

Pineland PROUD NEWSLETTER

Spring 2023

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



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Abigail Durden

daughter of Dustin & Sherrie Durden



Jaxson Wiggins

son of Tadd & Beth Wiggins

Pineland Announces FRS Washington Youth Tour Representatives

Eight years ago, 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, D.C., during the early summer. Since 1995, FRS has hosted the Youth Tour to thousands of high school students from across rural America, allowing them 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.

Pineland is excited to announce that it will sponsor two student representatives for the 2023 FRS Youth Tour - Jaxson Wiggins and Abigail Durden. Jaxson, a sophomore at David Emanuel Academy, is the son of Tadd & Beth Wiggins. Jaxson has committed his time to multiple clubs and organizations including 4-H, Beta Club, and WINGS, is currently a participant of Candler Youth Leadership, and plays on DEA's varsity football, baseball, and tennis teams. Additionally, he is employed at Pine Hollow Nursery and Custom Furniture and has volunteered for multiple community service events.

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Jaxson is the recipient of the American Citizenship Award and the Academic Excellence Award. His hobbies include hunting and playing outdoor sports. Abigail, a junior at Metter High School, is the daughter of Dustin and Sherrie Durden. Abigail is the recipient of the 2022-2023 Studio South Dancer of the Year Award and placed first in the 4-H Southeast District Project

Achievement Award for Dance. She is a graduate of the 2021-2022 Candler Youth Leadership Class, is a current member of Future Business Leaders of America, Family Career and Community Leaders of America, Fellowship of Christian Athletes, and serves as a Senior Board Member for Candler County 4-H. In addition to her academic activities, Abigail

participates on the Studio South Dance Competition Team, is an apprentice teacher at Studio South Dance Academy, is a member of Cedar Street Baptist Church Youth, and serves as a babysitter for local families.

“As emerging leaders in our area, Jaxson and Abigail exhibit qualities that Pineland is proud to recognize and award,” says Dustin Durden, Chief Executive Officer of the cooperative. “Although we have great events and sites to experience in rural Georgia, the FRS Youth Tour will expose these students to varying opinions, new educational opportunities, and historic venues that many in our service area may not see. We look forward to the accomplishments Jaxson and Abigail will earn over their formidable years.”

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.

Start connecting today with Georgia Relay



Georgia Relay is the convenient, easy-to-use telecommunications system for Georgians who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

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.

Georgia Relay features:

- **TTY** – allows people who are deaf or hard of hearing to type their messages and read the other person's responses
- **Voice Carry-Over** – for people who are hard of hearing and are able to speak clearly
- **Hearing Carry-Over** – for people who are able to hear and have difficulty speaking
- **Speech-To-Speech** – for people who have difficulty speaking or being understood on the phone
- **Captioned Telephone (CapTel®)** – for people who have difficulty hearing; allows users to listen while reading captions of what is said to them throughout their conversation
- **Voice** – allows standard phone users to communicate with people who are deaf, hard of hearing, deaf-blind or have difficulty speaking
- **Spanish Relay** – all services are available in Spanish

CapTel is a registered trademark of Ultratec, Inc.

For people who qualify medically and financially, free equipment is available through the Georgia Telecommunications Equipment Distribution Program. To learn more, call 1-888-297-9461 (Voice/TTY) or visit www.gcdhh.org/gatedp.



To make a Georgia Relay call, dial 7-1-1 or...

TTY: 1-800-255-0056

Voice: 1-800-255-0135

Speech-To-Speech: 1-888-202-4082

Spanish: 1-888-202-3972

Customer Care:

Voice/TTY: 1-866-694-5824

Email: garelay@hamiltonrelay.com

Web: www.GeorgiaRelay.org

Captioned Telephone (CapTel)

To call a CapTel user:

Dial 7-1-1 or 1-877-243-2823

Customer Service:

1-888-269-7477 (Voice/TTY)

In an emergency, dial 9-1-1!

FREE EQUIPMENT!

Missing speed?

Understanding what affects your connection

Imagine you bought a car — brand new or classic, it's the car of your wildest dreams. But when the vehicle arrives in your driveway, the engine has been replaced by a hamster wheel.

You would be understandably upset, right?

Likewise, you'd be upset if you upgraded your internet speed, only to find it consistently under performing.

While the car metaphor is more silly than literal, it highlights an important point when it comes to the speed of your home network. There are a lot of factors that determine whether a car is your dream car, and there are just as many factors in your home that determine the quality of your connection. Here are a few:

1. Router

Cheap routers are the biggest culprits of under performing connections. Remember that not all routers are created equal. Take some time to read the reviews before you buy.

2. Outdated software

There's a reason you're constantly being prompted to update your devices. Tech moves fast, and as it does, developers often create features that improve operation and speed.

3. Outdated equipment

As new generations of tech are created, they're designed to work best with the latest innovations. Older devices, routers and even cables won't be able to pull the same speed as newer counterparts.

SAVE THE DATE

71 ANNUAL MEETING

THURSDAY, JUNE 8TH, 2023
REGISTRATION: 12:30 PM | BUSINESS MEETING 2:00 PM
METTER PRE K - 8 EDUCATIONAL COMPLEX CAFETERIUM
33661 GA HIGHWAY 129 SOUTH
METTER, GA

PINELAND AT WORK

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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 and March) of 2023.

New Fiber Drops Buried: 229

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: 2,887

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): 1,021

Orders Completed by Truck Roll: 462

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: 2,037

"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: 491
- Truck Roll Required: 1,534
 - No Trouble Found: 171
 - Equipment: 55
 - Customer Error: 26
- Trouble Types: Television 22%, Internet 59%, Phone 19%

Calls Answered (average per month): 7,178 Speed of Answer: 16 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

- D.F. Alfonso
- Teddy Bailey
- Robert Fountain, Jr.
- Joe Hall, Jr.
- Steve Jones
- Shakiel Martin
- Carmine Palumbo
- Steve Powell
- Wendell Powell
- Vernon Reffitt
- June Sikes
- Fredrick Smith
- Alan Thompson
- Molline Thompson



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. How long has Pineland Telephone sponsored students in the FRS Youth Tour?
2. Name the two students attending this year's Washington, D.C., Youth Tour?
3. Name one of the things that can affect your network speed?
4. When is the Annual Meeting?
5. Name two ways to make a payment while the Pineland offices are closed for Memorial Day?

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

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

