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Conway Corp Newsletter

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Powering Conway since 1929.

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Board Nominations

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Telecom Business Class Services Technician Austin Clagett is **Always On** to deliver the reliability and performance our local businesses count on. In 2026, Conway Corp is raising the bar with new business services and solutions, including internet speeds up to 5 Gig and the launch of SmartBiz — an all-in-one managed WiFi solution designed to simplify connectivity, boost security and help businesses grow. Visit ConwayCorp.com/SmartBiz to learn more.



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CONWAY CORP PROMOTES ODOM



Conway Corp recently announced the promotion of Chris Odom to Regulatory and Risk Management Director.

In this role, Chris will oversee regulatory compliance, risk management and insurance as well as related legislative and policy matters.

“Chris brings deep institutional knowledge, strong leadership experience and a collaborative approach to this role,” CEO Bret Carroll said. “His experience and

long history with Conway Corp position him well to lead these critical functions and support the organization’s continued success.”

Chris joined Conway Corp in August 2002 as a network technician. In January 2004, he advanced into the role of LAN technician and phone administrator, expanding his responsibilities in voice and network services.

He was promoted to voice services administrator in 2008 and later named voice services manager in

2011 to oversee both residential and business voice services.

Through each role, Chris has demonstrated strong technical expertise, leadership ability and a collaborative approach, gaining broad operational experience and a strong understanding of the organization’s systems, regulatory environment and strategic priorities.

Chris will assume regulatory responsibilities from Assistant to the CEO Bill Bethea who is scheduled to retire in April 2026.

**MORE CHANNELS.
MORE CHOICES.
MORE CONTROL.**



CABLE PRIVACY NOTICE

The Federal Cable Communications Act [47 U.S.C. 551] contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators.

In accordance with those provisions, Conway Corp collects and maintains personally identifiable information concerning customers. That information includes, among other things, your name, address, phone number, billing records, service maintenance and repair records, subscriber selection subscription information, marketing information and customer complaints.

Personally identifiable information is generally used for the normal business purpose of offering and rendering cable television service and other services to you. Some persons have access to such information, when necessary, in connection with our business or when otherwise desirable. Access may be on a day-to-day basis. Those people who have access include cable system employees, businesses which provide services to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable, program services which will periodically audit subscription information. The cable

system will not maintain such information after it is no longer necessary for carrying on our business.

As a customer, you may review any personal information held by us which pertains to you if you give us a reasonable period of time to locate and, if necessary, prepare information for review. Preparation is sometimes necessary to avoid disclosure of information relating to other customers. If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our 650 Locust Street office. You may request correction of any errors in personal information which we collect and maintain pertaining to you. Federal law prohibits collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

To the extent that we are permitted to collect personally identifiable information, we are permitted to disclose such information only to the extent necessary to conduct our business. Conway Corp does not disclose your name and address for non-cable service related mailing lists. Conway Corp is permitted to contact you regarding cable television services. We may do this directly or contract with an outside company to do this solely for the benefit of Conway

Corp. If you do not wish to be contacted even in limited situations described above, or if you wish to limit the circumstances in which we will disclose it, please obtain, fill out and return a no contact form from our Locust Street office.

Except as indicated in the preceding paragraph, we may not disclose personally identifiable information without your consent, unless we are required to do so by court order. If we are served with a court order requiring disclosure of personally identifiable information concerning a customer, we will inform the customer before any information is released. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the cable system concerning a cable customer. The customer must be given an opportunity to consent to issuance for such an order. A governmental entity may, however, be given information authorized under titles 119, 121 or 206 of Title 18 (U.S.C.) but shall not include subscriber selection of video programming.

Any person aggrieved by an act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.

OUTSTANDING CONWAY CORP EMPLOYEES RECOGNIZED

Conway Corp recently honored Journeyman Lineman Blake Henderson, Inventory Control Coordinator Tom Makara and Information Systems Administrator 1 Ryan Tucker with awards for their exemplary work performance.

Blake received the company's annual Safety Leadership Award, which recognizes an employee each year for his or her safety efforts.

One nomination for him said, "Blake has a keen eye for recognizing potential dangers and mitigating hazards. He leads those around him by choosing to do what is safest and is dedicated to looking out for his team while performing a very dangerous job."

Blake joined Conway Corp as a groundman in 2017. He was promoted to his current position in 2024.

Tom received the company's annual Tower of Excellence Award, which recognizes an employee who has made a significant impact on Conway Corp through outstanding dedication and exceptional job performance. Tom was nominated by his fellow co-workers for going above and beyond in 2025.

He was nominated by a co-worker who said, "Tom is the person you can count on to get the job done right. He takes ownership of projects from start to finish, ensures that every detail is addressed and truly cares about the success of the company and its employees."

Tom started at Conway Corp in 2010 as a dispatch employee. He was promoted to materials coordinator in 2013 and to his current role in 2022.

Ryan was the company's Customer Service Award winner. The award recognizes an employee each year for dedication to exceeding customer expectations both internally and externally.

One nomination for him said, "Ryan's commitment to customer satisfaction is remarkable — he isn't satisfied until the problem is fully resolved, and that dedication makes him truly excellent at what he does. He is always quick to help and does so with kindness."

Ryan started at Conway Corp in 2008 as a video encoder/production coordinator. He was promoted to programming coordinator in 2019 and transitioned to his current role in 2021.



Blake Henderson
Journeyman Lineman
Safety Leadership Award



Tom Makara
Inventory Control Coordinator
Tower of Excellence Award



Ryan Tucker
Information Systems Administrator 1
Customer Service Award

CONWAY CORP ACCEPTING NOMINATIONS FOR BOARD OF DIRECTORS

Conway Corp is now accepting nominations for board membership.

The Conway Corp Board of Directors elects one new member annually to serve a seven-year term. Nominees will be considered for the term beginning on May 8, 2026.

Nominations will be accepted at the office of the Chief Executive Officer, 650 Locust Street, Conway, Arkansas 72034, on or before March 8, 2026. Nominations should be submitted in writing and include the following information:

- (1) the name and address of person making nomination;
- (2) name and address of nominee;
- (3) personal background information, qualifications and the reason(s) the nominee wishes to be considered; and
- (4) signatures of nominee and nominator, if different.

Nominees must live on Conway Corp service and be willing to serve the community without compensation, philosophically in tune with municipal ownership of utility systems, free of conflicts of interest and firmly established in the Conway community.

Information included in all applications will become public information.

CONWAY CORP HONORS RETIREES

Rickey Frazier, 30 years

Senior Plant Maintenance Worker Rickey Frazier retired in December 2025 after dedicating more than 30 years of service to Conway Corp.

Rickey began his career with Conway Corp in September 1995 as an operator at the wastewater treatment plant and was promoted to his current position in 2018.

“Rickey has been an outstanding part of our wastewater team,” Wastewater Plant Superintendent Kody Miller said. “He takes pride in his work and always brings a positive attitude to every task. His dedication over the years has helped ensure our systems run efficiently and safely, and he’s set a great example for others to follow. We’re going to miss having him here every day.”



Chris Boudreaux, 27 years

Operations System Coordinator Chris Boudreaux retired in January 2025 after more than 27 years of service to Conway Corp.

Chris joined Conway Corp in March 1999 as a GIS coordinator at a time when many systems were still paper-based. He played a key role in developing and expanding the organization’s Geographic Information System, which became the foundation for multiple major operational advancements across the utility.

“Chris has been a cornerstone of our team for many years,” Engineering & Planning Manager Dale Gottspomer said. “His knowledge of our systems and commitment to doing things right have been a tremendous asset.”



Senior Meterman Shawn Moss, Journeyman Lineman Joe Bingham, Journeyman Meterman Kaleb Barkley, Marketing Project Coordinator/Event Specialist Margaret Smith and Communications Coordinator Yaunica Peten helped **Preston & Florence Mattison Elementary** celebrate the season by walking in the annual Mattison’s Thanksgiving Day Parade in November.

Conway Corp employees helped welcome students to **Woodrow Cummins Elementary** with smiles, high-fives and a helping hand to start the day on a positive note. Supporting education is a year-round commitment for our team, and moments like these reflect our ongoing dedication to the students and schools in our community.



LEADERSHIP FOR A DIGITAL FUTURE

Long-term planning has always been essential to Conway Corp's ability to serve our community.

As our services grow and technology continues to evolve, we must ensure our organization is structured to meet both today's needs and the challenges of the future.

One important step in that effort is strengthening how we manage information, data and digital systems across the company.

Recently, Conway Corp announced that Jason Hansen's role has transitioned from chief technology officer to chief information officer.

This change reflects the evolving role technology and information play in nearly every part of our operations and the increasing importance of managing those resources responsibly and strategically.

As chief information officer, Jason will provide focused leadership in areas such as data governance, enterprise information systems, analytics, innovation and digital enablement.

These efforts support everything from how we protect customer information, to how we use data to improve reliability and efficiency, to how we prepare for emerging technologies like generative artificial intelligence.

As Conway Corp grows in scale and complexity, having dedicated leadership over information and data is critical.

This role also supports major initiatives already underway, including the continued implementation of our updated customer information system.

Projects like this are not just about technology — they are about improving the customer experience, ensuring accuracy, strengthening security and providing the tools our employees need to serve you better.

The need for strong information governance will only continue to grow. Utilities today manage vast amounts of data, and with that comes a responsibility to protect information, ensure accountability and use technology wisely.

Aligning our leadership structure with these realities helps ensure Conway Corp remains efficient, transparent and prepared for the future.

Jason's experience makes him uniquely qualified for this role. He joined Conway Corp more than 25 years ago as an internet support technician and has advanced through a variety of leadership positions, gaining deep knowledge of our systems, our operations and our community.

His continued leadership will help guide Conway Corp as we invest in innovation while maintaining responsible stewardship of the resources entrusted to us.

This transition is not about change for change's sake. It's about planning ahead and making sure Conway Corp is positioned to continue providing reliable, affordable and secure services in an increasingly digital world.

Just as we plan decades ahead for water, electric and fiber infrastructure, we must also plan for the future of information and technology.

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



Bret Carroll
Conway Corp CEO

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MAXIMUM PERFORMANCE.



MANAGED WIFI



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MORE POWER.
MORE WINS.**

CONWAY CORP INTERNET

