

Pineland proud

NEWSLETTER

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

A Seasonal Reminder About Safe Burning

As the seasons change, many people begin outdoor projects such as clearing yards, trimming trees, and burning brush or yard debris. While these activities are common and often necessary, Pineland would like to share an important safety reminder for anyone burning on or near their property.

Ground-level utility pedestals are a key part of Pineland's network and can be found throughout the community. They house vital communication equipment that delivers reliable service to homes and businesses. Utility pedestals are designed for outdoor use, but extreme heat can still cause damage. Fires built too close, even when controlled, may generate enough heat to impact internal components.

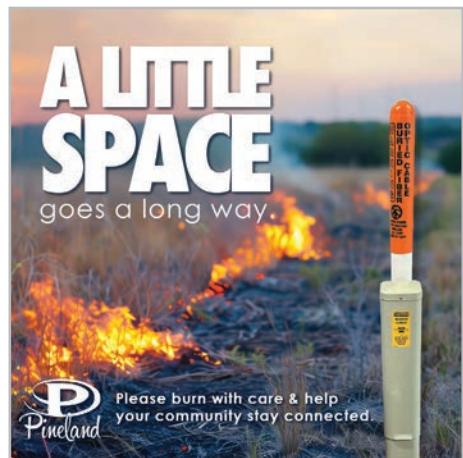
Heat-related damage does not require direct contact with flames.

Prolonged exposure to high temperatures from nearby burn piles can warp or melt equipment inside the pedestal, leading to unexpected service interruptions. In some cases, damage to a single pedestal can disrupt service for multiple homes or businesses, extending the impact well beyond the immediate area.

When damage occurs, repairs often require specialized equipment and additional labor, which can extend restoration times. Anyone responsible for burning too close to utility equipment may be held financially responsible for the cost of repairs.

Before burning, please take time to locate any nearby utility pedestals and ensure a safe distance is maintained. Heat can travel farther than expected, especially during dry or windy conditions, and allowing extra space helps protect vital infrastructure. When in doubt, it is always best to err on the side of caution.

Pineland appreciates the efforts of everyone in the community to help protect the infrastructure that keeps us all connected. A little extra care during burning season can prevent outages, reduce repair time, and avoid unnecessary damage. If you have questions about safe practices near utility equipment or notice a pedestal that may have been exposed to excessive heat, please reach out to us.



Don't Miss this Year's FRS Youth Tour

The deadline for this year's FRS Youth Tour is approaching - [March 20th](#).

Don't miss this great opportunity! Students that reside and attend school in the Pineland service area, that are between 15-17 years old at the time of the tour (June 1 - 5) are eligible to apply. Visit pineland.net under "News" to apply.



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


We Need Your Help: Why We Ask Property Owners to Be Present for a Site Visit

Before Pineland installs service at your home or business, a site visit is required for locations where fiber has not yet been buried to the property. This visit allows our team to plan the safest and most efficient path for the fiber line before any construction begins. To help this process go smoothly, we ask that the property owner be present during the site visit.

Before the visit takes place, property owners are asked to sign a Grant of Easement and Hold Harmless Agreement. This document gives Pineland permission to install and maintain the fiber line on the property, and explains the property owner's role and responsibility in the process, including identifying and exposing any private underground utilities that may cross the planned fiber route.



During the site visit, our team works with you to review the property and discuss anything underground that may not be visible, such as private water lines, septic systems, irrigation lines, or other utilities. While public utilities can be marked through the Georgia 811 system, private utilities cannot be located through 811, which is why the property owner's knowledge is so important.

Being present during the site visit helps prevent damage to underground utilities, avoid unexpected repair costs for the property owner, and allows the fiber route to be planned carefully. It also provides an opportunity to ask questions and understand the construction and installation plan before work begins.

We appreciate your cooperation as we work together to bring reliable Pineland services to your home or business. If you have questions about Pineland's construction process, please contact us at **800.247.1266**.

Because Home Still Matters: Benefits of a Landline Phone

Over the years, many households have shifted to using only cell phones. While wireless service offers convenience, a traditional landline phone still provides important benefits that make it worth considering. Before deciding to disconnect your landline, here are a few reasons why keeping one may still be a smart choice:

Reliable Communication

Even as cellular coverage continues to expand, dropped calls, dead zones, and low phone batteries can still interrupt service. Landline phone service delivered over a fiber network offers consistent call quality and dependable performance. For customers who want added peace of mind during power outages, optional backup battery options are available upon request.



Dependable Access During Emergencies

With a landline phone, emergency responders can automatically receive your physical address through the 911 system. This direct location information can be critical if you're unable to speak clearly or provide details during an emergency. Cell phones rely on nearby towers to estimate location, which may not always be precise, especially in rural areas or poor signal conditions.

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pineland proud quarterly stats

Here's a look at what we've been up to during the fourth quarter of 2025.

New Fiber Drops Buried

258

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

2,492

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

706

Orders Completed by Truck Roll: 533

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

1,806

"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: 483

Truck Roll Required: 1,323

No Trouble Found: 168

Customer Equipment: 84

Customer Error: 62

Trouble Types:

Television: 30% Internet: 57%

Phone: 13%

Calls Answered

5,262

[average per month]

Speed of answer: 16 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

Clear Call Quality

Landline phones typically offer clearer and more consistent sound quality than cellular calls. This can be especially beneficial for individuals who work from home, use their phone frequently, or have difficulty hearing.

Consistency for Everyday Use

A landline phone offers a dependable, familiar way to stay in touch with family, friends, doctors, schools, and service providers. Unlike cell phones, landlines are not dependent on apps, updates, or charging schedules, making them easy to use for all ages. Many customers appreciate having a dedicated home phone number that doesn't change and can be shared easily with those who need a reliable way to reach them.

Whether you're considering adding phone service, reconnecting a landline, or reviewing your current setup, a landline phone continues to offer practical advantages.

To learn more about Pineland's phone services or backup battery options, contact our Customer Experience Associates at **800.247.1266**.

Stay on Track with Your Bill



A few simple choices can help you avoid extra charges on your Pineland account. Understanding how payments and due dates affect your bill can help you avoid late charges, service interruptions, and restoration fees.

Paying your bill on time is one of the most effective ways to avoid additional fees related to service suspension. Whether you pay manually or use automatic payment options, timely payments help keep your services active and prevent late charges and restoration fees. Bills are due on the 10th of each month, with a grace period for late charges through the 15th. Service suspension for nonpayment occurs on the 29th of each month excluding Fridays, weekends, or holidays recognized by our business office.

Payments can be made by card, check, money order, e-check, and bank draft, and are accepted at all of our business offices. Card and e-check payments may also be made by phone (during normal operating hours) or online at pineland.net.

Automatic payment options are available for customers who prefer a convenient way to ensure on-time payments each month. Autopay can be set up through your online account, by calling us, or by visiting one of our local offices.

To receive important billing reminders and account notifications, please be sure your email address and phone number are up to date.

If you have questions or need assistance with payment options, contact us at **800.247.1266**.

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 to apply for the FRS Youth Tour?

2. Name one benefit of a landline phone.

3. What does the property owner being present during a site visit help to avoid?

4. What should you do before burning?

5. What's one way to avoid additional charges on your account?

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

James Dekle	Taylor Morris
Robert Fountain, Jr.	Mary Annette Roberts
Lila Hall	Levi Sapp
Lakeshia Hughes	Emmie Smith
Jimmy Johnson	Glenda Faye Tapley
Matthew McReynolds	Judith Teegardin
Nancy Mincey	Parrish Whitaker
Jones Paint & Body	



P.O Box 678
Metter, GA 30439

www.pineland.net | 800.247.1266

OPPORTUNITY AWAITS

2026 FRS YOUTH TOUR JUNE 1-5

MAR 20 DEADLINE TO APPLY

VISIT: pineland.net/news for online application & more info.

SMART **GIG-CERTIFIED** **PROVIDER**

phone + internet + technology + security