Upgrade Your Internet Experience with Pineland's Managed Wi-Fi Solutions

In today's connected world, a reliable and fast internet connection is no longer a luxury, it's a necessity. Whether you're streaming your favorite shows, working from home, gaming online, or managing a smart home full of devices, your connection needs to keep up. If you're still relying on an older router, it may be time to consider an upgrade to Pineland's Managed Wi-Fi services.

Whole-Home Coverage You Can Rely On
Pineland delivers whole-home Wi-Fi coverage by providing a high-performance router, and if needed, complimenting mesh units that work together to create a seamless, strong signal in every room, eliminating dead zones and ensuring that every family member gets a consistent experience, whether in the living room, upstairs, or in the backyard!

Expert Support 24/7
With Managed Wi-Fi, you don't have to troubleshoot alone. Unlike personally owned routers, Pineland's solution is supported and managed by our team. If something goes wrong, we're here to help remotely or in-person.

Hassle-Free Setup and Maintenance
Forget about complicated setups and firmware updates. Pineland installs your Managed Wi-Fi equipment and ensures everything is working properly. Future updates are handled automatically, keeping your system secure and optimized.

Advanced Features Suited for Your Needs
Our Managed Wi-Fi includes access to our Pineland Nexus app, which includes the capability to see what devices are connected to your network, update your SSID and password, add a guest network, manage and restrict device connection, run a speed test, and monitor network usage. You can easily manage your home network from anywhere, giving you peace of mind and control.

To learn more about our Managed Wi-Fi solutions, contact our Customer Experience Team at 800.247.1266.

$100 Bill Credit Giveaway for our Fans!

Join our Fan Photo Contest for a chance to win a $100 bill credit!

Pick up a Pineland fan from our Metter, Swainsboro, or Americus business office, and share a photo on Facebook or Instagram of you with your fan.

- Comment on our Facebook or Instagram contest post with your photo, making sure to include **#PinelandFan** or
- Post your photo on your own page with **#PinelandFan**

Deadline is September 1st. Two winners will be drawn on September 2nd, and each will receive a $100 bill credit.

We can't wait to see your photos! Don't forget, you must include **#PinelandFan** with your photo to enter.

Beyond the Hype: Using AI with Care

Artificial Intelligence (AI) is changing the game across almost every industry. Whether it's helping people write content, analyze large amounts of data, answer customer questions, or automate everyday tasks, AI is saving time and unlocking new possibilities. But as powerful as AI has become, it's not perfect. To truly use it effectively and responsibly, we still need human oversight, critical thinking, and a clear understanding of its limits.

AI helps streamline everyday tasks by handling repetitive work like sorting emails or managing schedules, freeing up time for more meaningful work. It can quickly analyze large amounts of data, helping people spot trends and make better decisions. In customer service, AI-powered tools like chatbots provide quick responses and support around the clock. It also fuels creativity and innovation, enabling people to build smarter tools, generate new ideas, and solve problems more efficiently.

AI can be incredibly helpful—but it's not magic. It doesn't understand things the way people do, and sometimes it gives answers that sound believable, but aren't actually true. This is especially common with tools that generate text. Without someone reviewing what it says, there's a risk of spreading misinformation. AI learns from data, and if that data has built-in bias or errors, AI will reflect them. It's important to know where the data comes from and how it's being used. AI is also great at recognizing patterns, but it doesn't always get nuance. For example, it might flag a sentence as problematic without understanding the tone or situation. That's why human review is so important.

To get the best results, people and AI need to work together. Here's how to make sure AI is used responsibly:

- Check its work. Always fact-check and review what AI produces—especially if you're using it for content, customer info, or decision-making.
- Be transparent. Let people know when AI is involved, and make sure there's always an option to talk to a real person if needed.
- Use good data. AI is only as good as the information it learns from. Feed it accurate, up-to-date, and diverse data to reduce errors and bias.
- Keep learning. AI is moving fast. The more you understand what it can (and can't) do, the better you'll be at using it effectively.

AI can make work easier, faster, and even more productive. But it's still just a tool; it doesn't replace experience, judgment, or common sense. Whether you're using AI to write an email, design a product, or analyze data, it's important to stay in the driver's seat. AI can do a lot, but it still needs you to steer it.

Protect Your Mobile Devices from Summer Heat Damage

Summer sunshine is great for outdoor fun, but it can be dangerous for your mobile electronics. Devices like smartphones, tablets, laptops, and portable hotspots are vulnerable to heat damage when left in direct sunlight or stored in hot environments. As we spend more time on the go in the warmer months, it's important to know how to keep your gear safe and functional.

Mobile electronics are designed to operate within specific temperature ranges. Exposure to extreme heat, especially direct sunlight, can push these devices well beyond safe limits. A few minutes on a dashboard, patio table, or beach towel can be enough to trigger a warning or cause damage.

Overheating can result in shortened battery life, slower performance or automatic shutdown, screen damage or discoloration, and swollen batteries or internal component failure.

Smart Ways to Protect Your Devices

Keep Devices Out of Direct Sunlight: Never leave your phone or tablet exposed to the sun, especially in parked cars or on outdoor surfaces. Store them in shaded bags, under umbrellas, or in cool compartments when not in use.

Avoid Using Devices While Charging Outdoors: Charging generates additional heat. If you're using a portable battery or charging cable outside, keep the device cool and monitor for heat buildup.

Let Overheated Devices Cool Naturally: If a device feels hot or displays a temperature warning, turn it off and move it to a cooler environment. Avoid placing it in a refrigerator or freezer - sudden temperature changes can cause condensation and damage.

Choose the Right Accessories for Summer Conditions: If you're using phones or tablets for music, navigation, or video outdoors, consider mounts or holders that offer shade and airflow. This is especially important for devices in vehicles or on bicycles.

Be Aware of Heat Traps: Beach bags, glove compartments, or backpacks can trap heat quickly. Metal surfaces, such as tables and car hoods, can intensify sun exposure. Window sills and dashboards magnify sunlight and act like mini-greenhouses for your devices.

When in Doubt, Power Down: If you're not actively using your device, power it off or place it in airplane mode. Reducing processor activity helps limit internal heat generation.

Your mobile devices help you stay in touch, navigate road trips, and capture memories. With a few precautions, you can enjoy the sunny days without risking your technology.

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pineland proud quarterly stats

Here's a look at what we've been up to during the second quarter of 2025. | April, May, June |

New Fiber Drops Buried — 225

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 — 2,926

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 — 1,078

Orders Completed by Truck Roll: 825

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 — 1,960

"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: 233

Truck Roll Required: 1,727
No Trouble Found: 196
Customer Equipment: 70
Customer Error: 39

Trouble Types:
Television: 23% Internet: 64%
Phone: 13%

Calls Answered — 5,424

|average per month|

Speed of answer: 18 seconds

These callls 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. Name one way to protect your mobile devices during the summer.

   _____

2. True or False: AI can give answers that sound believable but are not true.

   _____

3. What's one benefit of Pineland's Managed Wi-Fi service?

   _____

4. What is the deadline for our Fan Photo Contest?

   _____

5. How many trouble calls were received during the second quarter of 2025?

   _____

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

Teddy Bailey   Faye Lamb
Alva Brown   Marty Mercer
Susanne Carnes   Nancy Mincey
Linda Craft   Steve Powell
Eloise Hendley   Larry Rhodes
Jimmy Johnson   Betty Smith
Patsy Johnson   Donna Smith
        Sherri Woodcock

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Pineland

HAPPY LABOR DAY!

phone + internet + security + technology

Our offices will be closed Monday, September 1st.