

Energy, Integrity, Intention, and Care Drive Pineland's Next Chapter

On Thursday, June 11, 2026, 228 members gathered at the Metter Pre K-8 Educational Complex for the 74th Annual Meeting of Pineland Telephone Cooperative, Inc. The event celebrated another year of growth, innovation, and service while highlighting the Cooperative's continued commitment to serving rural communities with Energy, Integrity, Intention, and Care.

Members enjoyed entertainment from local musicians Chris Lee and Chad Reinbold, followed by an invocation delivered by Tom Osborne of Metter First Baptist Church. During the meeting, President Mark Bland and Chief Executive Officer Dustin Durden reflected on the Cooperative's accomplishments and shared a vision for the future centered on enhancing the value Pineland delivers to its members.



Bland emphasized the Cooperative difference, reminding attendees that cooperatives are built on people working together to meet shared needs and improve the quality of life in the communities they serve. He praised the dedication of Pineland's employees, management team, and Board of Directors, noting that the organization's success is rooted in professionalism, hard work, and a steadfast commitment to service.

A major milestone celebrated during the meeting was the successful completion of the historic Sumter County broadband expansion project. Supported by one of Georgia's largest broadband grants, the initiative brought fiber connectivity to thousands of previously unserved homes, businesses, farms, schools, and community institutions.

"Building the future was just the beginning," said Durden. "Now it's time to make it even better." Durden described 2026 as a transition from an era of expansion to an era of enhancement. With broadband construction projects largely complete, the Cooperative is now focused on maximizing the value of its network through improved services, enhanced cybersecurity, and continued innovation.

As part of that commitment, Pineland recently upgraded its fiber network with new multi-gigabit internet service offerings, providing members with even greater bandwidth to support streaming, remote work, online learning, artificial intelligence applications, gaming, and future technologies. The Cooperative also announced a significantly enhanced video platform designed to deliver a more modern and intuitive viewing experience.

Seven employees were recognized for their dedicated service to the Cooperative, representing a combined 70 years of service. Honorees included Aaron Anderson, Joe Canady, and Casey Yarbrough (5 years); Mandi Cisneros and Matthew Massey (10 years); Ashley Aldrich (15 years); and Wesley Braddy (20 years). Members also re-elected three directors to serve additional three-year terms on Pineland's Board of Directors: Wiley "Chip" Evans IV representing District 2, Ralph D. Clifton representing District 5, and Mark Bland representing District 8.

The meeting concluded with expressions of gratitude to the Cooperative's members, Board of Directors, and employees whose energy, integrity, intention, and care continue to shape the organization's success and strengthen the communities it serves.

For the complete press release, visit www.pineland.net/news

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. How many employees were recognized for their milestone years of service? _____
2. In what county did Pineland recently complete a major broadband expansion? _____
3. How many Service Orders were completed during the second quarter? _____

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



CONGRATULATIONS to our previous winners

Shelba Bailey
Sharen Barlow
Amanda Cooper
Robin Deaux
Larry Douglas

Brenda Harrison
Yvonne Jones
James Kight
Kevin McDaniel
Kay Meridy

Paul Nalley
Allan Thompson
Gail Thompson
Molline Thompson
Belinda Watkins

pineland proud quarterly stats

Here's a look at what we've been up to during the 2nd quarter of 2026. | April, May, June |

New Fiber Drops Buried

185

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

2,663

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

937

Orders Completed by Truck Roll: 752

Some service orders can be handled by phone, while others require a technician visit. 752 of the service orders required us to visit a home or business.

Troubles Received

2,631

"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: 550

Truck Roll Required: 2,081

***No Trouble Found: 298**

***Customer Equipment: 60**

***Customer Error: 88**

Trouble Types:

Television: 22% Internet: 65% Phone: 13%

*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

Calls Answered

5,320

| 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.