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*InTouch*  
Newsletter

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An informational newsletter from Pineland Telephone Cooperative, Inc.

**Pineland Expands its Fiber Network**

Rural America lacking the broadband service it needs to be competitive in today's connected world provides an important opportunity to address a problem that is receiving a great deal of attention, but not many solutions. Broadband connectivity is no longer a simple luxury for browsing the internet; it has become a critical component to a better education and life. Both state and National legislation is being considered so improvements can be developed, but instead of waiting on funding and policies that may not come, cooperatives are working together to determine ways to make advancements in the communities in which they serve.

basic quality of life for residents.

Expense is and will continue to be the largest obstacle to providing broadband access across all areas of Rural America. Partnerships where expertise and costs can be shared create the best opportunities for expanding rural broadband. Georgia Transmission Corporation (GTC), a cooperative itself, provides the high-voltage transmission lines that deliver electricity across rural Georgia by way of the EMCs (Electric Membership Cooperatives). To provide improved service and connect every EMC across the state, they wanted a more robust and future-proof solution. Fiber-optic is the solution which transmits light between two ends of a glass fiber, and provides transmission over longer distances and at higher bandwidths.

Pineland began its mission in 1951, to bring communication services to underserved areas in rural southeast Georgia, and Pineland continues that mission

Through conversations that began

**Important Dates**

- October 10th- Pineland October invoices due
- October 17th – Pineland offices closed at lunch for Employee Appreciation
- October 23rd- Pineland offices open late for Employee Training
- October 31st- Happy Halloween
- November 4th- Daylight Savings Time ends
- November 10th- Pineland November invoices due
- November 11th- Veterans Day
- November 20th- Pineland Offices open late for Employee Training
- November 22nd & 23rd- Pineland offices closed for Thanksgiving
- December 10th - Pineland December invoices due
- December 24th & 25th- Pineland offices closed for Christmas

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today by providing advanced technology services and solutions to subscribers. Broadband that once was considered a luxury has now become a necessity for communities to be prosperous. Without broadband, communities miss out on much needed services like telehealth, educational services, economic development opportunities that are desperately needed for a community to thrive, and

more than two years ago with Jefferson Energy Cooperative and GTC to determine how internal communication could be improved, led to an initiative that is bringing world class broadband service to the commercial entities in the cities of Louisville and Wrens. With a near \$1 million investment and partnerships with Jefferson Energy Cooperative and GTC, Pineland now provides gigabit-en-

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**COOKING CORNER**

# With Ben Parker



## Tater Tot Casserole

### Ingredients

- 2 pound bag of tater tots
- 1 can of cream of chicken soup
- 1 16 oz sour cream
- 1 stick of butter
- 1 8 oz bag of shredded sharp cheddar cheese

### Directions

In large bowl mix melted butter, soup, and sour cream together. Add cheese and mix well. Last, add frozen tater tots and mix well. Put into a sprayed 9x13 baking dish. Cook at 350 degrees for 1 hour.

Ben joined the Pineland family in 2015 as a member of the customer service team. In 2016, he transitioned to Customer Experience Associate and on to the billing department in 2017. Ben is a graduate of Georgia Southern University with a Bachelor's Degree in Finance. He is currently pursuing a Master of Science degree in Data Analytics from Oregon State University. Ben and

his wife Paige (Hicks) are from Metter and currently reside in Statesboro. Ben is proud to announce that he and Paige are expecting a baby boy, Lucas Benjamin Parker, in November. Ben enjoys spending time with his wife and their Basset Hound, Gracie, and can be found on the weekends cheering on the Georgia Southern Eagles and the Indianapolis Colts.

## Workplace Fire Prevention

Fire emergencies can strike anyone, at any given time. Any fire, regardless of magnitude, can have a sizable impact on your business. Although it is impossible to completely alleviate fire hazards, utilizing safety measures can minimize the damage caused by fires.

Emergency exits should be well lit with regulation signs. Emergency exit diagrams of the building should be posted around the office as well. Sprinkler systems and fire alarms should be tested annually, and employees should maintain an updated list of emergency contact phone numbers in case of a fire. Early warnings play a vital role in a facility's ability to safely evacuate its occupants during a fire emergency.

If fire is detected, pull the fire alarm station immediately to sound the alarm and alert authorities. Electrical control panels need to have free access so the panels can be shut off easily, and all electrical hazards should be reported. Should any equipment give off unusual heat or smell abnormal, do not use it. When in doubt, have equipment checked, repaired, or replaced.

As a building owner, it is essential to have designated persons with knowledge of the fire alarm system. Pineland's Southeast Fire and Burglar Alarm Company offers state certified fire inspections as a service to any business, even if we did not install the alarm system. Through this service, SEFB gives a thorough examination to every device attached to an alarm system ensuring that the system and its components are free of physical damage. These certifications ensure that your system is up to code, and most importantly, lives are protected.

Fires in the workplace can become hazardous, quickly. Regular checks on safety equipment, safety drills, as well as daily housekeeping can help insure you are prepared in a fire emergency.

### Securing peace of mind

INTELLIGENT SECURITY SOLUTIONS FOR YOUR HOME OR BUSINESS




With over 60 years of combined service experience, the team at Southeast Fire and Burglar Alarm Company provides comprehensive security solutions to residential and commercial customers. SEFB offers state-of-the-art security and alarm systems and smart home and office technology that makes your personal and business life simplified. Whether at home, at your office, or away – there is a comfort knowing you are protected by a company you can trust. Choose Southeast Fire and Burglar Alarm Company *because peace of mind is a matter of choice.*

Building code compliance is critical for occupant safety. In a commercial, institutional, or multi-family residential building, fire alarm testing is required to be completed by specially training and certified technicians on a regular basis. Call today for more information on SEFB's State Certified Fire Testing Services.

Providing Customized and Integrated Solutions for

## SAFETY

### State Certified Fire Testing




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# Experience the Difference

Everyone wants a fast, reliable wireless Internet, or Wi-Fi, connection. But how do you know what you need and what solution fits your family's or business' requirements best? How do you choose the correct router, and what broadband speed is essential to you enjoying a great connected experience? Research shows that over half of the households with broadband encounter some sort of Wi-Fi issues. While there are many router options that can be found online and at big-box retailers, what often seems like a great purchase can create many headaches for its users. Internet access and quality Wi-Fi can make or break a customer experience.

## So what is a router and how are they different?

A wireless router is a device that allows a local area network (LAN) to connect to the Internet or a private computer network. Unless you want to, and can, connect your devices directly to an ac-

cess point, a wireless router is necessary. There are numerous routers in which consumers can choose, whether it be a consumer-grade router or a commercial-grade router, single band or dual band. Many customers purchase a router based on pricing or product packaging without knowing what attributes to look for as far as performance, coverage, and technical support. One of the major differences between the a consumer-grade or commercial-grade router is that commercial grade routers are designed to transfer much larger quantities of data at a much faster rate than a consumer-grade router.

## The GigaCenter Solution

Pineland now offers a Managed Wi-Fi solution that provides customers top-of-the-line manageability, performance, reliability, connectivity, and service delivery. With the new 25/3mbps or higher Internet speed, customers can lease a GigaCenter, or commercial-grade rout-

er. Pineland's GigaCenter removes the stress of remembering passwords and those mandatory software updates. With the Pineland GigaCenter, Pineland technicians can help you set streaming parameters for your children and guests, and diagnose many connectivity issues remotely. With consumer-grade routers, internet issues are difficult to diagnose without a technician visiting your home. With a GigaCenter, issues can be easily resolved by a technician remotely inspecting your GigaCenter and everything connected to it. Pineland's technicians can study your Wi-Fi signal strength, channel capacity, Wi-Fi interference, and overall broadband performance usually finding a solution to improve your experience within minutes and without a truck roll.

**Welcome to connected quality time!** Experience Managed Wi-Fi today. With a Pineland GigaCenter, you can now enjoy whole-home (or office) Wi-Fi in every corner – and beyond. Call today to schedule your install.

(continued from page 1)

abled broadband speeds, telephone, and TV to Louisville and will begin connecting businesses in Wrens by the end of the year.

Pineland has also partnered with One Sumter Economic Development Foundation, Sumter Electric Membership Corporation, and GTC to bring gigabit-enabled broadband to the business community of Americus, Georgia. This multi-year project to bring affordable broadband services to the business community of Americus represents a \$2 Million capital investment in infrastructure to support economic development, education, and business progression. Pineland began the process of fiber burial in Americus in early August 2018 with anticipated connection to commercial customers in early 2019.

Pineland provides gigabit enabled broadband Internet service, advanced telephone services, cable television, security and alarm solutions, as well as managed technology and computer solutions to its customers.



## IN-TOUCH TRIVIA

1. What is and will continue to be the largest obstacle to providing broadband access across all areas of Rural America? \_\_\_\_\_
2. Name one of Pineland's newest service areas. \_\_\_\_\_
3. Name one safety measure that can minimize the damage caused by fires. \_\_\_\_\_
4. Ben Parker joined the Pineland family in 2015 as a member of the \_\_\_\_\_.
5. With 25/3 internet speed or higher, customers can lease a \_\_\_\_\_, or commercial grade router that is managed by Pineland technicians.

**\*Write one of the questions and correct answer on Pineland's facebook for an additional chance to win a \$5 credit on your bill! 5 fans will win!**

Name: \_\_\_\_\_ NUMBER: \_\_\_\_\_

**\*\*Please print your name and phone number clearly\*\***  
Not eligible for credit two editions in a row.

## IN-TOUCH TRIVIA WINNERS

Shelba Bailey  
Faye Brantley  
Winnie Bunn  
Chad Dekle  
Jimmy W Johnson  
Betty King  
James Lamb  
Eddie Lumpkin  
Eva Mullins  
Isabel Sego  
Shirley Sims  
Oscar Lee Smith Jr  
Stephanie Triplett  
Harmon Woods  
Danny H Wynn

Congratulations! You are the winners of In-Touch Trivia from our previous newsletter! These customers will receive a \$5 credit on their Pineland Telephone bill!



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### Pineland Proudly Celebrates Cooperative Month during October

#### Seven Cooperative Principles

1. Open and Voluntary Membership
2. Democratic Member Control
3. Members' Economic Participation
4. Autonomy and Independence
5. Education, Training, and Information
6. Cooperation Among Cooperatives
7. Concern for Community

Don't forget to mail or bring your completed answers of the trivia questions inside to Pineland Telephone Coop. for *your* chance to win a \$5.00 credit on your bill.

### 15 customers will win!

Pineland Telephone Cooperative, Inc.  
In-Touch Trivia  
P.O. Box 678  
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# Managed wi-fi solutions

now available with all new plans



40  
MBPS

100  
MBPS

500  
MBPS

UP TO  
1GB



\*25mb speed not available as stand alone option

phone + internet + computer + security

# Pineland

Offices in Metter and Swainsboro | 800.247.1266 | [www.pineland.net](http://www.pineland.net)

