

COMMUNITY REPORT 2022

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**DUWO**

**BY THE**

**NUMM**

**BERS**



**DUO BROADBAND**

## MORE THAN JUST A NUMBER

# 1954

**Every year we conduct an extensive survey of customers** to see how we're meeting your needs. In one of our top questions, we asked you to rate the courtesy and helpfulness of DUO Broadband employees. More than 95% of you answered that question "Excellent/Good" based on your experiences. That's not surprising. When you call DUO, you're not talking with someone across the country or around the world. You're being served by people who live, work and play in the same communities where you live, work and play. Our commitment to local service reflects the reason DUO Broadband was established.

**Back in 1954 telephone service was a luxury** in most areas of rural Kentucky. In May of that year, a group of individuals in Cumberland County decided to form a cooperative to provide service where the larger telephone companies would not venture. Nearly 70 years later we're still growing and now serve businesses and residents in six rural Kentucky counties.

**The annual survey isn't just about numbers.** Often your input allows us to recognize areas we need to improve, evaluate your concerns, and then act on them accordingly. As you can see in this report, we've been busy installing miles and miles of fiber optic cable throughout the communities we serve. We are also planning to introduce a new online tool that will allow you to type in an address and see if fiber is available, or when it might be planned for that area, as a convenience to our current and new customers.

**Once again this year we are returning more money** to cooperative members in the form of Capital Credit checks. Since this program began DUO has issued more than \$25 million to our members. It's just one way we express that cooperative spirit established decades ago.

**Participation in our annual survey lets us know how we're doing.** Your honest feedback provides the real information we use to monitor and improve our service offerings. Thanks for being more than just a number.



**Thomas E. Preston**  
Chief Executive Officer



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Chief Executive Officer



## **Let's Celebrate Milestones!**

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“Since I am 101 years old, my telephone and TV are very important to my quality of life. Thank you DUO for providing quality services!” Neva, as our oldest customer, we want to thank you for your years of loyal patronage.

**Here's to a Happy 102<sup>ND</sup>!**



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95% of DUO customers surveyed who requested a repair or had new service installed reported a high level of satisfaction. This is what one customer had to say: “Mr. Lamb, Mr. Brown, and Mr. Rigney all worked many hours to get my internet and phone service working. Excellent job! I appreciate their dedication!”

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“I think your service has been the best for 25 or more years. I have only had to call you for service about 3 times. Thanks!”

**-Jacob**

3x



# 850+

## MILES

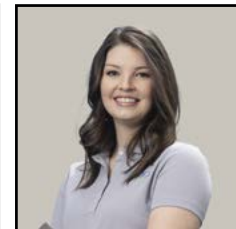
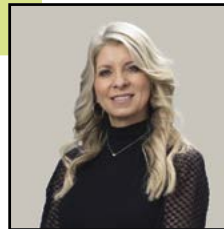
DUO has installed more than 850 miles of fiber optic cable in neighborhoods, along multiple city streets, down numerous country roads, and across county lines. And — we're not done yet!



## \$25 Million

With this year's Capital Credit checks DUO now has returned more than \$25 Million to our cooperative members.

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## Business Team

The telecommunications demands of businesses are growing at a fast pace in each of the rural communities we serve. To meet this need, DUO Broadband increased the size of our Business Team to four with Lisa Back and Julie Grant joining Sherry Selby, Business Account Manager, and Eric West, Director of Business Operations. The Business Team has the resources and flexibility to provide professional, knowledgeable service for all DUO Broadband business customers.

# 1

## Managed, Whole Home WiFi

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DUO Broadband's BLAST Managed WiFi blankets your home inside and out with seamless connectivity and speed.

# 2

## Control in the Palm of Your Hand

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Easily enable WiFi for your guests, set parental controls, with protection from malware and viruses — all from the **YOU**DUO****™ App.

# 3

## Manage All Your Smart Devices

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Keep track of home energy consumption, turn the lights on while you're away, keep watch with security cameras, and so much more.

Download the **YOU**DUO****™ App at:



Learn More at [BLASTWiFi.com](http://BLASTWiFi.com)

## Learn More About DUO's Managed WiFi



**DUO BROADBAND**

**Russell: 270-343-3131**

**Adair: 270-378-4141**

**Cumberland: 270-433-2121**

**DUOBROADBAND.COM**

