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Pine Bluff Cable TV/Cablelynx Broadband Responds to Fiber Vandalism; Announces Customer Credits and $10,000 Reward

PINE BLUFF, Ark. — Pine Bluff Cable TV, the local provider of Cablelynx Broadband internet service, is working with the Pine Bluff Police Department and other officials following a deliberate fiber cut that interrupted service for customers in portions of Pine Bluff on Saturday, October 10.

This is the third fiber vandalism incident affecting the company's Pine Bluff network, following incidents in June and August. All three have been determined to be malicious acts of vandalism. The company is working closely with law enforcement to determine whether the incidents are connected and identify those responsible. The latest incident occurred in broad daylight.

Service was restored Sunday morning following extensive repairs. All affected customers will automatically receive a full day of service credit posted to their accounts by Friday, October 16. Customers do not need to contact the company to request this credit.

"We know our customers depend on us, and losing service for an extended period, especially over a weekend, is deeply frustrating," said Chuck Launius, Regional Vice President and General Manager of the Pine Bluff operations. "We're sorry for the disruption and the time our customers spent without service. A credit cannot give that time back, but it is one way we can acknowledge the inconvenience while we work with law enforcement to address these repeated attacks."

The company is offering a $10,000 reward for information leading to the arrest and conviction of the person or persons responsible for the fiber vandalism incidents. Anyone with information is encouraged to contact the Pine Bluff Police Department Tips Line at **870-730-2090**. Reward eligibility and payment are subject to terms and conditions available at https://cablelynx.com/terms#pine-bluff-reward

In addition to supporting the investigation, the company is reviewing additional measures to protect its infrastructure and reduce the impact of future damage. This includes evaluating physical security improvements and opportunities to maintain service during disruptions and restore connections more quickly.

Each incident requires substantial repairs, with the company absorbing those costs. Beyond the physical damage, these acts disrupt the connections local residents and businesses rely on for work, communication and everyday activities.

“Our customers deserve dependable service and clear information when something goes wrong,” said Launius. “We take that responsibility seriously. We are supporting the investigation, working with officials to help prevent further incidents, and remain committed to keeping our customers informed.”

Media contact:

Laurie Ringler
Director of Marketing
lringler@wehco.com
501.378.3529