

Pineland proud

NEWSLETTER

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

Understanding CPNI: Authorized Users

Have you ever tried to call for information concerning your phone service, only to be declined by a customer service rep because you weren't authorized on the account? It can be a frustrating roadblock, but it's one that exists to protect you and your data.

Understanding the Basics of CPNI

Customer Proprietary Network Information (CPNI) is the official term for your data as a communications customer. Your data is protected against unauthorized use and disclosure under federal law. Under CPNI regulations, service providers like Pineland are forbidden from disclosing:

- Information about the quantity, technical configuration, type, destination, location, and amount of use of your communications services
- Any information contained on your bill regarding communications services

For those who don't understand the industry jargon, it means that unless you're authorized on the account, there's certain information you won't be able to access. Things like phone numbers called, the length of conversations, and the account holder's services can only be disclosed to the account holder. It's the law. It doesn't matter your relationship to the account holder, even if you're the spouse or next of kin. If you're not on the account, we can't share unauthorized information, no matter what. While the policy can be frustrating, the law exists to protect you.

There are a few things that CPNI doesn't include, though. For example, CPNI doesn't target aggregated information—that is, nonspecific data—to a single customer. It also doesn't include information about non-telecommunications services, like Internet access.

A Brief History of CPNI

Thanks to the U.S. Telecommunications Act of 1996, the Federal Communications Commission (FCC) is the body that regulates how CPNI is used and distributed. The FCC is charged with managing your privacy as a communications services customer.

In 2007, the FCC CPNI Order created additional rules



and restrictions for managing CPNI. These regulations limited the information carriers could disclose to third-party marketing firms without first securing customer consent, such as the circumstances that allowed customer service reps to share call details, and created new, rigorous customer identity verification procedures for carriers.

CPNI regulations are in place to protect you, the customer, from unscrupulous marketers and potential fraudsters. Although it might seem unnecessary to protect your communications data from your loved ones, you might be surprised at how common—and dangerous—data breaches can be. A few examples include multiple breaches in the T-Mobile system, a Home Depot SNAFU, and, more seriously, a multi-million dollar AT&T SIM-swap theft.

While CPNI restrictions may seem like a hassle, they're there to protect you, your information, and your privacy. And at Pineland we don't just want to keep you connected—we want to keep you protected. To add an authorized user to your account, contact us at **800.247.1266**.



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Celebrating over 100 Years of Service

It's rare today for individuals to remain in the same industry for their entire career, and even rarer with the same company. This is not the case for three Pineland employees who are reaching a new career milestone.

Sidney Rhoney, Jim Sherrod, and Ken Scott are retiring this month, with a combined total of 103 years of dedication and service at Pineland. Each has contributed an immense amount of support, skill, and knowledge to Pineland's operations over the years, and although they will be missed, we are excited for them to begin this next well-deserved chapter.



Sidney Rhoney - 36 years of service

In 1987, Sidney Rhoney attended his high school graduation on a Friday and began his career with Pineland Telephone the following Monday. His first position was within Pineland's Inside Plant where he assisted in the changeover to the DMS 10 telephone switch. Over the next thirty-six years, Sidney worked in almost every department of Pineland, holding multiple positions. He was part of the construction crew, burying copper cable, and became Foreman of the two-man crew; the cable cutover crew which implemented the upgrade to the copper plant; and the Install & Repair department as a serviceman. He returned to the cable cutover crew as Crew Leader, became Supervisor of the Install & Repair and Cable departments, served in engineering, and became part of the Southeast Fire & Burglar team as an alarm technician. With Pineland's expansion of service to Americus, GA, Sidney returned to Pineland operations where he served as Americus' Lead Install & Repair Technician. After two years, he returned to the cable department, where he serves as a Cable Technician.



In his retirement, Sidney will focus on his fiber splicing operation, Core Fiber Optics, LLC. He is excited for the additional family time with his wife Renee, his children, and grandchild. He hopes to start travelling, and plans on continuing his hobbies of hunting, fishing, and golfing.

Jim Sherrod - 35 years of service

Jim Sherrod joined the Pineland family in January of 1988, shortly after turning 19 years old. He originally served as the serviceman for the Midville area, with his territory expanding to Twin City and Garfield. When Pineland first established its Network Operations Control Center (N.O.C.C.), Jim was recruited as a N.O.C.C. Technician. He returned to Install & Repair a year later, covering the Claxton, Vidalia, and Swainsboro areas. Jim currently serves as Lead Install & Repair Technician covering several of Pineland's territories.

He plans to stay busy in his retirement operating his business, Sherrod's Quality Deer Processing, returning to his love of gardening, fishing, serving on the Emanuel County Board of Commissioners, and working on the honey-do list. He is looking forward to enjoying family time with his wife Bobbie, five children, and three grandchildren.



Reflecting on his time at Pineland, Jim expresses his gratitude, "I've been good to Pineland, but Pineland has been good to me." When asked if he had any advice to share, he replied, "Pineland is built on family, and I hope the newer employees realize the competition is not within these walls, it's outside." He hopes the family atmosphere and Cooperative values of Pineland continue, "Something about the Co-Op life is different, you're taken care of."

(continued on next page)

Ken Scott - 32 years of service

In 1991, Ken Scott began his 32-year career with Pineland Telephone. He was originally stationed in the construction department where he buried cable, becoming Foreman in 1996. Ken transitioned to Install & Repair in 2003 and worked as the serviceman for the Twin City area for fifteen years. He returned to construction where he currently serves as a Cable Technician.



Ken's plans for retirement include helping his son Kenton farm and raise cattle on the family's Four County Farms, and spending time with his wife Alisa, a teacher in Twin City, and daughter Alaina, a registered nurse in Bulloch County.

pineland proud quarterly stats

Here's a look at what we've been up to during the third quarter of 2023. | July, August, September |

New Fiber Drops Buried **229**

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 **2,438**

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 **973**

Orders Completed by Truck Roll: 785

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 **2,681**

"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: 461
Truck Roll Required: 2,220
No Trouble Found: 205
Customer Equipment: 86
Customer Error: 28

Trouble Types:
Television: 23% **Internet: 61%**
Phone: 16%

Calls Answered **6,784**

(average per month)

Speed of answer: 13 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

HAPPY
THANKSGIVING

OUR OFFICES WILL
BE CLOSED

NOVEMBER 23 & 24

For 24/7 bill pay visit:
pineland.net
eBill Mobile app
office dropboxes

We are thankful for
the opportunity
to serve you.



fiber focus TRIVIA

Mail or bring your completed answers to Pineland Telephone 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. How many combined years of service do Pineland's upcoming retirees have?

2. How can you add an authorized user to your Pineland account?

3. How many service orders did Pineland complete in the third quarter of 2023?

4. What days will Pineland be closed for the Thanksgiving holiday?

5. What government agency is charged with managing your privacy?

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



CONGRATULATIONS
to our previous winners

Larry Bridges	Bearneas Lanier
Lesha England	Doris Passmore
Robert Fountain, Jr.	Sarah Tapley
Ted Hurley	Molline Thompson
Sonya Johnson	Allan Thompson
Betty Kulick	Annie Williams
Susan Lamb	Chuck Wimberly
Ogeechee Steel, Inc.	



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