

# Pineland proud

## NEWSLETTER

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

## Pineland.net Redesigned

Head on over to [www.pineland.net](http://www.pineland.net) and check out our newly relaunched website. Built with user convenience and accessibility in mind, our website makes it easier to navigate and find the information you need. We've streamlined content to ensure that key features and resources are just a click away. The site is fully optimized for mobile, allowing you to enjoy a seamless experience on any device.

Access to your online account, invoices, trouble tickets, and webmail, can be found by clicking "My Account" on the top right corner of the page (on desktops), or the hamburger icon (on mobile devices). Our channel guide, calling feature instructions, FAQs, and other helpful links are located by clicking "Support".

Our goal is to make sure you not only find what you're looking for, but discover new resources and tools that enhance your overall Pineland experience. If you have questions about navigating our new site, please contact our Customer Experience Associates at [800.247.1266](tel:800.247.1266) or email us at [info@pinelandtelco.com](mailto:info@pinelandtelco.com).



## Happy [and Safe] Online Holiday Shopping

As the holiday season approaches, millions of shoppers turn to the convenience of online shopping to score the best deals during Black Friday and Christmas sales. While this time of year offers great discounts, it also presents opportunities for cybercriminals to exploit unsuspecting buyers. In fact, online shopping scams and data breaches tend to spike during the holiday rush. To help you shop safely and protect your personal information, here are some essential cybersecurity best practices to keep in mind.

### Shop on Trusted Websites

Stick to well-known, reputable retailers when shopping online. Avoid clicking on suspicious ads or unfamiliar websites that offer deals that seem too good to be true. Cybercriminals often set up fake websites that mimic legitimate retailers to steal your payment information. Look for "https://" in the URL and a padlock icon in the address bar, which indicates that the site uses encryption to protect your data.

### Beware of Phishing Scams

Holiday shoppers are frequent targets of phishing scams. These scams often appear as emails, texts, or pop-ups that offer incredible deals or ask you to verify personal information. Clicking on these malicious links can expose your device to malware or lead you to a fake site designed to steal your login credentials. Always verify the sender's email address, and avoid clicking on unsolicited links. If a deal or message looks suspicious, visit the retailer's official website directly by typing the URL into your browser.

(continued on next page)



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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](http://www.pineland.net)



### Use Strong, Unique Passwords

Using the same password across multiple accounts can put you at risk if one of those accounts is compromised. Take the time to create strong, unique passwords for your online shopping accounts, and consider using a password manager to keep track of them. A strong password includes a mix of upper and lowercase letters, numbers, and special characters. Avoid using easily guessed information like your name or birthdate.

### Enable Two-Factor Authentication (2FA)

Many online retailers and payment platforms offer two-factor authentication (2FA), which adds an extra layer of security to your accounts. Even if someone gains access to your password, they won't be able to log in without the second form of authentication, typically a code sent to your phone. Enable 2FA on any account that supports it, especially those tied to your financial information, such as PayPal, Amazon, or your bank's online portal.



### Use Secure Payment Methods

When shopping online, opt for secure payment methods like credit cards, which often offer better fraud protection than debit cards. Consider using a third-party payment service like PayPal or Apple Pay, which adds an extra layer of security by not directly sharing your payment information with the seller. Avoid using wire transfers or payment apps that are difficult to reverse in case of fraud.

### Monitor Your Bank Statements

Even with the best precautions, it's still important to regularly check your bank and credit card statements for any unauthorized transactions. The earlier you catch fraudulent activity, the faster you can report it and minimize potential damage. Sign up for transaction alerts from your bank or credit card provider, so you're immediately notified of any suspicious activity.

### Update Your Devices and Software

Outdated software and devices can be more vulnerable to cyberattacks. Make sure your operating systems, browsers, and security software are up to date with the latest patches and protections. Enable automatic updates on your devices to ensure you're always protected against the latest threats.

### Avoid Public Wi-Fi for Shopping

Public Wi-Fi networks, such as those in cafes or shopping malls, are often not secure and can be a hotbed for cybercriminals looking to intercept your personal information. If you must shop while on-the-go, use your phone's data or a virtual private network (VPN) to create a secure connection. Save your online shopping for when you're on a trusted, private network at home or use a VPN to secure your connection.

### Be Wary of Fake Apps

During the holidays, many retailers launch special apps with exclusive deals. However, cybercriminals sometimes create fake apps that look legitimate but are designed to steal your personal information. Always download shopping apps from official app stores, like the Apple App Store or Google Play. Read reviews and check the developer's name to ensure you're downloading the real app.

### Keep an Eye Out for Fake Reviews

Cybercriminals may use fake reviews to make scam websites or products seem more trustworthy. If a product has an overwhelming number of positive reviews, especially if they seem overly generic or repetitive, it could be a red flag. Use third-party review sites to analyze the credibility of reviews before making a purchase.

### Stay Safe, Shop Smart

While the holiday season is a time for joy and celebration, it's also a peak period for online fraud. By following these cybersecurity best practices, you can shop with confidence, knowing that your personal and financial information is well protected. Stay vigilant, and enjoy the holiday shopping season!

**Holiday Hours**

In observance of the upcoming holidays, our business offices will be closed on:

November 28th & 29th  
December 24th & 25th  
January 1st

# Home Safety for the Changing Seasons



As temperatures drop, households begin using heating appliances to keep warm, and set out décor for the holiday season. With the season change comes specific safety risks related to heating and electricity. Taking proper precautions can help avoid fires, electrical shocks, or other accidents.

One concern is the safe use of heating appliances. Space heaters are a popular choice for supplementing home heating, but they can be dangerous if not used properly. It's essential to keep them at least three feet away from any flammable materials, such as curtains, furniture, and bedding. Always place heaters on flat, stable surfaces, and avoid using them near water sources found in kitchens or bathrooms. Never leave space heaters unattended, especially when you're asleep, and make sure they have an automatic shut-off feature in case they overheat or tip over.

Electrical decorations, such as holiday lights, pose additional risks during the colder months. Before setting up lights, check for any frayed wires, damaged sockets, or loose connections. Only use lights that are rated for outdoor use if you're decorating outside, and avoid overloading electrical outlets or extension cords. Timers or smart plugs can help ensure that lights turn off automatically, reducing the risk of overheating or fires. Always unplug decorations when leaving the house or going to bed. If you're using extension cords, ensure they're rated for the electrical load and avoid placing them under rugs or furniture where they can overheat.

Last but not least, ensure that your home's smoke detectors and carbon monoxide detectors are working properly. With increased use of heating systems and space heaters, the risk of fire and carbon monoxide poisoning rises in winter. Test detectors regularly and replace batteries twice a year. It's also a good idea to have your heating system inspected annually by a professional to ensure it's functioning safely. Taking these precautions can help you stay warm and safe during the cold weather months.

## pineland proud quarterly stats

Here's a look at what we've been up to during the third quarter of 2024. | July, August, September |

**New Fiber Drops Buried** **266**

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** **2,093**

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** **844**

**Orders Completed by Truck Roll: 614**

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** **2,466**

"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: 437**

**Truck Roll Required: 2,029**

**No Trouble Found: 156**

**Customer Equipment: 75**

**Customer Error: 38**

**Trouble Types:**

**Television: 21% Internet: 62%**

**Phone: 17%**

**Calls Answered** **5,582**

(average per month)

**Speed of answer: 20 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. On our new website, what do you click to access your online account?

\_\_\_\_\_

2. How many fiber drops were buried during the third quarter of 2024?

\_\_\_\_\_

3. How far away should heating appliances be kept from other objects?

\_\_\_\_\_

4. Name one cybersecurity best practice for online shopping.

\_\_\_\_\_

5. How many employees of Pineland are veterans?

\_\_\_\_\_

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

Bobby Coxwell	Edward Medina
Larry Douglas	Nancy Mincey
Robert Fountain, Jr.	June Sikes
Ted Hurley	Tonda Southwell
Patsy Johnson	Jessica Thigpen
Susan Lamb	Allan Thompson
Tresa Mason	Molline Thompson
Raymond Wiley	



P.O. Box 678  
Metter, GA 30439



# BECAUSE OF THE BRAVE



BRET CALLAWAY	★	DANNY WYNN
TOBY TOBIN	★	JOHN OLSEN
GEORGE KILLGO	★	JINKS DURDEN
JEFFERY GRIFF	★	ISAAC HOLTON
VICENTE MENDEZ	★	CHARLES HERNDON
STEPHEN HERNDON	★	JASON WALDEN