



IMPORTANT DISCLOSURES

The following disclosures are contained on our monthly invoices and are being disclosed here for our e-bill customers that have selected paperless billing.

PAST DUE BALANCES

Accounts with ANY remaining balance beyond the 29th of each month will risk disconnection of services. Invoices are due on the 10th of each month, with a grace period until the 29th. If you would like to set up an automatic payment for the 10th of each month with your credit card or bank account, please contact a Customer Experience Associate at (800) 247-1266 during regular business hours. There will be a \$35.00 fee for any returned checks.



DAMAGED FIBER

Due to the elevated increase in damaged and cut fiber, Pineland will charge for any damage to the underground fiber optic cables due to the property owner neglecting to call Georgia811 before digging. Contacting Georgia811 is required by law to ensure that you do not damage or cut any utility cables resting underground on your property. Georgia811 can be reached by dialing 811 or your project can be submitted online at Georgia811.com.



CLOSED CAPTIONING

To report an immediate technical issue regarding closed captioning, please contact (912) 685-2121, (912) 685-3539, or networkops@pinelandtelco.com.

Written closed captioning complaints may be sent to:
Dustin Durden, CEO,
P.O. Box 678, Metter, GA, 30439,
faxed to (912) 685-3539, or emailed to ddurden@pinelandtelco.com.



SERVICE CALLS

All TV and Internet service calls resulting from intentional damage, customer equipment, or fault of customer will incur a \$50 service call fee during regular business hours or \$75 for an after hours trip.

