

Pineland proud

NEWSLETTER

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

Back to School: Home Alone Safety Tips

As children begin to return to school, many will be spending time home alone until their parents return from work. The American Red Cross has compiled safety steps to help parents and children prepare for this routine.

- Have a check in system to confirm that children have arrived home safely.
- Make sure that all doors are locked, and if there is an alarm system, that children know how to set it properly.
- Lay ground rules ahead of time as to what is allowed while staying home alone - cooking, friends visiting, leaving the house, electronic usage, etc.
- Ensure there are working smoke detectors installed in the kitchen, any sleeping areas, and on each level of the home.
- Make sure an updated list of emergency contacts is available and that a plan is in place so children know what to do and who to call if an emergency occurs.
- Instruct children not to answer the door to a stranger, including delivery personnel, or state to an unknown caller that they are home alone - unless they are emergency responders.
- Caution children not to share information about their location or that they are home alone when posting on social networks.



To view the complete list of tips or additional information, visit www.redcross.org.

Updating Your Emergency Numbers

We recommend reviewing the emergency contact numbers you have on file with your monitoring company annually to make sure they are current and valid. If your home or business' alarm were triggered, a disconnected phone number or former employee would not be helpful to the dispatcher. Having working phone numbers for valid individuals helps to ensure the quickest response during an emergency.

To review and update the contacts on file for your Southeast Fire & Burglar system, give our office a call at **888.963.FIRE**.



Pineland Named Business of the Year

The Sumter County Chamber of Commerce named Pineland Communications the 2023 Business of the Year during their 101st Annual Meeting Awards on June 16th.

Thank you Sumter County for your recognition and support!



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



The Cooperative Difference

October is National Cooperative Month, a time to recognize the important role cooperatives play throughout the country. Do you know what sets cooperatives like Pineland Telephone apart from other organizations?

Cooperatives function differently than other businesses because they are not-for-profit, are owned by their members, and operate for their members instead of outside investors. They play an important role in the community, generating vital revenue and providing local jobs. Nearly 350 million people in the United States are members of a cooperative.

The foundation of cooperatives is built on seven basic principles.

Voluntary and Open Membership: Members are an essential part of a cooperative; without them, a cooperative could not exist. Membership is open to anyone willing to join and follow the principles and values of the cooperative.

Democratic Member Control: All members have equal voting rights, one vote for each member, making them an integral part of decision making and setting policies.

Member's Economic Participation: Members contribute to the capital of their cooperative. If surpluses are accrued, they can be used for purposes such as developing the cooperative, creating reserves, benefitting members, and supporting member approved activities.

Autonomy and Independence: Cooperatives are controlled by their members. When partnering with other organizations, they ensure they maintain their identity and democratic control.

Education, Training, and Information: Training is essential for everyone in a cooperative, including members, directors, CEOs, and employees, to continue cooperative growth and understanding.

Cooperation Among Cooperatives: When cooperatives work together they can more effectively serve their community's needs, provide improved services, and positively affect the local economy. They work together on local, national, regional and international levels.

Concern for Community: Cooperative policies are approved by the members and are focused on sustaining community development.

There are five different types of cooperatives: consumer and purchasing cooperatives, financial cooperatives, producer and processing cooperatives, housing cooperatives, and worker cooperatives. In the United States, approximately 260 telephone cooperatives are in operation, with four in the state of Georgia.



The Cooperative's headquarters, relocated to Metter, Georgia in 1954.



E.R. Britt, first General Manager of Pineland Telephone Cooperative, Swainsboro, Georgia, 1951.

Am I a Member?

Pineland's service area is divided into two territories, ILEC (Incumbent Local Exchange Carrier) served by Pineland Telephone Cooperative, and CLEC (Competitive Local Exchange Carrier) served by Pineland Communications. Anyone residing in the ILEC territory is a member of the cooperative.

Members receive an annual allocation statement, invitation to our Annual Meeting, and pay a membership fee at account opening.

The Lifeline Assistance Program



The Lifeline assistance program is a federal benefit that can help eligible households by paying a portion of their monthly telephone or internet bill.

Your household may qualify if the household income is at or below 135% of the Federal Poverty Guidelines, or if you or a dependent are enrolled in one of the following programs:

- SNAP
- Medicaid
- Supplemental Security Income (SSI)
- Tribal assistance
- Veterans Pension and Survivors Benefit
- Federal Public Housing Assistance (FPHA)

For more information, to check eligibility, or to apply for the Lifeline program, visit CheckLifeline.org. To reach the Lifeline Support Center, you may call **800.234.9473** or visit LifelineSupport.org.

Pineland is a participating provider of the Lifeline assistance program. If you are approved for the Lifeline Program and wish to add the discount to your Pineland account, contact us at **800.247.1266**.

HAPPY
Labor Day

Our business offices will be **closed** on
Monday, September 4th.

Payments may be made online at pineland.net,
on our mobile app, or via our office dropboxes.

 

pineland proud quarterly stats

Here's a look at what we've been up to during the second quarter of 2023. | April, May, June |

New Fiber Drops Buried **241**

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 **2,636**

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 **1,043**

Orders Completed by Truck Roll: 708

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 **2,047**

"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: 462

Truck Roll Required: 1,585

No Trouble Found: 182

Customer Equipment: 48

Customer Error: 47

Trouble Types:

Television: 23% Internet: 59%

Phone: 18%

Calls Answered **5,957**

(average per month)

Speed of answer: 14.0 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

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. List one safety tip for children staying home alone.

2. What assistance program gives a discount on monthly phone or internet service?

3. How often should you review the contacts on file with your alarm company?

4. What territory are Pineland Telephone Cooperative members located in?

5. How many locates were conducted in the second quarter of 2023?

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	Betty King
Bobby Coxwell	Faye Lamb
James Dekle	Pat Lincoln
Donna Foskey	Marty Mercer
Delores Harden	Nancy Mincey
Jerry Jarriel	Victor Riles
Patsy Johnson	Wynola Smith
Raymond Wiley	



P.O Box 678
Metter, GA 30439

PINELAND AT
WORK

www.southeastbalarm.com | 888.963.FIRE

phone + internet + technology + security

more than just security
FAMILY

Pineland Fire & Burglar Alarm Co.