

Pineland proud

NEWSLETTER

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

The Lifeline Program: Monthly Assistance for Eligible Subscribers

In the 21st century, having access to fast, reliable internet is as important to households as telephone service was in the 20th century. Fortunately, there are programs that help families with their telephone and internet service expenses, such as Lifeline. Pineland is a participating provider in the Lifeline program, meaning if you qualify, the benefit may be applied to your Pineland account. Read on to learn more about the Lifeline program, eligibility, and benefits.

The Basics of the Lifeline Program

At its core, Lifeline is a government program that assists qualifying low-income households by providing a discount on their monthly telephone, cell phone, or internet bill. Originally designed to help customers with the cost of their landline telephone service, most states have expanded the benefits to broadband internet and cell phone service. The monthly credit amounts vary depending on the service.

Lifeline's benefits apply to subscribers in all of Pineland's service territory.

Qualifying for Lifeline

Participation in the Lifeline program depends on one of two factors: 1) specific low-income level thresholds, or 2) whether an individual already utilizes certain government assistance programs. Specifically, to meet the income-based qualification, a subscriber's income must be at or below 135% of the federal poverty guidelines. The guidelines' dollar amount usually changes every year, but you can check the federal Department of Health and Human Service's Poverty Guidelines webpage at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines> for the latest information.

You may also qualify for Lifeline through participation in other federal assistance programs. Qualifying programs include Federal Public Housing Assistance (FPHA), Medicaid, the Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), and the Veterans and Survivors Pension Benefit. Additionally, there are several Tribal Programs that qualify families for Lifeline. If you already receive benefits under any of these programs, you are eligible for Lifeline.

The quickest method to apply is online at LifelineSupport.org. Click the "Apply Now" button, which takes you to a page to verify if you meet the requirements of the program. Follow the instructions to confirm your eligibility.

(continued on next page)

The Lifeline Program

Available to eligible subscribers in all of Pineland's service territory.

Find out more and check your eligibility at LifelineSupport.org.



30 S. Rountree St.
Metter, GA 30439

425 S. Main St.
Swainsboro, GA 30401

1106 Fetner Dr.
Americus, GA 31709



912.685.2121
800.247.1266



www.pineland.net



You may also apply by mail with a printed application found on the website, mailed to Lifeline Support Center, PO Box 1000, Horseheads, NY, 14845 along with proof of eligibility. Those needing assistance may be able to apply with the help of their service provider, and those with disabilities can contact the Lifeline Support Center at [800.234.9473](tel:800.234.9473).

Lifeline's Monthly Benefits

If you're eligible for Lifeline, the program provides a monthly credit that will appear on your selected provider's bill. The credit can apply to "voice" services (your landline telephone service or cell phone service), or to your internet service. The discount can apply if your services are bundled, too. However, Lifeline's monthly credit cannot apply to both voice and internet service. Customers must choose to apply their discount to one service or the other.

The Lifeline credit for voice services is \$5.25 per month. For internet service, Lifeline's credit can save up to \$9.25 a month - a savings of \$111 per year.

If you receive approval for the Lifeline program, contact the service provider of your choice to take the next steps of applying the discount to your account. To add your Lifeline benefit to your Pineland account, contact our Customer Experience Associates at [800.247.1266](tel:800.247.1266). For more information about Lifeline, visit LifelineSupport.org.



Happy Labor Day

OUR OFFICES WILL BE CLOSED ON MONDAY, SEPTEMBER 2

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

Ensure You're Protected - Alarm Testing

Part of owning an alarm system is ensuring that your alarm is always ready to protect your home or business. To make sure your system is functioning correctly, it is important to test your alarm's connection with Central Station - the monitoring company that dispatches first responders in an emergency.

Southeast Fire & Burglar contracts with a UL Listed Monitoring Center located in Georgia, that is staffed 24 hours a day, 7 seven days a week, notifying authorities should an emergency occur. However, monitoring centers cannot detect whether your alarm is working properly or if the actual alarm system is experiencing trouble. We recommend

performing a weekly test of your system by setting your alarm off and waiting for the monitoring company to call and ask for your verification passcode. When they call, be sure to let them know you were testing your system. Although alarm systems are not monitored for troubles, they are monitored for activity on system devices such as motion detectors and glass breakage detectors.

If your alarm system is not working correctly, or you have trouble on any device, contact the Southeast Fire & Burglar team at [888.963.FIRE](tel:888.963.FIRE).



The Pineland NEXUS App

Back to school often means more time on devices for assignments and homework. As a parent, you may be worried about additional screen time. That's where the Pineland Nexus App comes in - available to all Managed WiFi Subscribers.

- See what devices are connected to your network and manage their ability to connect.
- Create a schedule to allow individual devices to connect only when you want them to.
- Check your usage to see which devices are using the most bandwidth.
- Create a guest network for other's to access the internet separate from your personal network.
- Change your WiFi's network name and password.
- Run a speed test to check your bandwidth access.



**Limit their screen time.
Unlimited potential.**

pineland proud quarterly stats

Here's a look at what we've been up to during the second quarter of 2024. | April, May, June |

New Fiber Drops Buried **217**

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 **2,335**

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 **900**

Orders Completed by Truck Roll: 703

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 **1,877**

"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: 279

Truck Roll Required: 1,598

No Trouble Found: 161

Customer Equipment: 51

Customer Error: 42

Trouble Types:

Television: 21% Internet: 61%

Phone: 18%

Calls Answered **5,768**

(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

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 frequently should you test your alarm?

2. What website can you visit to check Lifeline eligibility?

3. Name one feature of the Pineland Nexus app.

4. On what date will Pineland be closed for Labor Day?

5. TRUE or FALSE: Lifeline is available to eligible subscribers in all of Pineland's territories.

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

Archie Brinson	Jimmy Lanier
Johnny Crosby	Laverne McCollum
James Dekle	Carmin Palumbo
Wilma Dean Downs	Linda Powell
Denise Flanders	Wendell Powell
Michael Kersey	Oscar Lee Smith
Beth Lane	Robert Watson

4P Connection, LLC



P.O. Box 678
Metter, GA 30439



HOO'S WATCHING WHEN YOU'RE NOT HOME?



phone + internet + technology + security

providing peace of mind since 1999



Pineland



888.963.FIRE
www.southeastfbalarm.com