



TAYLOR
— ELECTRIC —
COOPERATIVE

FOR IMMEDIATE RELEASE

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TAYLOR ELECTRIC COOPERATIVE AT&T MEMBERS

MERKEL, Texas (July 29th, 2024) – Taylor Electric Cooperative, Inc (EC) is aware that some of our members have been affected by the disruption of the phone lines between Taylor Electric and AT&T customers. We have confirmed that this issue is not internal and falls under the responsibility of AT&T and their affiliates.

We are continually working with third party vendors to resolve this issue quickly. In the meantime, Taylor Electric Cooperative, Inc (EC) has taken the initiative to provide our members experiencing this disruption with an additional means of communication. If you are unable to contact us via telephone, you may now text us at [\(325\)399-3250](tel:3253993250). Please include your name and address in the message.

If you have encountered a situation that has not been resolved to your satisfaction, you may file a complaint with the Better Business Bureau (BBB), by visiting their website at bbb.org. Additionally, you may file a complaint with the Federal Communications Commission (FCC) by visiting their website at consumercomplaints.fcc.gov.

Taylor Electric Cooperative, Inc. is a distribution electric cooperative with offices in Merkel and Abilene, Texas. Founded in 1939, the cooperative has been serving members for over 80 years. The cooperative operates on a set of seven cooperative principles and is led by a board of directors who work with the CEO to provide efficient service and reliability to the membership.

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