

# Pineland PROUD NEWSLETTER

Winter 2022

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



30 S. Rountree St.  
Metter, GA 30439



425 S. Main St.  
Swainsboro, GA 30401



P.O. Box 678  
Metter, GA 30439



912-685-2121  
800-247-1266

[WWW.PINELAND.NET](http://WWW.PINELAND.NET)



## The Emergency Broadband Benefit (EBB) has become the Affordable Connectivity Program (ACP)

On December 31, 2021, enrollment opened for the new Affordable Connectivity Program (ACP). The ACP, which focuses on making broadband services more affordable, has replaced the previous Emergency Broadband Benefit Program.

Under the ACP, eligible Pineland internet subscribers can receive a discount of up to \$30 per month toward the internet portion of their bill. To check eligibility and apply for the program, customers must visit [acpbenefit.org](http://acpbenefit.org). After receiving confirmation of enrollment, customers must contact Pineland to have the benefit added to their account. The benefit is only available through one internet provider at a time, and only one benefit per household is available.

For individuals already enrolled in the EBB program, the monthly discount of up to \$50 per month will decrease to \$30 per month on March 1, 2022, as the EBB is replaced. Current participants will not need to reapply to receive the benefits of the ACP unless they initially qualified for EBB due to substantial loss of income (SLI) in 2020. Substantial loss of income is not a qualifying criterion for ACP.

*Continued, next page*

Continued from front

The ACP offers additional ways to qualify that were not available under the EBB program, increasing the chances of eligibility. Individuals may be eligible for the ACP if they:

- Participate in the FCC's Lifeline Program or a Lifeline-qualifying government program.
- Have a household income that is at or below 200% of the federal poverty limit.
- Have received a Federal Pell Grant in the current award year.
- Have children that participate in free and reduced-price school lunch or breakfast programs.
- Participate in the Special Supplemental Nutritional Program for Women, Infants and Children (WIC).

Documentation showing proof of eligibility or enrollment in certain programs may be required and can be uploaded online during the application process.

If you have eligibility questions or want to check the status of your application for the Affordable Connectivity Program, the Universal Service Administrative Co. can be contacted at 833-511-0311.

# PINELAND PROUD

## QUARTERLY STATS

Here's a look at what we've been up to during the fourth quarter (October, November, December) of 2021.

### New Fiber Drops Buried: 137

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: 1,237

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 (excluding disconnections): 929 Orders Completed by Truck Roll: 708

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: 2,008

"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: 512 • Truck Roll Required: 1,496**  
**No Trouble Found: 160 • Equipment: 29 • Customer Error: 158**  
**Trouble Types: Television 29%, Internet 51%, Phone 20%**

### Calls Answered (average per month): 5,668 Speed of Answer: 13 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.*

Streaming continues to grow in popularity with more households subscribing. New to streaming? Here's a side by side comparison of some of the popular streaming providers to get you started.

LIVE & ON DEMAND PROVIDER COMPARISON	YOUTUBE TV	SLING TV	HULU	NETFLIX	FUBOTV	AMAZON	PHILO	ROKU
FREE TRIAL	✓	✓	✓	✗	✓	✓	✓	N/A
MONTHLY COST	\$64.99	\$35	\$6.99 - \$64.99	\$8.99 - \$17.99	\$64.99 - \$79.99	\$12.99 (amazon prime subscription)	\$25	FREE
LOCAL STATIONS AVAILABLE	✓	✗	*must subscribe to LIVE TV option	✗	✓	✗	✗	✗
STREAMS PER ACCOUNT	3	1-3	2	1-4	3-10	3	3	6
FREE CANCELLATION	✓	✗	✓	✓	✓	✓	✓	N/A
FREE CONTENT	✗	✓	✗	✓	✗	✗	✗	✓
	tv.youtube.com	www.slingtv.com	www.hulu.com	www.netflix.com	www.fubotv.com	www.amazon.com	www.philo.com	www.roku.com

# Pineland to Send Two Extraordinary Students to WASHINGTON, D.C.!

The Foundation for Rural Service Youth Tour brings together high school students from across rural America to visit our nation's capital, see our government in action, and learn about rural telecommunications. The tour provides a forum for teens to meet and interact with their peers from other rural communities, as well as, key legislative, regulatory, and government figures. Since its inception in 1995, the youth tour has hosted thousands of students in our nation's capital.

Following a two-year hiatus due to the Covid epidemic, Pineland Telephone Cooperative, Inc., will once again be sponsoring two students from its service area on this great adventure. High school students attending school in the Pineland Telephone service area are eligible to apply. Students residing in a home with Pineland service will receive bonus points during the scoring process. Each student applicant will be expected to demonstrate leadership in organizations and community through volunteer activities, write an essay on the topic of Economic Development in Rural America; How Broadband Affects Daily Life in MY Rural America, and obtain a letter of recommendation from his/her high school counselor. Students must be 16 or 17 years old at the time of the trip. FRS is requiring proof of vaccination of all students and chaperones prior to the event.

The 2022 Youth Tour is scheduled for Wednesday, June 1– Sunday, June 5. During the tour, students will tour Washington, D.C., and the surrounding area, including a trip to Mount Vernon, home of George Washington; visit the Smithsonian Museums; tour the Monuments; tour the U.S. Capitol; attend several educational sessions; and foremost — have fun with their new-found friends.

The application deadline for the youth tour is Friday, April 1, 2022. For more information on the FRS Youth Tour, please contact Amy Harrison at 912-685-2121, 800-247-1266, or via email at [info@pinelandtelco.com](mailto:info@pinelandtelco.com). The application form can be found on the Pineland website – [www.pineland.net](http://www.pineland.net) under the News and FRS Youth Tour tab.



**THURSDAY, JUNE 9<sup>TH</sup> 2022**  
**SAVE THE DATE**  
**PINELAND'S 70<sup>TH</sup> ANNUAL MEETING**

DOOR PRIZES | CASH PRIZES | BILL CREDIT



D.F. Alfonso  
 Shelba Bailey  
 Roy Biggers  
 Betty Brown  
 Susanne Carnes  
 Robin Deaux  
 Martha Dekle  
 Donna Foskey  
 Rita Hilton  
 Anne Hostilo  
 Michael Kersey  
 Cheryl Rogers  
 Debra Sharpe  
 Connie Wammock  
 Latasha Warren

***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. What will replace the Emergency Broadband Benefit?
2. What discount does the ACP offer qualifying participants?
3. When is the application deadline for the 2022 Youth Tour?
4. When is Pineland's Annual Meeting?
5. What is the average number of calls answered monthly by Pineland's customer service and service department?

**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.

