

# Pineland PROUD NEWSLETTER

Spring 2022

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



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Metter, GA 30439



425 S. Main St.  
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Metter, GA 30439



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



FRS Youth Tour  
Representative Savannah  
Reynolds and Pineland  
CEO Dustin Durden.

## Pineland Announces FRS Washington Youth Tour Representative

Beginning in 2015, Pineland Telephone Cooperative, Inc. joined other rural telecommunications companies across the nation by sponsoring highly recommended students from the Pineland service area to visit Washington, DC during the early summer. Since its inception in 1995, the Foundation for Rural Services (FRS) Washington Youth Tour offers a chance for students to visit our nation's capital, learn about rural broadband, share their community's story with key legislative, regulatory, and government figures, as well as a forum for them to meet and interact with their peers from other rural communities.

The 2022 Youth Tour participant representing Pineland, chosen through a blind critique, is Savannah Reynolds. Savannah, a senior at Swainsboro High School, is the daughter of Brett & Selena Reynolds. Savannah serves as president of the Beta Club, Student Council, Future Business Leaders of America (FBLA), and 4-H, and is a member of the SHS Band of Gold Dance Line, Varsity Tennis team, and the Superintendent's Student Advisory Board. In addition to her school activities, Savannah volunteers her time to several local organizations, currently works as an Assistant to the Emanuel County Solicitor, an Administrative Assistant for the Emanuel County Board of Education, and as a radio host for the Radio

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Jones Group. Savannah is the 2022 Swainsboro High School and Emanuel County STAR Student and is involved in a number of other excellent programs throughout her community.

“Savannah has an impressive list of accomplishments, and we are certain she will continue along the same successful tract throughout the remainder of high school year and on to college,” says Dustin Durden, CEO of Pineland. “We are excited that she will be representing Pineland at this year’s FRS Youth Tour and appreciate the work FRS does to educate today’s youth and tomorrow’s leaders.”

The Foundation for Rural Service (FRS) was established in 1994 as a non-profit 501(c)(3) by NTCA–The Rural Broadband Association and plays a unique role within the telecommunications industry by supporting rural telecom companies, consumers and policymakers with educational information, products, and programming.

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SAVE THE DATE



THURSDAY, JUNE 9<sup>TH</sup>  
70<sup>TH</sup> ANNUAL MEETING

bill credits cash prizes door prizes



Our offices will be closed Monday, May 30,  
in observance of **MEMORIAL DAY**.

Payments may be made online or through our office drop boxes.



## 811 before you dig

Whether you're installing a mailbox post, planting shrubs, or adding a whole new structure on your property, it is important to know what's below *before* you break ground. By law all digging projects — no matter the size — require a call to 811.

Georgia 811 is a free service which protects individuals and professionals from unintentionally breaking an underground utility line during digging projects. There are several types of utility lines that can be located underground — gas, electric, communication, sewer, and water. Striking these lines can cause damage to the environment, personal injury, an interruption of services to your area, fines, and repair bills.

Before starting a digging project dial "811" from your home or cell phone. The operator will take your request, and local utility companies will be notified and dispatched to your location to mark any lines in the area that you plan to dig. This process takes just 2-3 days. A request can also be made online at [georgia811.com](http://georgia811.com).

**Dig Safe — call 811.**

## PINELAND PROUD QUARTERLY STATS

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**Here's a look at what we've been up to during the first quarter (January, February, March) of 2022.**

### **New Fiber Drops Buried: 133**

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: 1,724**

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): 981**

#### **Orders Completed by Truck Roll: 774**

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: 2,024**

"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: 500**
- **Truck Roll Required: 1,609**
  - **No Trouble Found: 213**
  - **Equipment: 45**
  - **Customer Error: 124**
- **Trouble Types: Television 23%, Internet 57%, Phone 20%**

### **Calls Answered (average per month): 6,512**

#### **Speed of Answer: 12 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 an after-hours trip.*



# Fiber Focus

## TRIVIA WINNERS

- Robert Cross
- James Derkle
- Delores Harden
- Jimmy Johnson
- Susan Lamb
- Kevin McDaniel
- Steve Powell
- Vickie Jo Riner
- Isadore Swint
- Molline Thompson
- Allan Thompson
- Rick Tooley
- Mt. Olive Church  
of the Nazarene

Thankful Baptist Church



P.O. Box 678  
Metter, GA 30439

*Congratulations!*  
You are the winners of  
Fiber Focus Trivia from our  
previous newsletter!

## Fiber Focus 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.; Fiber Focus Trivia;  
P.O. Box 678; Metter, GA 30439

**Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

1. Who is representing Pineland at this year's FRS Youth Tour?
2. When did Pineland begin participating in the Foundation for Rural Service Youth Tour?
3. What number should you call before beginning any digging project?
4. When is Pineland's Annual Meeting?
5. Name three ways to access your security services from Southeast Fire & Burglar.

**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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