

Stay Connected with Georgia Relay

Staying connected has never been easier with Georgia Relay, a free public service that helps people who are deaf, hard of hearing, deaf-blind, or have difficulty speaking, communicate over the telephone.



Available 24 hours a day, 7 days a week, 365 days a year, Georgia Relay connects users through specially trained Communication Assistants who relay conversations between callers. All calls are completely confidential, with no records kept, and there are no limits on the number or length of calls.

Making a call is simple, just dial 7-1-1. The Communication Assistant will connect you and relay the conversation by voicing or typing messages exactly as spoken or written. Anyone, whether using a standard phone or assistive device, can place or receive a relay call. Georgia Relay can also connect calls nationwide and internationally, making it easier than ever to stay in touch.

Georgia Relay offers a wide range of services to meet individual communication needs, including:

- TTY (Text Telephone) for typed conversations
- Captioned Telephone (CapTel®) and Web CapTel for reading captions of spoken words on a phone, computer, or mobile device
- Speech-to-Speech (STS) for individuals with speech difficulties
- Voice Carry-Over (VCO) and Hearing Carry-Over (HCO) options
- DeafBlind Service (DBS) for individuals with combined hearing and vision loss
- Spanish Relay services for Spanish-speaking users

For more information, visit www.GeorgiaRelay.org or call **1-866-694-5824** (Voice/TTY). In an emergency, always dial 9-1-1.

Authorized Users and Your Privacy

Have you ever called about your Pineland service, only to be told you're not authorized on the account? While it can feel frustrating, these safeguards are in place to protect you. Federal regulations require Pineland to protect details about your communications services including call records, billing information, and account details.

By law, we can only share certain information with the account holder or someone officially authorized on the account. Even spouses or family members cannot access account details unless they are listed as an authorized user.

Adding an authorized user allows that person to receive account information, make changes to services, and even request trouble tickets on your behalf. It's a simple step that can save time and prevent headaches later.

To add an authorized user to your account, contact us at **800.247.1266**.



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Spring into Security: Protect What Matters Most

Spring is a time for fresh starts - cleaning, organizing, and preparing for the months ahead. While you're tackling your seasonal to-do list, don't forget an important step in protecting your home or business: reviewing and refreshing your security measures. A little attention now can help prevent problems later and give you peace of mind all year long.

This spring, take a few minutes to:

- Test your security system to ensure alarms, sensors, and cameras are working properly
- Replace backup batteries so your system stays active during power outages or storms
- Inspect doors and windows for secure locks, proper sealing, and any winter damage
- Trim trees and shrubs to eliminate hiding spots and maintain clear camera visibility
- Review and update access codes if they've been shared with employees, contractors, or guests
- Update emergency contact information to make sure the right people can be reached quickly
- Check camera views to ensure nothing is blocking visibility
- Improve outdoor lighting and consider motion-activated lights for added protection
- Secure outdoor equipment such as tools, lawn equipment, or inventory

For businesses, spring is also a great time to review emergency procedures with staff and confirm employee contact information is current.

Taking a few simple steps this season can make a big difference in your safety and security. By staying proactive, you can protect what matters most - your family, your employees, and your property.



Calling all Members: Join Us June 11th!

Pineland Telephone Cooperative will hold its 74th Annual Meeting on **Thursday, June 11th**. Be sure to join us for entertainment, door prizes, cash prizes, and a \$10 bill credit for all members*.

Metter Pre K-8 Educational Complex Cafetorium , 33661 GA Highway 129 S, Metter
Registration: 12:30 pm | Meeting: 2:00 pm Drive thru registration will be available.

Members reside in our Cooperative service area. If you are unsure of your eligibility, please contact us at **800.247.1266.*