

Pineland PROUD

NEWSLETTER

Fall 2021

**Connecting the communities
we serve with excellence,
integrity, innovation, and a
servant's heart.**



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Metter, GA 30439

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Swainsboro, GA 30401



P.O. Box 678
Metter, GA 30439



912-685-2121
800-247-1266

WWW.PINELAND.NET


phone + internet + technology + security



WHAT IT MEANS TO BE A MEMBER

Cooperatives were first formed by the residents of rural communities to bring services such as electricity and telephone to an area in which larger utility companies declined to serve. Structured unlike other business entities, cooperatives are owned and governed by each of their members equally, rather than by the largest shareholders, and operate for the benefit of their members. There are four essential parts of a cooperative that work together to allow a cooperative to be successful – members, employees, management, and the board of directors. Today, there are approximately 260 telephone cooperatives in existence in the United States and four in the state of Georgia.

Each customer within a cooperative's exchange area is considered a member. Members have the right to evaluate, elect, and if necessary, remove those who serve on the Board of Directors, vote on the adoption and amendment of bylaws, evaluate the performance of the cooperative, and stay informed through annual reports, newsletters, monthly communications, and speaking with management and other members. Members generally exercise their rights by voting at membership meetings and through their election of directors to manage the operations of the cooperative. Patronage is allocated to each member based on their use of services and is either paid out or reinvested. Each year, Pineland members receive a statement showing their accrued patronage which has most



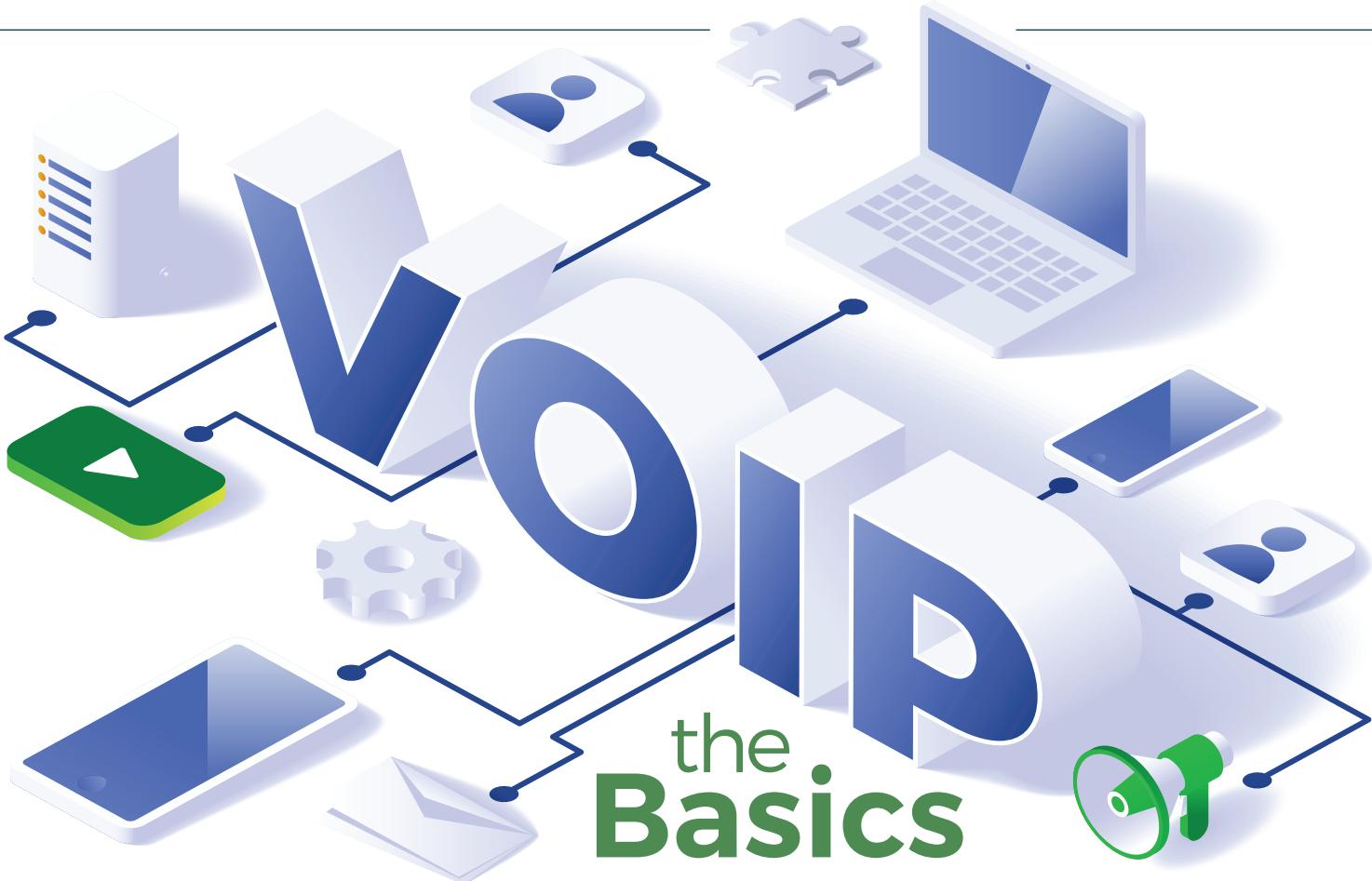
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recently been reinvested in new construction equipment that gives Pineland more options on install and repair work, a new core router to ensure long-term broadband growth in the future, and the massive fiber-to-the-home project that was completed in 2018.

Thanks to Pineland's committed members, in its 70th year, Pineland serves over 1,300 square miles in all or part of 10 counties and 17 exchanges in South Georgia. One hundred percent of customers receive their services via a dedicated

fiber-to-the-home network capable of delivering broadband speeds Up to 1 Gigabit per second.

To stay up to date with our latest news, products, and services, be sure that your current email address is on file for your account. Contact the Pineland business office at 800.247.1266 to confirm or update your contact information. Any members wishing to review a copy of our bylaws can visit our Metter business office at 30 S. Rountree St., during our regular business hours or request a copy be mailed to their home.



Voice Over Internet Protocol, VoIP for short, is a nontraditional way to make and receive telephone calls. When a call is placed using VoIP, the call is converted into digital data that is transmitted over the internet rather than traveling through traditional phone lines, switches, and trunks. Since VoIP calls are completed through an internet connection, using the service removes the need to have hardwired telephone lines.

Many businesses enjoy the benefits that VoIP systems provide compared to landline services. These include the ability to:

- Work from anywhere with an internet connection without having to reinstall or change phone numbers
- Easily add or remove extensions
- Access unique calling features

- Dial extension to extension, even between offices, without incurring long distance charges
- Grow your business by adding an unlimited number of lines
- Call long distance without additional charges, with international calling options available
- Experience high quality call audio
- Remove the cost of monthly landline services

Pineland VoIP services allow for both the purchase and lease of phones and have various seat options available, making VoIP an affordable option for all size businesses. Phones purchased are covered under a one-year warranty, and phones leased are covered for the entire lease term. Worry-free maintenance agreements are also available to cover purchased equipment and at the conclusion of the lease term.

To find out more about Pineland's VoIP services, contact us at [800.247.1266](tel:800.247.1266). Our representatives will be happy to evaluate your business' needs to provide you the best solutions.



Get connected to the Lifeline Assistance program

A government program that can help pay a portion of your monthly telephone or internet bill.

You may qualify for the Lifeline Assistance program if you participate in one of the following:

- SNAP
- Veterans and Survivors
- Medicaid
- Supplemental Security Income (SSI)
- Pension Benefit
- Tribal Programs
- Federal Public Housing Assistance



pineland.net | 800-247-1266

START CONNECTING TODAY WITH GEORGIA RELAY

WWW.GEORGIARELAY.ORG | 1-866-694-5824 (VOICE/TTY) | IN AN EMERGENCY, DIAL 9-1-1

Georgia Relay is a FREE public service administered by the Georgia Public Service Commission that makes it possible for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone. A specially trained Communication Assistant (CA) facilitates the call. All relay calls are confidential and there are no records kept of relay conversations. Relay services are available 24 hours a day, seven days a week, 365 days a year. There's no limit on the length or number of calls you may place or receive.

Anyone may initiate a Georgia Relay call, simply by dialing 7-1-1.



Grow your business with Georgia Relay Partner: Join our **FREE** program for businesses today! **Call or visit Georgia Relay Partners to learn more.**

PINELAND PROUD QUARTERLY STATS

Here's a look at what we've been up to for the third quarter (July, August, September) of 2021.

New Fiber Drops Buried: 144

Our services are delivered by a dedicated fiber network that is connected to each individual home or business. When services are requested, we must bury a fiber drop to that location if there is not already one in place.

Locates Conducted: 1,681

The rule to "Call before you dig" applies to individuals and businesses. When 811 is notified that someone will be digging, they let us know so we can mark the location of our fiber cables to avoid damage.

Service Orders Completed: 974

(excluding disconnections)

Orders Completed by Truck Roll: 704

Some service orders can be handled over the phone, while others require a technician to come on-site. This is the total number of orders requested which required us to visit a home or business.

Troubles Received: 2,238

"Troubles" are calls received where a customer is reporting a problem. Some troubles can be solved over the phone, while others require a technician visit. We monitor our number of "troubles," as well as what caused them, and how they were resolved.

Solved over the phone: 522

Truck Roll Required: 1,716

- No Trouble Found: 176
- Equipment: 1,424
- Customer Error: 116

Trouble Types

Television 22%, Internet 51%,

Phone 27%

Calls Answered: 6,295

(average per month)

Speed of Answer: 15.1 seconds

These calls were answered by our Customer Service and Service Department during our normal operating hours and do not include after-hours assistance.

* **REMINDER:** Service calls resulting from intentional damage, customer equipment, or fault of customer will incur a \$50 service call fee during regular business hours or \$75 for after-hours trip.



Pineland PROUD TRIVIA WINNERS

Teddy Bailey
Julia Carswell
Bobby Coxwell
James Dekle
Emma Lou Garrett
Lisa Grant Wilcher
Hazel Jones
Susan Lamb
Amanda McNeal
Lucy Monroe
David Montford
Carmine Palumbo
Louise Ryckewaert
Molline Thompson
Raymond Wiley

Congratulations!

You are the winners of
Pineland Proud Trivia from
our previous newsletter!



FiberFocus Trivia

Mail or bring your completed answers to Pineland Telephone Cooperative for your chance to win a \$5 credit on your bill. Fifteen total customers will win!

MAIL TO: Pineland Telephone Cooperative, Inc.; Pineland Proud Trivia;
P.O. Box 678; Metter, GA 30439

Name: _____ **Phone Number:** _____

Email: _____

1. How many square miles make up Pineland's service area?
2. How many South Georgia telephone exchanges are serviced by Pineland?
3. What does VoIP stand for?
4. How many new fiber drops did Pineland install in the third quarter of 2021?
5. At what speed were calls answered by the Customer Service and Service Department in the third quarter?

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

Write one of the questions and correct answer on Pineland's Facebook page for an additional chance to win a **\$5 CREDIT** on your bill!
FIVE FANS WILL WIN!

*By listing your email address, you will be signed up to receive monthly email correspondence.



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