

Pineland proud

FALL 2022

NEWSLETTER

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

New Commercial Options Available: Simplified & Synchronized

If you haven't reviewed your Pineland services in a while, now is the time. Pineland's commercial services have been revised, offering faster internet speeds at lower costs for business customers. All business customers now have access to symmetrical download and upload internet speeds of 100/100 mbps, 500/500 mbps, and 1000/1000 mbps at a lower cost than their respective download speeds were previously offered. With download and upload speeds now equivalent, customers can upload more data, faster, without having to upgrade to a new internet tier. As the demand continues to rise for faster and reliable broadband connections, keeping your business connected has never been simpler.

Contact Pineland today at **800.247.1266** to review your current package and our new options. Our Sales Representatives will help provide the best solution for your business needs.

Pineland is also preparing new internet and phone offerings for residential customers, as the need for faster internet is not limited to just businesses. These new packages will be released soon, so keep an eye out on your email and invoice inserts for an announcement.

Statement of Non-Discrimination

Pineland Telephone Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U. S.

Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Dustin Durden, Chief Executive Officer. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U. S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination.

Another Great Pumpkin Patch!

Nearly 140 pumpkins adorned our office windows to create this year's Pumpkin Patch. We are grateful for the time and talent shared by our participants.

Join us in congratulating our gift card drawing winners!



Samantha Brown, 5
Channum Denney, 9
Kaiden Brown, 10



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



Answering The Call

Pineland's frontline staff is comprised of four Customer Experience Associates ready to answer your questions and find the solution that best fits your service needs. Our associates rotate locations, operating both the Metter and Swainsboro offices, allowing us to fully assist our customers regardless of the location they visit. When you contact our offices during business hours, our phones ring in both locations where our team is ready to answer the call.



Becky Rutherford
Time of Service: 8 years
Based in Swainsboro Office



Chelsea Sweat
Time of Service: 10 months



Emily Durant
Time of Service: 2 years



Michala Valora
Time of Service: 3 years

Spotlight Story Member Memories

Pictured is Mrs. Louise Sasser, a former employee of Cairo Telephone Company in Georgia.



Mrs. Sasser began working at Cairo Telephone in 1952 as a switchboard operator at the age of sixteen. During that time, switchboards were manually operated, with operators having to connect circuits to establish telephone calls between customers. Mrs. Sasser remembers working overnight shifts, sleeping on a cot near the switchboard to respond to any calls that needed to be connected overnight. It was at Cairo Telephone that she met her late husband of 67 years, Marvin Sasser, when he came into the office to place a phone call.

With advancements in technology, switchboard operator positions became obsolete, with Mrs. Sasser's position being closed in 1953.

We appreciate Mrs. Sasser, one of our newest members, sharing her Telco story with us.

If you have an industry story that you'd like to share, contact us at **800.247.1266** or **info@pinelandtelco.com**.



Time To Change!

The "fall back" in time earlier this month serves as our reminder to test and change the batteries in our smoke and carbon monoxide detectors.

Testing and battery changing should be done once every six months to ensure devices are in the proper shape to keep our homes and families safe.

It is also important to check the device's expiration date, often located on the back of the detector or on its original packaging, to make sure the equipment is replaced before its end of life.

If you are interested in upgrading your traditional detectors to wired systems with 24/7 monitoring, contact the professionals at Southeast Fire & Burglar at **888.963.FIRE**.

Simplify Streaming with Pineland's *My Bundle* Solution



Whether you are new to the world of streaming and searching for the right provider, or are overwhelmed with multiple streaming subscriptions, Pineland's newest solution, My Bundle, can help.

Available for Pineland customers and non-customers, the My Bundle tool helps to narrow down which streaming providers offer the networks and features that you're looking for, provides your monthly cost, and conveniently links to the provider's website to complete your subscription. Take the guesswork out of finding the right provider, by allowing My Bundle to do the legwork.

To get started, visit mybundle.tv/pineland/tv and answer a few questions about what entertainment you are looking for. Do you want access to live sports? Which networks are a must? Would you like to be able to record content? How many people will be watching? Within just a few minutes My Bundle will calculate which streaming services offer your must-have content, suit your household's needs, and recommend additional solutions that closely compare.

Cut the cord with confidence and simplify your streaming experience with Pineland's My Bundle solution today.

pineland proud quarterly stats

Here's a look at what we've been up to during the third quarter.

| July, August, September |

New Fiber Drops Buried **162**

Our services are delivered by a dedicated fiber network 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 **1,809**

The rule to "Call before you dig" applies to homes 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 **968**

Orders Completed by Truck Roll: 539

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

Troubles Received **2,686**

"Troubles" are calls received where a customer is reporting a problem with their service. Some troubles can be solved over the phone, while others require a truck roll.

Solved over the phone: 501

Truck Roll Required: 2,185

No Trouble Found: 250

Customer Equipment: 55

Customer Error: 91

Trouble Types:

Television: 23% Internet: 58%

Phone: 19%

Calls Answered **6,323**

|average per month|

Speed of answer: 18.0 seconds

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

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



Our business offices
will be **CLOSED** on
November 24th & 25th

We are grateful for the continued opportunity to serve as your telecommunications and security provider.

Wishing you a blessed Thanksgiving holiday.



fiber focus TRIVIA

Mail or bring your completed answers to Pineland Telephone, or write one of the questions and correct answer on our Facebook Page for your chance to win a **\$5 credit** on your bill. Fifteen total customers will win!

MAIL TO: Pineland Telephone, Fiber Focus Trivia, PO Box 678, Metter, GA 30439

NAME: _____

PHONE NUMBER: _____

EMAIL: _____

1. What Pineland tool can help you compare streaming services?

2. How many service orders required a "truck roll" in Pineland's 3rd quarter?

3. How many new internet speeds are available for business customers?

4. When will the Pineland business offices be closed for Thanksgiving?

5. What does the time change remind us to do?

Not eligible for credit two editions in a row. By providing your email address, you will be signed up to receive monthly email communciations.



CONGRATULATIONS
to our previous winners

- | | |
|-----------------------------|------------------|
| Shelba Bailey | Edward Kennedy |
| Dent Beasley | Kenneth Lee, Jr. |
| Arthur Counts | Nancy Mincey |
| Bobby Coxwell | Cheryl Rogers |
| James Dekle | Sarah Tapley |
| Cheryl Donaldson | Allan Thompson |
| Kyle Hostilo | Moline Thompson |
| Children's Medical Services | |



P.O. Box 678
Metter, GA 30439

COZY UP WITH PINELAND

sign up for a wide range of over 100+ paid & free streaming services that match your interests with **MyBundle^{TV}**

mybundle.tv/pineland/tv

phone + internet + technology + security

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SMART RURAL GIG-CERTIFIED PROVIDER