

# Pineland proud

## NEWSLETTER

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

## Resolve to Keep Your Home Safe in the New Year

As we step into a brand-new year, many of us are setting resolutions to improve our lives—from exercising more to spending quality time with loved ones. While these goals are important, there's one resolution that often goes overlooked but is essential to your well-being: making your home as safe and secure as possible.

At Southeast Fire and Burglar, we believe peace of mind starts at home. That's why we've put together a list of actionable steps for this year with a renewed focus on home security.

### Evaluate Your Current Security Setup

Take a moment to assess your current home security measures. Do you have a reliable alarm system? Are your locks sturdy and up to date? Walk through your home, both inside and out, and identify any areas that could be improved. Even small updates like adding motion-sensor lights or reinforcing window locks can make a big difference.

### Invest in Smart Technology

Smart home devices like video doorbells, smart locks, and indoor/outdoor cameras provide enhanced security and convenience. Many of these devices allow you to monitor your home remotely, giving you peace of mind whether you're at work or on vacation.

### Secure Your Perimeter

Your home's exterior is the first line of defense. Ensure your property is well-lit with energy-efficient LED lights. Trim back overgrown shrubs and trees that could provide cover for intruders. Consider installing a security fence or upgrading your gate to deter unauthorized access.

### Reinforce Your Doors and Windows

Doors and windows are common entry points for burglars, so it's crucial they're as secure as possible. Install deadbolts on all exterior doors, and consider using a security bar for sliding glass doors. For windows, add locks and consider shatter-resistant glass or security film to make break-ins more difficult.

### Create a Family Safety Plan

Home security isn't just about technology—it's about preparation. Sit down with your family to create a safety plan in case of an emergency. Discuss escape routes and ensure everyone knows how to operate your home security system.

### Monitor for Suspicious Activity

Stay alert to what's happening in your neighborhood. Join local community groups or apps where neighbors share updates about suspicious activity. Being aware of your surroundings can help you take proactive steps to protect your home.



(continued on next page)



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



### Don't Advertise Vacations

If you're planning to travel this year, avoid advertising your plans on social media. Instead, share your vacation photos after you return. While you're away, ask a trusted neighbor or friend to collect your mail, adjust lights, and maintain the appearance of an occupied home.

### Partner with Professionals

Finally, consider working with a trusted home security provider. Southeast Fire and Burglar offers customized solutions to meet your unique needs, from comprehensive alarm systems to 24/7 monitoring services. Let us take the guesswork out of home security so you can focus on what matters most.

This New Year, make it your resolution to prioritize your home's security. Taking even a few of these steps can significantly reduce your risk and provide you with peace of mind all year long. If you're ready to take your home security to the next level, contact us at **888.963.FIRE (3473)** to schedule a free consultation.

---

## Moving to a New Location?

If you're relocating within the Pineland service area, and need your services moved, don't wait to give us a call. While many locations have our fiber optic network in place, and require a brief installation period, others may require construction or additional fiber maintenance, requiring a longer installation time and a grant of easement signed by the property owner.

To request a move order, contact our Customer Experience Associates at **800.247.1266**. During your call, we will verify availability of service at your new address, review installation charges, provide an estimated timeframe for connecting, and review additional details. Move orders can also be placed in person at any of our business offices.



---

## Deadline Approaching for FRS Youth Tour Applications

March 17th is the deadline for this year's FRS Youth Tour application! Pineland Telephone Cooperative, Inc., will once again be sponsoring two students from its service area for this unique opportunity. High school students attending school in the Pineland Telephone service areas, that will be 15, 16, or 17 years old at the time of the trip, are eligible to apply.

The 2025 Youth Tour is scheduled for Monday, June 2 – Friday, June 6. During the tour, students will tour Washington D.C. and the surrounding area, including a trip to Mount Vernon, Home of George Washington; visit the Smithsonian Museums; tour multiple Memorials; attend a play at The Kennedy Center; meet with Federal Communications Commission and Congressional staff; and build relationships with their peers.

For full details, visit [www.pineland.net/news](http://www.pineland.net/news) "Apply Now for the 2025 FRS Youth Tour".



# Are You on the Right Input? Solving Common TV Troubles

Have you ever turned on your TV and found a blank screen, static, or a “No Signal” message? One of the most common causes of this issue is having your television on the wrong input setting. It’s an easy mistake to make, but it can lead to unnecessary frustration.

## What Are TV Inputs?

Inputs allow your TV to connect to various devices, such as cable boxes, streaming devices, and gaming consoles. Common input options include HDMI1, HDMI2, AV, and sometimes specific device names depending on your setup. If your TV is on the wrong input, it won’t display the picture or sound from the device you’re trying to use. A “No Signal” or “No Input Detected” message on the screen, a blank screen, or a screen with static can all be signs that you’re on the wrong input.

## How to Fix It

1. **Grab Your TV’s Factory Remote:** Look for the “Input” or “Source” button. Press it to cycle through the available input options.
2. **Identify the Correct Input:** Determine which input your device is connected to. For example, if your cable box is plugged into HDMI1, make sure your TV is set to HDMI1.
3. **Test Each Input:** If you’re unsure, try each input option until the correct picture appears.

## For Pineland TV Subscribers:

If you don’t have your TV’s factory remote, and your Pineland remote is programmed to your specific TV, you can use it to access these settings.

- Press the black “TV” button located at the top of the remote under the red power button.
- Then press the black “Input/\*” button beneath the number 7, which will access your TV’s functions. From there, you can navigate through your input options.

Still having trouble? Sometimes the issue could be with the cable or device itself. Double-check your connections to ensure everything is securely plugged in.

If you’re having trouble accessing your Pineland TV service, and these steps do not help resolve the issue, contact our service department at [800.247.1266](tel:800.247.1266).



## pineland proud quarterly stats

Here’s a look at what we’ve been up to during the fourth quarter of 2024. | [October](#), [November](#), [December](#) |

**New Fiber Drops Buried** **279**

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** **2,113**

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** **632**

**Orders Completed by Truck Roll: 587**

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** **2,535**

“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: 485**

**Truck Roll Required: 2,050**

**No Trouble Found: 210**

**Customer Equipment: 103**

**Customer Error: 87**

**Trouble Types:**

**Television: 22% Internet: 58%**

**Phone: 20%**

**Calls Answered** **7,018**

(average per month)

**Speed of answer: 28 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. What is the deadline for FRS Youth Tour Applications?  
\_\_\_\_\_
2. How many new fiber drops were buried in the fourth quarter of 2024?  
\_\_\_\_\_
3. Name one way you can place a move order for your Pineland services?  
\_\_\_\_\_
4. What is one sign that your television is on the wrong input setting?  
\_\_\_\_\_
5. List one step you can take to keep your home safe in the new year.  
\_\_\_\_\_

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

Thomas Ashley	Betty Joyce
Shelba Bailey	David Lamm
Sharen Barlow	Denton Parker
Roy Biggers	Wendell Powell
Jimmy Conner	Frederick Smith
Nancy Green	Mary Smith
Jimmy Johnson	Otis Smith
Chuck Wimberly	



P.O. Box 678  
Metter, GA 30439

f X @ in v

www.southeastbalarm.com | 888.963.FIRE

# FOR BETTER, NEVER WORSE, CHOOSE US!

Start your life together with peace of mind.

phone + internet + technology + security

Southeast  
**Fire & Burglar**  
Alarm Co.

**Pineland** | Southeast Fire & Burglar Alarm Co.