

Pineland broadband

BULLETIN

How to Reduce Unwanted Telemarketer Calls

If it feels like unwanted telemarketing calls are becoming more frequent, you're not alone. Many customers are experiencing an increase in these calls, but there are steps you can take to reduce them.

Sign Up for the Do Not Call Registry

Georgia residents can help limit unwanted sales calls by registering with the National Do Not Call Registry. This free service allows you to add your phone number to a list that telemarketers are required to avoid. You can register two ways:

- Online at www.donotcall.gov
- By calling **1-888-382-1222** from the phone number you want to register (TTY: 1-866-290-4236)

While registering can significantly reduce telemarketing calls, it won't stop all of them. You may still receive calls from businesses you've recently done business with or contacted, charitable or religious organizations, and political organizations, surveys, or candid dates.

Simple Ways to Reduce Spam Calls

In addition to registering, a few small habits can help cut down on unwanted calls:

- Only share your phone number with trusted businesses
- Watch for pre-checked boxes that allow marketing calls when filling out forms
- Let unknown numbers go to voicemail instead of answering
- Avoid pressing buttons or interacting with suspicious calls
- Use call-blocking or spam-filtering features when available
- Keep your phone number off public websites and social media

Still Getting Calls?

Telemarketers are required to update their call lists every 31 days. If you continue to receive unwanted sales calls after your number has been registered for more than a month, you can file a complaint.

To report a call, visit www.donotcall.gov or call **1-888-382-1222**. Be sure to have the phone number or company name available when filing your complaint.

We understand how frustrating unwanted calls can be. Taking advantage of the Do Not Call Registry and following a few precautions can help you stay focused on the calls that matter most.



**KNOW WHAT'S
BELOW BEFORE
YOU DIG**



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 number do you call before starting a digging project? _____
2. Name one way to help reduce spam calls. _____
3. How quickly were calls answered by our Customer Service and Service Departments? _____

*Not eligible for credit two trivias in a row. Providing your email signs you up for monthly emails.



CONGRATULATIONS to our previous winners

Teddy Bailey
Roxanne Biggers
Sandra Braswell
Patricia Dodson
Thomas Ferguson

Ted Hurley
Anna Johnson
Haskell McReynolds
Melissa Morris
Ann Pletcher

Deneshia Ricks
Mary Smith
Raymond Wiley
Cora Williams
Monarch Billing Services

pineland proud quarterly stats

Here's a look at what we've been up to during the 1st quarter of 2026. | [January](#), [February](#), [March](#) |

New Fiber Drops Buried

319

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.

Service Orders Completed

900

Orders Completed by Truck
Roll: 783

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.

Calls Answered

5,010

| average per month |

Speed of answer: 18 seconds

These calls were answered by our Customer Service and Service Department during normal operating hours and do not include after hours assistance.

Locates Conducted

2,379

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.

Troubles Received

1,852

"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: 877

Truck Roll Required: 975

No Trouble Found: 215

Customer Equipment: 53

Customer Error: 78

Trouble Types:

Television: 25% Internet: 60% Phone: 15%

*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