC	NEC	AEC
Customer did not want to wait for drop work.	1	0	5
Customer staying with current provider due to pricing.	0	0	0
Unhappy with drop work.	0	0	0
Can no longer afford.	0	0	0
Moving	0	0	0
Unable to serve per Co-op	0	0	
Other – No reason provided.	1	0	3
Total:	2	0	8



CAROLINA**CONNECT**

internet made better

2026 Internet Customers Billed



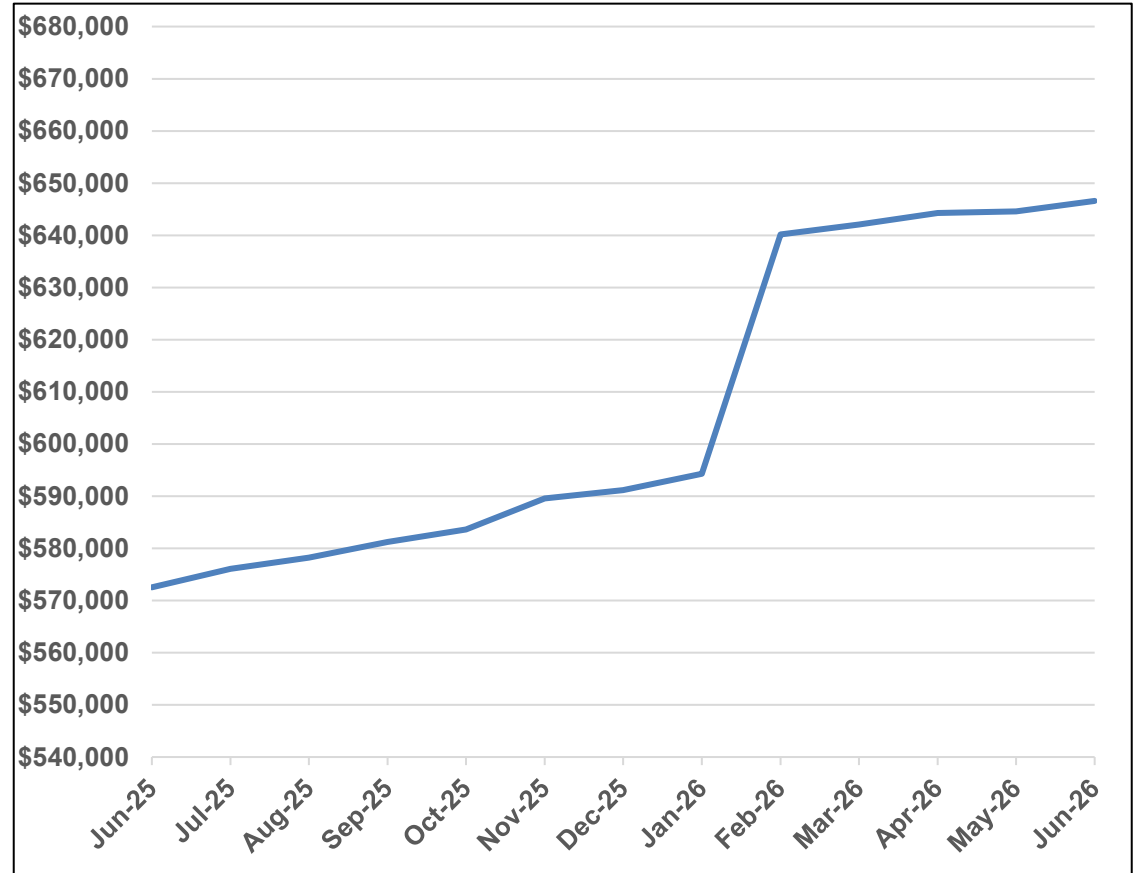
CAROLINA**CONNECT**

internet made better

Revenue Share MCEC

Revenue Share: 618,828
Metro E: 5,690
CC Services: 15,548
Surcharge: 4,951
VOIP: 1,569
Total: 646,586

Last month: 644,594



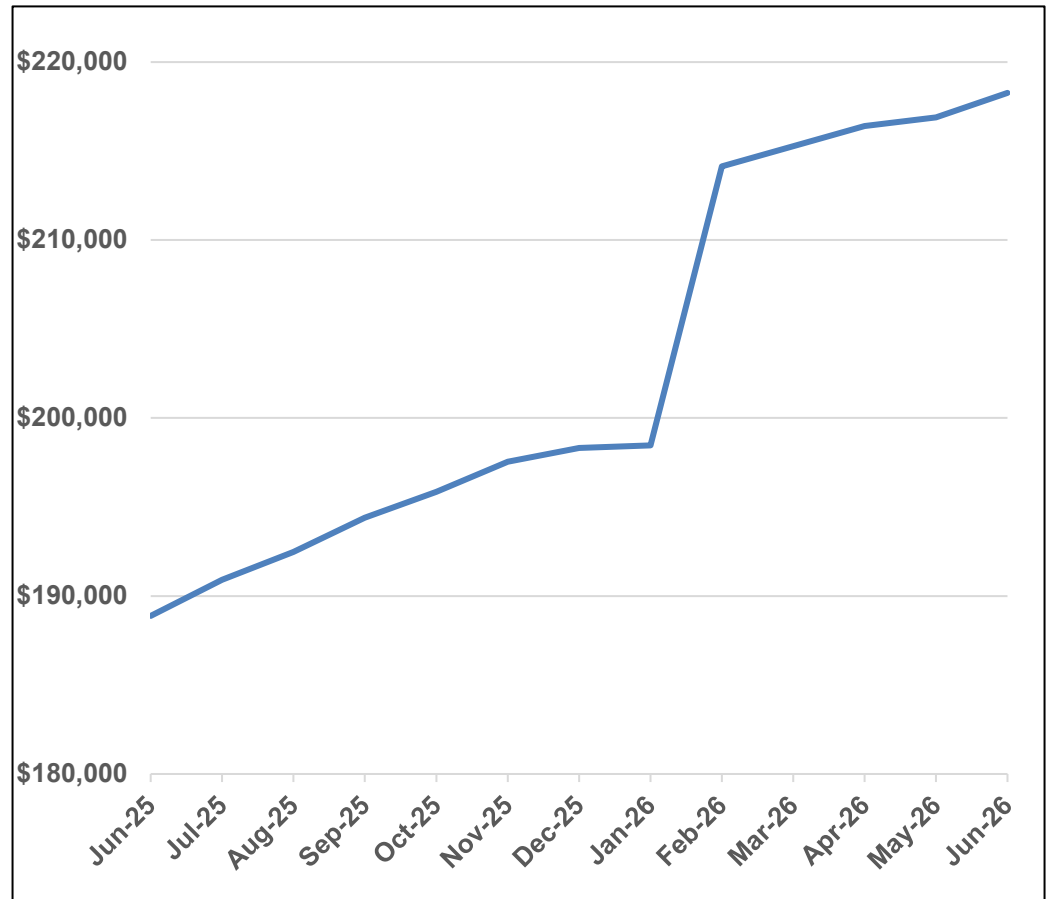
CAROLINA**CONNECT**

internet made better

Revenue Share NEC

Revenue Share:	195,617
Metro E:	3,450
CC Services:	13,703
Surcharge:	4,725
VOIP:	<u>774</u>
Total:	218,269

Last month: 216,900



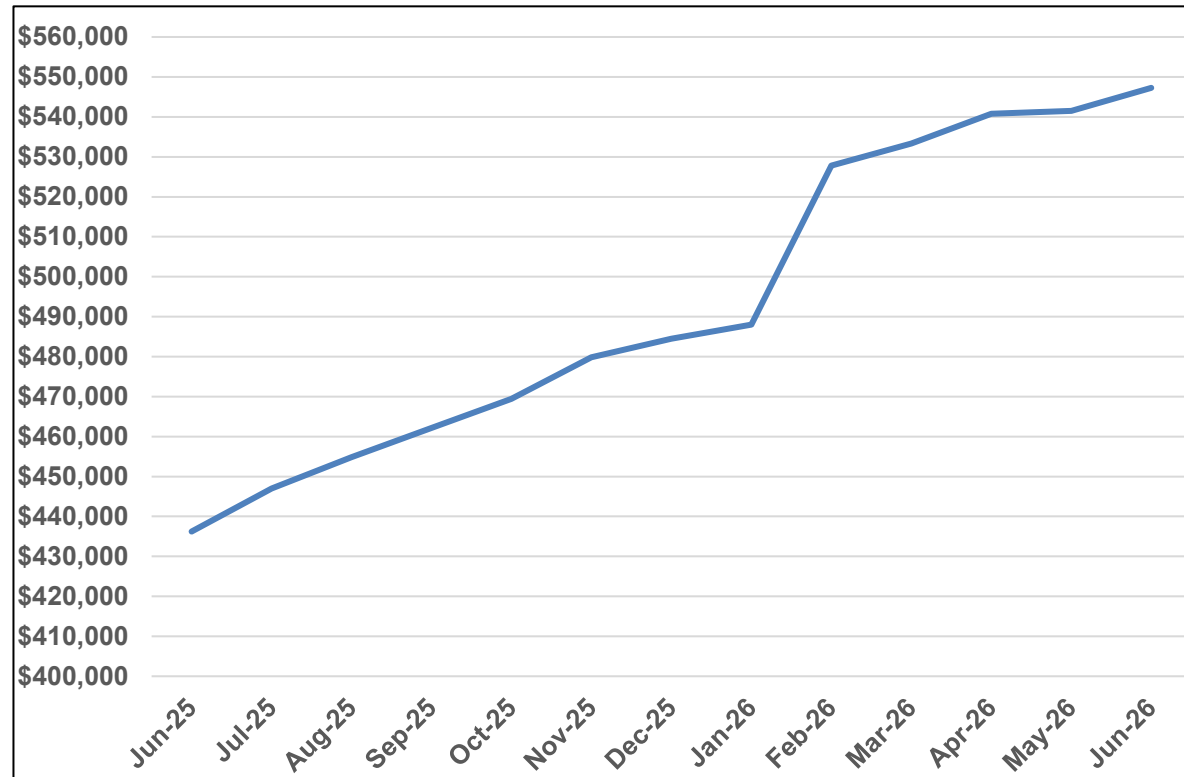
CAROLINA**CONNECT**

internet made better

Revenue Share AEC

Revenue Share: 447,391
Metro E: 1,404
MDU : 1,164
CC Services: 70,038
AEC Surcharge: 24,151
VOIP: 3,121
Total: 547,269

Last month: 541,495



CAROLINA**CONNECT**

internet made better

Admin Update

- **Telispire June billing included 276 mobile accounts, 475 lines.
(+ 4 accounts, + 7 lines)**
- **We currently have 601 2.5G customers. We also have 98 8G customers.
(+75 2.5G, +23 8G)**
- **June data collection for BDC(Broadband Data Collection) will be captured tonight. Coop territory map updates will follow and all information will need to be submitted to the FCC by September 1st.**
- **FCC Form 481 was submitted and certified on June 17th. This is a comprehensive filing required of ETCs(Eligible Telecommunications Carriers) that receive lifeline or high cost support.**
- **SC Annual ETC report was submitted to the PSC on Monday, June 22nd.**



CAROLINA**CONNECT**

internet made better

Admin Update

- **We will be adding chat through NISC as an option for customer interaction in the fall of 2026. Chat will be able to be accessed through the customer billing portal SmartHub and on the CarolinaConnect website.**
- **In addition, we will also gain text capability for outreach and chat can integrate with Facebook.**
- **We are very excited about adding these as a means of communication for customers. Based on the high volume of email interaction and mobile payments we believe chat will be a very popular communication method with customers.**



CAROLINACONNECT

internet made better

Operations Update

- **Work continues on the new Cisco core switches. Gear has been installed at Lexington, Edmund, and Barr sites. We still have gear to install at Dutch Fork and there is cutover work to accomplish.**
- **Most of the gear has arrived for the Circle and Leesville core switch upgrades. This work has not yet begun but will follow after the other sites are complete.**
- **We have finalized plans for upstream bandwidth and have signed off on orders with Segra and Home Telecom. We will maintain four 100Gbps connections with Segra, two to their core router in Columbia, one to their core router in Charlotte, and one to their core router in Atlanta. We will also connect to Home Telecom at the DCBlox regen site in Williston. From Williston we will connect one 100 Gbps connection to Home Telecom's core router in Moncks Corner and another 100 Gbps connection to their core router in Atlanta. The Segra connections will be rearranged first, and the Home Telecom connections will take several months to finalize. This design will increase our upstream bandwidth and better diversify our upstream connections.**



CAROLINA**CONNECT**

internet made better

Pending Drop Orders

Month ending	MCEC	NEC	AEC	Total	CC Pending Install or Sch.
3/27/26	59	17	68	144	161
5/1/26	53	20	83	156	125
5/29/26	70	26	93	189	114
6/19/26 Current	71	20	57	148	138



CAROLINA**CONNECT**

internet made better

Orders, Drops, Installs

Month	Ave. New Install Orders / week	Ave. Comp. Drops per week	Ave. New Installs per week
February	97.3	95.3	116.8
March	104.3	108.8	93.8
April	101	98.6	109.4
May	108.3	100	104.5
June (3 weeks)	112.3	126	124.7



CAROLINA**CONNECT**

internet made better

Upcoming Activities

- **Complete Switch upgrades at Barr, Dutch Fork, Lexington, and Edmund.**
- **Continue prep work for Switch upgrades at Leesville and Circle.**
- **Work to complete the rearrangement of upstream circuits with Segra.**
- **Continue work on the turn-up of service with Home Telecom in Williston.**



CAROLINA**CONNECT**

internet made better

Marketing Board Report

6/30/26



CAROLINA**CONNECT**

internet made better

Direct Mail to All Prospects Complete



CAROLINA**CONNECT**

internet made better



CAROLINACONNECT internet made better

FIRST MONTH
FREE



NO
INSTALLATION
FEE



Aiken Electric
Cooperative, Inc.

||||| ||||| ||||| ||||| ||||| ||||| ||||| ||||| ||||| |||||

MAIL CODE
MR RYON EDWARDS
OR CURRENT RESIDENT
750 MEETING STREET
LEXINGTON SC 29072-7240



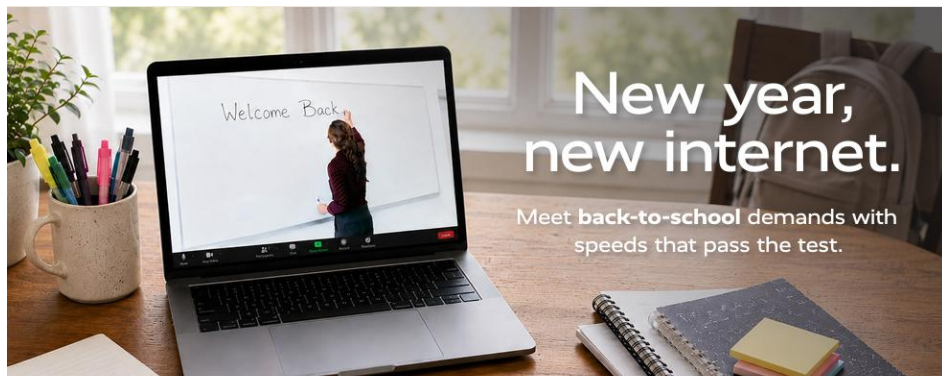
internet made better

Back-to-School Campaign - Begins Week of July 13



CAROLINA**CONNECT**

internet made better



New year, new internet.

Meet **back-to-school** demands with
speeds that pass the test.

Want the best value?
Do your homework.

When assignments start piling up, rise to the challenge with fiber optic speeds from 1 to 8 Gbps. With plans to fit every household and the premium customer service only a local provider can deliver, you can look forward to reliable access to education, technology, conferencing and more. So, make sure everyone in your home makes the grade.

The Connected Family

1
Gbps

\$79⁹⁵

per month, all in

THREE WAYS TO UPGRADE TODAY

Call at 803.785.3455
Email at upgrade@CarolinaConnect.com
Use SmartHub



Get back-to-school
with speeds that
pass the test.



CAROLINACONNECT
internet made better

6x

Higher Customer Satisfaction

16 is the average Net Promoter Score among Internet service providers. CarolinaConnect's score is 90.



9/10 CUSTOMERS RECOMMEND



CAROLINACONNECT
P.O. BOX 1647 LEXINGTON, SC 29021

MAIL CODE
MR RYON EDWARDS
OR CURRENT RESIDENT
750 MEETING STREET
LEXINGTON SC 29072-7240



New
school year,
new internet.

Meet back-to-school demands
with speeds that pass the test.

When assignments start piling up, rise to the challenge with fiber optic speeds from 1 to 8 Gbps. We offer plans to fit every household and the premium customer service only a local provider can deliver. So, you can look forward to reliable access to education, technology, conferencing and more.

Switch today & enjoy

- Four plans to choose from
- No contracts
- No installation fee
- No monthly router charge
- Faster speeds than DSL, satellite, wireless or cable modems

FIRST MONTH **FREE** • NO INSTALLATION **FREE**

6x

Higher Customer Satisfaction

16 is the average Net Promoter Score among Internet service providers. CarolinaConnect's score is 90.



9/10 CUSTOMERS RECOMMEND



CAROLINACONNECT
internet made better

SWITCH TODAY AT carolinaconnect.com OR 803.785.3455



CAROLINACONNECT

internet made better



New
school year,



New
school year,



CAROLINA**CONNECT**

internet made better

CTV



CAROLINA**CONNECT**

internet made better



CAROLINA**CONNECT**

internet made better



CAROLINA**CONNECT**

internet made better

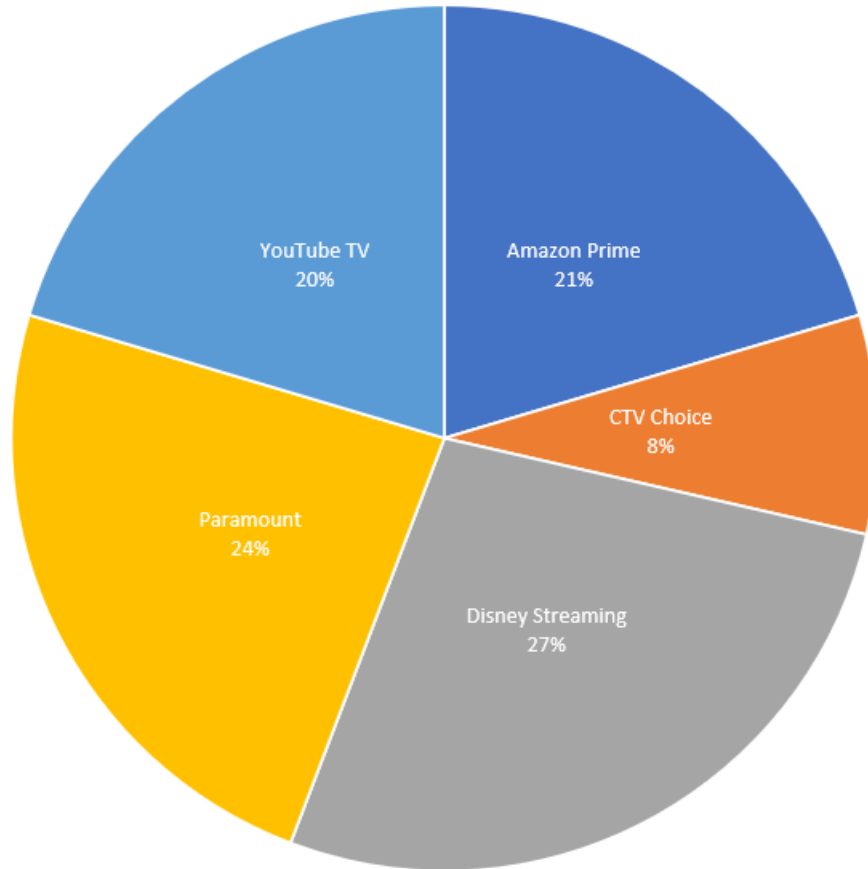
Amazon Prime	CTV Choice	Disney Streaming (includes ESPN/Hulu)	Paramount	YouTube TV
\$27 CPM	\$13 CPM	\$30 CPM	\$23 CPM	\$35 CPM
- Recent/future movers - Potential broadband switchers - Home & garden - Smart home products - Home storage & organization	- Curated publishers including A+E, FOX Sports, Hallmark, ESPN, Discovery, Lifetime, HGTV 10% value add	- Served on Disney+ and Hulu - Add ESPN during Oct/Nov.	- Expanded inventory - Includes Paramount+	- Home & Garden affinity Non-guaranteed inventory



CAROLINA**CONNECT**

internet made better

Video Allocation



CAROLINA**CONNECT**

internet made better

Introducing New Business Plans August 1



CAROLINACONNECT

internet made better

Business Plans

Business Basic 350 Mbps (\$79.95)

- No contracts
- 99.99% uptime guarantee
- Same day, local service response to outages
- First month free + free installation
- Includes Wi-Fi 7 router
- Protect IQ Cyber Security
- Easy-to-Use Mobile App

1 Gbps (\$129.95)

- No contracts
- 99.99% uptime guarantee
- Same day, local service response to outages
- First month free + free installation
- Includes Wi-Fi 7 router
- Protect IQ Cyber Security
- Device Prioritization with Easy-to-Use Mobile App

2.5 Gbps (\$159.95)

- No contracts
- 99.99% uptime guarantee
- Same day, local service response to outages
- First month free + free installation
- Includes Wi-Fi 7 router
- Protect IQ Cyber Security
- Device Prioritization with Easy-to-Use Mobile App

8 Gbps (\$249.95)

- Speed exclusive to CarolinaConnect
- No contracts
- 99.99% uptime guarantee
- Same day, local service response to outages
- First month free + free installation
- Includes Wi-Fi 7 router
- Protect IQ Cyber Security
- Device Prioritization with Easy-to-Use Mobile App



CAROLINACONNECT

internet made better

Continued Adding to the Website New App Videos



CAROLINA**CONNECT**

internet made better

Learn More about
ProtectIQ Cybersecurity

See who and what is
connected to your network

ExperienceIQ

How to change your network
name and password

**We now have
3,140 customer
downloads of
the app.**



CAROLINA**CONNECT**

internet made better

Next Up...

Business Plans Launch

Continuing Neighborhood and Area Specific Targeting with Geofencing and Digital Campaigns

Continuing to Support Co-op Marketing Teams (SmartHub banner ads, handouts for events, Community Event Ads, etc.)

Exploring Retention Efforts

Q2 Analytics To Be Shared Next Month



CAROLINA**CONNECT**

internet made better

CarolinaConnect Cooperative, Inc.

Balance Sheet

May 2026

<u>ASSETS</u>	<u>May</u>	<u>April</u>	<u>VARIANCE</u>
Current Assets:			
Cash and Equivalents	871,457	421,842	449,615
Receivables	2,701,754	2,662,215	39,539
Prepayments and Deferred Taxes	133,139	26,041	107,098
Total Current Assets	3,706,351	3,110,098	596,253
 Non Current Assets:	 526,998	 526,998	 -
 Plant Under Construction	 125,177	 112,737	 12,440
 Net Operating Plant:			
Operating Plant accounts	37,316,488	37,280,985	35,503
Reserve for Depreciation	(21,460,132)	(21,130,648)	(329,484)
Total Net Operating Plant	15,856,357	16,150,336	(293,979)
 TOTAL ASSETS	 20,214,882	 19,900,169	 314,713



CAROLINACONNECT

internet made better

CarolinaConnect Cooperative, Inc.

Balance Sheet

May 2026

<u>LIABILITIES AND EQUITY</u>	<u>May</u>	<u>April</u>	<u>VARIANCE</u>
Current Liabilities			
Accounts Payable	1,749,246	1,839,440	(90,194)
Advanced Billing and Prepayments	2,968,301	2,944,982	23,319
Customer Deposits	222,300	224,900	(2,600)
Accrued Taxes	300,535	240,431	60,104
Other Current Liabilities	683,484	736,172	(52,688)
Other Long-Term Liabilities,	387,070	402,147	(15,077)
Total Current Liabilities	6,310,936	6,388,072	(77,136)
 Long Term Debt	 33,903,129	 33,302,918	 600,211
 Equity	 (19,053,655)	 (19,053,655)	 -
Net Income/Loss	(945,528)	(737,166)	(208,362)
TOTAL EQUITY	(19,999,183)	(19,790,821)	(208,362)
 TOTAL LIABILITIES AND EQUITY	 20,214,882	 19,900,169	 314,713



CAROLINACONNECT

internet made better

CarolinaConnect Cooperative, Inc.

Income Statement

May 2026

					YEAR TO DATE		
	May	April	DIFFERENCE		ACTUAL	BUDGET	DIFFERENCE
OPERATING REVENUES							
Customer Revenues	3,102,889	3,051,223 **	51,666		15,235,605 **	15,234,799	806
Miscellaneous Revenues	5,079	5,760	(681)		24,018	13,250	10,768
Uncollectible Revenues	<u>(23,000)</u>	<u>(27,000)</u>	<u>4,000</u>		<u>(130,200)</u>	<u>(106,644)</u>	<u>(23,556)</u>
Total Operating Revenues	3,084,968	3,029,983	54,985		15,129,423	15,141,405	(11,982)
OPERATING EXPENSES							
Plant Operations Expense	2,055,195	2,065,890 **	(10,695)		10,524,629 **	10,376,362	148,267
Depreciation	479,619	477,178	2,441		2,316,583	2,300,000	16,583
Customer Operations Expense	332,890	295,167	37,723		1,538,778	1,573,134	(34,356)
Corporate Operations Expense	<u>218,731</u>	<u>170,566</u>	<u>48,165</u>		<u>911,602</u>	<u>920,759</u>	<u>(9,157)</u>
Total Operating Expenses	3,086,435	3,008,801	77,634		15,291,592	15,170,255	121,337
Net income from Operations	(1,467)	21,182	(22,649)		(162,169)	(28,850)	(133,319)
OPERATING TAXES	62,315	60,100	2,215		305,547	375,000	(69,453)
NON-OPERATING INCOME							
Non-Operating income/expense	2,525	2,359	166		231,111	100,000	131,111
Interest and Fixed Charges	<u>(147,105)</u>	<u>(141,889)</u>	<u>(5,216)</u>		<u>(708,923)</u>	<u>(750,600)</u>	<u>41,677</u>
Total Non-Operating income/expense	(144,580)	(139,530)	(5,050)		(477,812)	(650,600)	172,788
TOTAL NET INCOME/LOSS	<u>(208,362)</u>	<u>(178,448)</u>	<u>(29,914)</u>		<u>(945,528)</u>	<u>(1,054,450)</u>	<u>108,922</u>

** Does not include \$499,971 in Grant received and paid out to AEC in Feb. 2026 or \$966,262 in Grant received and paid out to NEC in Mar. 2026 or \$184,119 in Grant received and paid out to NEC in Apr. 2026

Cash Flow

May '26

	This Period	This Year
OPERATING ACTIVITIES		
Net Income	-208,362.31	-945,528.19
Total Funds from Operations	-208,362.31	-945,528.19
Temporary Investments	0.00	0.00
Receivables	-39,538.97	-85,876.21
Supplies	0.00	0.00
Prepayments and Deferred Taxes	-107,098.49	-59,098.54
Other Current Assets	0.00	0.00
(Increase)/Decrease in Operating Assets	-146,637.46	-144,974.75
Accounts Payable	-90,194.84	-597,432.06
Advanced Billings and Payments	23,319.10	105,541.05
Current Maturities	0.00	0.00
Accrued Taxes	60,103.95	300,494.91
Other Current Liabilities	-67,764.17	33,326.74
Increase/(Decrease) in Operating Liabilities	-74,535.96	-158,069.36
CASH FROM OPERATING ACTIVITIES	-429,535.73	-1,248,572.30
INVESTMENT ACTIVITIES		
Noncurrent Assets	0.00	-69,114.09
Telephone Plant Under Construction	-12,439.82	164,514.63
Net Operating Plant	293,979.82	-181,509.95
Net Amortizable Assets	0.00	0.00
CASH FROM INVESTMENT ACTIVITIES	281,540.00	-86,109.41
FINANCING ACTIVITIES		
Customer Deposits	-2,600.00	-3,000.00
Long Term Debt	600,211.23	1,066,941.39
Other Liabilities and Deferred Credits	0.00	0.00
Stockholder's Equity	0.00	0.00
CASH FROM FINANCING ACTIVITIES	597,611.23	1,063,941.39
CASH FROM ALL ACTIVITIES	449,615.50	-270,740.32
TOTAL CASH BEGINNING OF PERIOD	421,841.71	1,142,197.53
TOTAL CASH END OF PERIOD	871,457.21	871,457.21



CAROLINA**CONNECT**

internet made better

Report on Legal Matters to the Board of CarolinaConnect



CAROLINA**CONNECT**

internet made better



CAROLINA**CONNECT**

internet made better

QUESTIONS?

J. David Black



CAROLINA**CONNECT**

internet made better



CAROLINA**CONNECT**

