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Conway Corp Newsletter

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Powering Conway since 1929.



Telecom Package Changes

Conway Corp Board of Directors approves telecom rate and package changes. | **P.2**



Outstanding Employees

Conway Corp employees earn Blue Ribbon Workforce Heroes Awards. | **P.3**



Building for the Future

Conway Corp investing in citywide fiber network project. | **P.5**



Conway Corp crews gave the community a behind-the-scenes look at the equipment and teamwork that keep Conway running during "Meet the Machines." The event featured employees showcasing the heavy equipment and specialized vehicles used every day to provide electric, water, wastewater and telecom services. Families had the opportunity to see, touch and even climb aboard the big machines, talk with Conway Corp employees about how they use them and learn more about the vital work that goes into powering the city.



(501) 450-6000

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BOARD APPROVES TELECOM RATES, PACKAGES

The Conway Corp Board of Directors approved new telecom rates and packages during its October 2025 meeting to begin February 1, 2026.

After a comprehensive review of programming fees, technology investments and infrastructure costs, Conway Corp rates and packages have been updated to reflect rising expenses while continuing to provide customers with dependable services at competitive prices.

While most customers will see modest increases on their services, Conway Corp was also able to reduce rates on select packages to continue providing the best value for our customers.

VIDEO

Fees from cable networks and local broadcast stations continue to rise each year. To cover these increased costs, video rates will be adjusted.

Residential and business customers will see an increase of approximately \$10 per month on ConwayCorpTV packages.

The ConwayCorpTV Sports Tier will see a \$1 increase but now includes NFL RedZone.

Premium channel HBO Max will increase slightly, while all others will remain the same.

INTERNET

Conway Corp continues to invest in speed, reliability and expanded offerings.

Residential customers on Internet 25 will automatically move to Internet 50

at \$50/month, with faster download speeds included.

Residential Broadband 500 and 1 GIG services will each increase \$5/month, and 2 GIG service will increase \$15/month.

All internet packages will come with Core WiFi, with Managed WiFi still available for \$10/month. 2 GIG will also include Managed WiFi at no additional cost.

New for 2026, Conway Corp is launching a 5 GIG package with symmetrical download and upload speeds for \$165/month.

This package will only be available in fiber areas and includes Managed WiFi services.

Business internet has also been updated, with Business Broadband 300 becoming the new standard package.

Business Basic 50 and Business Broadband 100 customers will move to the Business Broadband 300 package at \$80/month.

Conway Corp is also launching three new business internet services: Business 2 GIG, Business Fiber 5 GIG and Business Managed WiFi.

New packages will take effect February 1, 2026. Customers with supported equipment will begin receiving higher speeds automatically.

VOICE

Residential voice services will remain the same as last year. Business voice services will increase slightly with

VIDEO PACKAGES*	CURRENT	FEBRUARY 2026
Legacy Starter	\$110	\$120
ConwayCorpTV	\$100	\$110
ConwayCorpTV+	\$115	\$125
Movie Tier	\$6	\$6
Sports Tier	\$4	\$5
Cinemax	\$15	\$15
HBO Max	\$16	\$18
Showtime	\$11	\$11
Starz	\$10	\$10

INTERNET PACKAGES*	CURRENT	FEBRUARY 2026
Internet 50	-	\$50
Broadband 300	\$60	\$60
Broadband 500	\$70	\$75
1 GIG	\$85	\$90
2 GIG	\$120	\$135
Fiber 5 GIG	-	\$165
Managed WiFi	\$10	\$10

Pricing and packages for residential customers.

additional business lines moving from \$28/month to \$30/month.

SECURITY & AUTOMATION

Residential and business security and automation packages will increase slightly for new customers. Existing customers will keep current rates.

FEES

The telecom delinquent fee will also increase from \$5 to \$7.

At Conway Corp, we work hard to keep rates as low as possible.

While rising programming fees and the

costs of maintaining and expanding our network make adjustments necessary, we remain committed to providing our customers with the best value through reliable service, expanded offerings and continued investment in our community.

For a complete list of changes, visit ConwayCorp.com/RateAdjustment.

If you have questions about any of the new rates or services, please contact our customer care team at 501-450-6000.

FIBER 5 GIG NOW AVAILABLE

Call to learn more!



CHAMBER HONORS BLUE RIBBON HEROES

Conway Corp employees Tom Makara, Lonnie McCoy and Justin Moore were recently named Blue Ribbon Workforce Heroes by the Conway Area Chamber of Commerce.

The award honors individuals and companies in Faulkner County who have made a lasting impact on their company and community and who demonstrate strong potential to be industry leaders within the next decade.

"Tom, Lonnie and Justin are outstanding assets to Conway Corp," CEO Bret Carroll said. "Their work ethic is tremendous, and they show up every day with a great attitude. I've seen them firsthand in high-pressure situations, and our customers can take

comfort in knowing that they are a big part of why our services are so reliable."

Tom serves as Inventory Control Coordinator, overseeing the management and organization of materials and supplies essential to Conway Corp's operations. His attention to detail and commitment to efficiency ensure Conway Corp's crews are equipped to serve customers reliably and safely since he started with the company in 2010.

Lonnie, a Senior Electronics/Electrical Technician, joined Conway Corp in 1999 and has supported the company's electric systems for more than two decades. His expertise keeps critical systems running efficiently, ensuring consistent service to customers.



Blue Ribbon Workforce Heroes: Senior Electronics/Electrical Technician Lonnie McCoy, Inventory Control Coordinator Tom Makara and Business Class Services Senior Foreman Justin Moore

Justin serves as Senior Foreman of Telecom Business Class Services, leading a team that delivers reliable, high-speed connectivity to Conway's businesses. Since joining Conway Corp in 2008 as an installer trainee, Justin's

leadership and technical expertise have been vital to Conway Corp's continued success in expanding and maintaining its telecommunications network.

LINEMEN LIGHT UP NAVAJO NATION

A team of seven Conway Corp employees recently traveled more than 1,000 miles to bring light – literally and figuratively – to the Navajo Nation.

Conway Corp Journeyman Lineman/Training Coordinator Si Anthony, Senior Lineman Nathan Ball, Apprentice Linemen 1 Dylan Hopper and Tim Ragland, Apprentice Lineman 4 Kyle Troxler, Electric Distribution System Manager Robert Meek and CEO Bret Carroll joined utility workers from across the country to help bring electricity to homes in the Dilkon District, a remote area of northeastern Arizona where many residents live without access to power.

Throughout the project, the crew set utility poles, built new power lines and energized five homes. For most of the residents they served, this was the first time they had electricity in their homes.

The Light Up Navajo initiative is a collaboration between the American Public Power Association (APPA) and the Navajo Tribal Utility Authority (NTUA) to extend electric service to the more than 13,000 homes in the Navajo Nation without power.

For the Conway Corp team, the trip was physically demanding but deeply meaningful. The crew worked long hours in unfamiliar terrain and under intense desert heat, but the smiles and tears of gratitude from Navajo residents made every effort worthwhile.

Si Anthony called the experience 'unforgettable.'

"My favorite part was meeting a grandfather and his grandchildren, that we finished providing power for. They were so happy to have power. Working there is one of the most rewarding experiences in my career."



KEMP EARNS IMPACT, WORK CULTURE AWARD

Conway Corp Chief Marketing Officer Crystal Kemp was named one of Cablefax's 2025 Voices of Impact and Work Culture honorees,



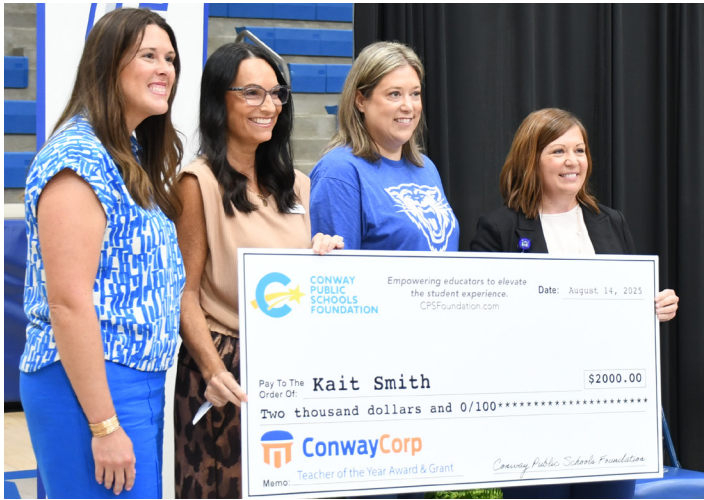
Crystal Kemp

recognizing leaders who are transforming their organizations through innovation, collaboration and a commitment to a people-first culture.

The award honors professionals in the telecom industry who demonstrate exceptional leadership and foster workplaces where employees feel inspired, supported and empowered to succeed.

"Those of us who get to work with Crystal every day know how important she is to the company," Conway Corp CEO Bret Carroll said. "When she has opportunities to interact with those outside of Conway Corp, they quickly see the value she brings to any organization that she is a part of. This award just confirms that truth."

COMMUNITY HIGHLIGHTS



Conway Public Schools Teacher of the Year Kait Smith, Conway Public Schools Foundation Executive Director Marti Jones, Conway Corp Marketing & Communications Manager Beth McCullough Jimmerson and Conway Public Schools Foundation Vice President April Bennett

Conway Corp recently recognized the 2025 **Conway Public Schools System Teacher of the Year Kait Smith** with a \$2,000 check at the district's Back-to-School Convocation in August 2025.

Kait teaches tenth through twelfth grades ESL Sheltered Biology and ESL Sheltered Environmental Science and serves as an ESL Designee. She has been in education for 11 years, including five years of teaching high school science and two years in her current ESL support role.

In 2013, Conway Corp pledged a \$440,000 gift over four years to endow the award and to support Teacher Impact Grants presented by the Conway Public School Foundation.

"We are proud to follow the tradition our company was founded on by supporting education in our community," Conway Corp CEO Bret Carroll said.

Conway Corp was established in 1929 as the community faced the threat of losing Hendrix College and Central Baptist College. Bonds in the amount of \$215,000 were issued and given to each of Conway's three colleges, along with the public and parochial schools. Since then, Conway Corp continues to invest in local education by supporting area students, teachers, schools and scholarships.



Conway Corp sponsored the **October 2025 Conway Art Walk**. The evening was full of family-friendly activities including multiple art projects and the opportunity to climb inside some of our vehicles.



Conway Corp was lighting up imaginations and future possibilities recently at **Bob and Betty Courtway Middle School**. Our electric, water and telecom departments participated in the school's Careers on Wheels event, showcasing the equipment and machines it takes to power our community, keep the water flowing and get video, internet, voice and security services to homes and businesses across the city.

BUILDING FOR THE FUTURE

INVESTING IN CONWAY'S FIBER NETWORK

Planning for the future has always been central to Conway Corp's mission. Just like we benefit today from the vision and investment of past generations, we're working right now to ensure Conway continues to thrive in the future.

One of the most important steps we can take is building a fiber network that meets the demands of a rapidly changing world.

Technology is advancing at a remarkable pace, and reliable connectivity has never been more important. From working and learning at home, to streaming, gaming and staying in touch with loved ones, the way we use the internet continues to evolve.

To keep up with this growth, Conway Corp has embarked on one of the largest infrastructure projects in our history: overbuilding the entire city with fiber.

This is a significant, multi-year effort that will take between three and five years to complete. When it's done, every customer in Conway will have access to state-of-the-art fiber service — the gold standard for speed, reliability and capacity.

Fiber ensures we are prepared not just for today's needs, but for the technologies of tomorrow.

Whether it's new business applications, telemedicine,

advanced learning opportunities or smart home technologies that haven't even been invented yet, fiber provides the flexibility and capacity to keep Conway connected.

By investing now, we are making sure our community is ready for what's ahead.

While we're excited about the future of fiber, it's important to note that our current internet service remains strong.

Thousands of families and businesses depend on Conway Corp every day, and we are committed to providing excellent service throughout this transition.

This investment is not about replacing something that isn't working — it's about building a stronger foundation for the future.

We know projects of this size can raise questions. Construction takes time, and we recognize there may be inconveniences along the way.

Our teams will work hard to minimize disruptions while keeping you informed about progress in your neighborhood.

At the end of this journey, every home and business in Conway will have access to the most advanced internet service available.

The decision to overbuild the city with fiber is about more than just

faster speeds. It's about economic development, educational opportunity and quality of life.

A robust, reliable fiber network will help attract new businesses, support entrepreneurs and give our students and teachers the tools they need to succeed.

It will also ensure that Conway continues to be a place where families want to live and businesses want to grow.

As with our water and electric systems, this project represents our long-term commitment to the people we serve. We are investing today so that the Conway of tomorrow has the infrastructure it needs to flourish.

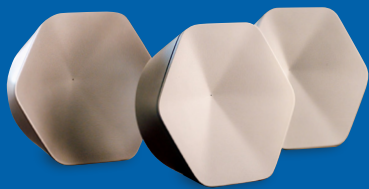
Just like the planning and foresight of previous decades benefits us now, the work we're doing together will serve future generations.

We're proud to be making this investment in our hometown. After nearly 100 years of service, we're still motivated by who we are and what we do for our community. And just as always, we're committed to Conway — today and in the future.



Bret Carroll
Conway Corp CEO

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