

# Pineland PROUD NEWSLETTER

Winter 2023

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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P.O. Box 678  
Metter, GA 30439



912-685-2121  
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[PINELAND.NET](http://PINELAND.NET)

  
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## SPEED vs. BANDWIDTH

### A difference that matters

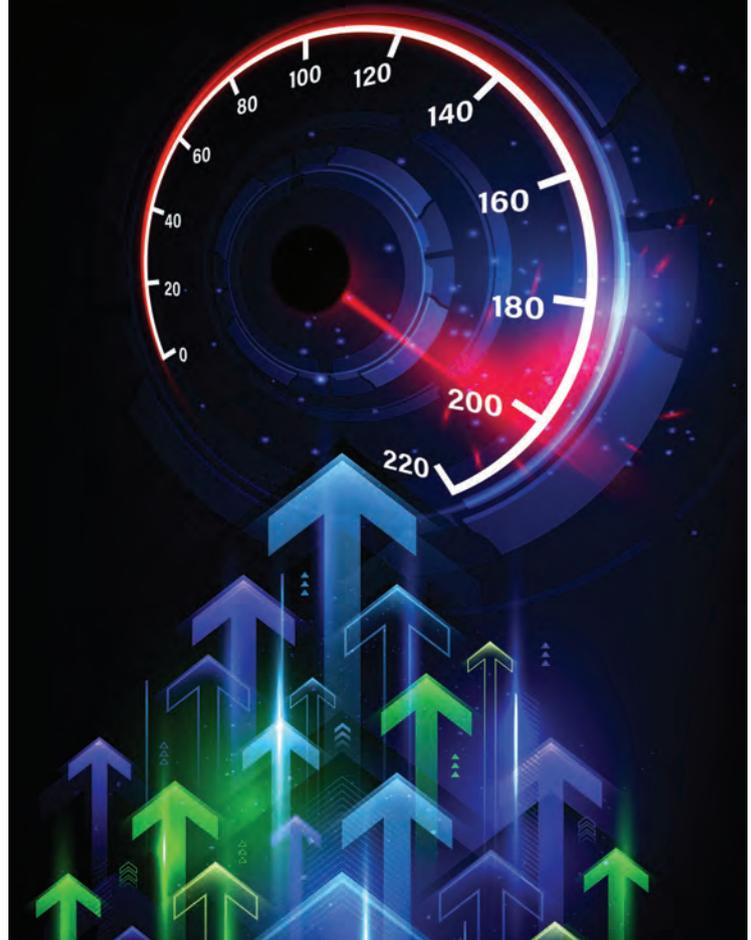
Imagine a busy highway. The more lanes the highway has, the more cars it can handle. Meanwhile, the speed limit controls how fast the traffic can go.

You can think of your internet connection in a similar way.

- The cars are the data.
- The more “lanes” you have — that’s the bandwidth — the more cars can be on the road at the same time.
- The faster the speed limit — that’s the internet speed — the quicker the cars can move.
- Together, bandwidth and speed determine if traffic flies or grinds along slowly.

So, it’s important to match the bandwidth and speed of your internet service to your specific needs. Do you connect multiple devices? Do you transfer large work files? Do you stream music and high-definition movies?

A fast connection with plenty of bandwidth will help you avoid traffic jams.





Monica Woods



Brittany Montealvo



Jessica Rhodes

## Frontline Additions

Pineland is happy to introduce three new members that have joined the Pineland family as Customer Experience Associates. Our frontline team now consists of seven CEAs ready to answer your questions and assist you with finding the right solution for your service needs. Our newest members come to us with combined experience in customer service, technical support, and banking.



## and Earn a Chance at \$100!

All Pineland and Southeast Fire & Burglar customers that enroll their accounts in autopay during the months of January and February will be entered to win a \$100 gift card.

Once enrolled, your payment will be debited from your bank account or credit card on the 10th of each month – keeping your payments on time. You will still receive a paper or paperless invoice each month (depending on your preference) letting you know the amount of your bill.

### Enrolling is easy – choose your method:

- Create or log in to your account at [www.pineland.net](http://www.pineland.net), and set your payment method to Auto Pay.
- Contact us at 800-247-1266 to enroll by phone.
- Visit us in person at our Metter or Swainsboro office locations with a voided check.

**There are no processing fees to make your payment.**

*Sign up today!*

# + PRIVACY STATEMENT

Under the Cable Communications Policy of 1984 all personally identifiable information concerning you on file at your local cable TV provider is available for your review during normal business hours. Just call us to make an appointment.

### PERTINENT PERSONAL INFORMATION

The personally identifiable information that's important to us includes such things as your name, address, phone number, deposit, payment records, service options you have chosen, and the number of television sets in your household that are connected with our service. Such information is collected and used for billing service, programming, marketing, and other cable related purposes. Further, such information may be collected and disclosed by your local cable TV provider during the period of time that you are receiving service from it, as well as, for a reasonable amount of time thereafter in order to do such things as follow-up billing. The cable company will destroy the

## YOUR RIGHT TO REVIEW PERSONAL INFORMATION

personally identifiable information when the information is no longer necessary to conduct cable-related activities.

### PERSONAL PRIVACY PROTECTION

Your cable TV provider will strive to protect your privacy and not release personal information related to you except to those businesses or individuals to which it is lawfully permitted to do so. We will also refuse to disclose any personal information pertaining to you to any governmental agency unless forced to do so by a court order. But, we will notify you before responding to such requests in order to give you a chance to contest the order as permitted to do so by law.

### NON-COMPLIANCE

If you believe we have violated your privacy rights as established by this law, in addition to other remedies that may be available to you, you may bring civil action against us in a United States District Court.

**Thank you for allowing us to discuss your rights to privacy as your cable TV provider. Keeping you informed is important to our continuing effort to provide you with better quality cable TV service.**

# New Payment Mailing Address

We have updated our mailing address for payments. This change affects Pineland and Southeast Fire & Burglar customers. When you mail your payment, please be sure to include the payment stub that is attached to your monthly invoice. If you use a third-party online banking system to generate your payment, please be sure to update the mailing address on file to the one that appears on your current invoice.

We appreciate your patience as we move to make our payment processing better for all. Please contact us with any questions at **800-247-1266**.

## Notification of Change: Account Upgrade

Throughout the years, Pineland has updated and revised its service offerings without requiring customers to transition to new packages. However, to meet the federally recognized minimum broadband requirements, and with the introduction of our newest packages, all aged services have become obsolete. Pineland has begun the process of replacing these services with the most current offerings.

As we process this transition, affected customers will receive a letter notifying them of this change. Depending on the services and features of each customer's account, this change may result in an increase, decrease, or no change in monthly cost.

**We are encouraging all customers to contact us at 800-247-1266 with any questions, or to review the current packages and plans available to ensure they are receiving the services best suited for their needs.**



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# PINELAND PROUD QUARTERLY STATS

Here's a look at what we've been up to during the fourth quarter (October, November, December) of 2022.

### New Fiber Drops Buried: 194

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: 1,665

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): 1,192

### Orders Completed by Truck Roll: 536

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: 1,931

"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: 343
- Truck Roll Required: 1,588
  - No Trouble Found: 211
  - Equipment: 52
  - Customer Error: 22
- Trouble Types: Television 25%, Internet 56%, Phone 19%

### Calls Answered (average per month): 5,500

### Speed of Answer: 22 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.*



# Fiber Focus

## TRIVIA WINNERS

- Sarah Askew
- Laverne Bridges
- Susanne Carnes
- Robert Cross
- Lesha England
- Gale Grant
- Vaughan Lanier
- Robin Mulrooney
- Frederick Smith
- Polly Spearmax
- Heather Thompson
- John Torpy
- Robert White
- Lisa Wilcher
- Raymond Wiley



P.O. Box 678  
Metter, GA 30439

*Congratulations!*

You are the winners of  
Fiber Focus 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.; Fiber Focus Trivia;  
P.O. Box 678; Metter, GA 30439

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

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

1. Highway traffic is a simple analogy to explain the difference between \_\_\_\_\_ and \_\_\_\_\_.
2. True or False: Under the Cable Communications Policy of 1984, Pineland customers can review all personal information kept on file during regular business hours.
3. How will customers be notified about the upcoming changes to their service packages?
4. What can you win by switching to auto-pay in January or February?
5. How many Pineland CEAs are ready to answer your questions?

**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.