

Pineland proud

NEWSLETTER

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

Understanding Speed Test Results

Testing the speed of your internet connection is easy, but it's also easy to misunderstand the results. Your devices — TVs, routers, smartphones, laptops, desktops, etc. — have different capabilities, and can produce different results while using the same internet connection.

Here are a few things to keep in mind when evaluating your speed test results.

Hardwired vs. Wireless Connections

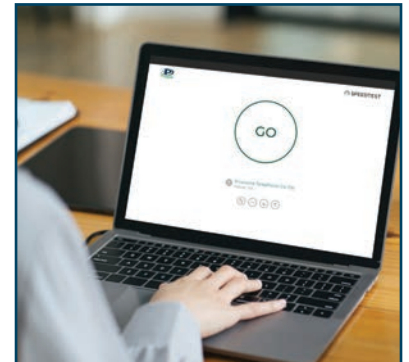
That old-school cord-and-plug is more reliable than Wi-Fi (wireless) connectivity. There are several variables that can negatively affect a Wi-Fi signal, from nearby construction or the wireless printer, to a baby monitor or microwave. For the most accurate speed test result, test with a hard-wired device.

Keep in mind that one limitation with a hard-wired connection is testing with a device that has a 100 Mbps NIC (Network Interface Card). This can cause you to consistently receive speed test results at 90-98 Mbps because the equipment is only capable of handling speeds up to 100 Mbps. We recommend testing on a device that can provide 1Gb throughput. This information may be found in the device's documentation, or by contacting the manufacturer.

Factors Affecting Speed and Speed Tests

Slow internet speeds are sometimes caused by malware such as adware and viruses. There are several

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Join us on June 13th!

Pineland Telephone Cooperative will hold its 72nd Annual Meeting on Thursday, June 13th. Drive-thru registration will be available again this year.

Metter Pre K-8 Educational Complex Cafetorium
33661 GA Hwy 129 South
Metter, GA

Registration 12:30pm
Business Meeting: 2:00 pm

All registered members will receive a \$10 bill credit and gift. Cash prizes will be awarded, up to \$200 each, totaling \$1,000. Members must be present to win cash prizes.



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



programs available to address these issues.

It's also easy to overlook ongoing downloads or programs that may be turned on while you're conducting a speed test on your device. Close these applications, reboot your device, and test again. Even the browser you use — Chrome, Firefox, Safari, Microsoft Edge, etc. — can affect your test speed. Try different browsers to see if that's the case on your system.

If you have a Wi-Fi extender, make sure you turn it off before you run a speed test. Otherwise, your computer may test the wrong connection.

Technology advances constantly. Many older routers and computers cannot take full advantage of the high speeds and bandwidth of today's fiber broadband connections. When you're ready to upgrade your technology, make sure your new equipment has the network cards and internal processing power that can complement the speed of your broadband service.

Finally, be sure to run your speed test at speedtest.pineland.net, or if you are using Pineland's Managed Wi-Fi, through the Pineland Nexus mobile app. Third-party speed test websites may route to different checkpoint locations further away, delivering incorrect results. When using Pineland's website, your signal is routed to Pineland's server which is closer to your location, providing a more accurate result.

Maintenance Agreements: Protection for your SEFB Equipment

Your Southeast Fire and Burglar alarm system, access control system, and surveillance systems provide peace of mind by helping to protect what's most important to you. Our SEFB maintenance agreements provide an extra layer of protection - by covering your equipment.

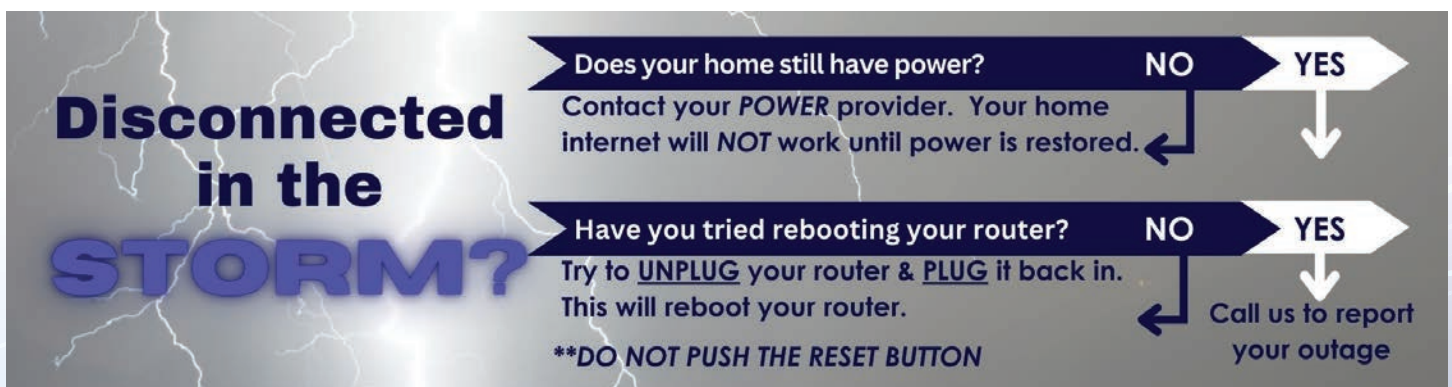
Maintenance agreements are available for all types of residential and commercial systems, and cover the expense of parts and labor to repair, replace, and maintain your equipment from normal wear and tear, including the replacement of batteries. For most residential systems and small commercial accounts, the monthly cost for our maintenance protection is \$9.95.

To find out more about our maintenance plans, or to add a plan to your Southeast Fire and Burglar service, contact our team at [888.963.FIRE](tel:888.963.FIRE).



Storm Season is Around the Corner

Georgia's hurricane season is drawing near, which means an increased chance of storms that can cause power outages. Here's a reminder of the steps to take if your Pineland internet services are disrupted by inclement weather.



Contact 811 Before You Dig

Whether you're installing a mailbox post, planting shrubs, or adding a new structure on your property, it is important to know what's below before you break ground. By law, all digging projects require you to contact Georgia 811 before you dig.

Georgia 811 is a free service which protects individuals and professionals from unintentionally damaging underground utility lines such as gas, electric, communication, sewer, and water. Striking these lines can cause damage, personal injury, an interruption of services to your area, fines, and repair bills.

Before starting a digging project, dial "811" or visit georgia811.com. When your request is received, local utility companies will be notified and dispatched to your location to mark any lines in your project area. This process often takes 2-3 days.



pineland proud quarterly stats

Here's a look at what we've been up to during the first quarter of 2024. | Jan., Feb., Mar. |

New Fiber Drops Buried 290

Our services are delivered by a reliable 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 2,473

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 1,014

Orders Completed by Truck Roll: 712

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 1,528

"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: 300

Truck Roll Required: 1,228

No Trouble Found: 127

Customer Equipment: 64

Customer Error: 36

Trouble Types:

Television: 22% Internet: 60% Phone: 18%

Calls Answered 6,018

[average per month]

Speed of answer: 18 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

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.



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!

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/gatede.

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. Name one feature of Georgia Relay.

2. By law, when must you contact Georgia 811?

3. How many locates were conducted during the first quarter of this year?

4. What is more reliable - a hardwired or wireless internet connection?

5. TRUE or FALSE: SEFB maintenance plans cover the cost of replacing batteries.

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

Carl Epps	Steve Powell
Robert Fountain, Jr.	Levi Sapp
Solomon Hall	Molline Thompson
Ted Hurley	Allan Thompson
Susan Lamb	John Torpy
Caitlin Lamm	Brenda Gail Ward
Paul Nalley	Chuck Wimberly
Garner Seal Coating and Striping	



P.O. Box 678
Metter, GA 30439

www.pineland.net | 800.247.1266

SMART RURAL GIG-CERTIFIED PROVIDER

As you go, help light the way for others

phone + internet + technology + security

Diamond Odette Lee	Metter College and Career Academy
Gavin Luke Lee	Metter College and Career Academy
Abigail Faith Durden	Metter High School
Dakota Ell Durden	Metter High School
Darcie Lane Salter	Metter High School
GraceAnna Kay Vernon	Metter High School
Madison Rayne Martin	Metter High School
Jackson Connor Gray	Swainsboro High School

**CONGRATULATIONS
PINELAND
FAMILY
GRADUATES**