Pineland broadband BULLETIN
NOVEMBER 2026

Pineland Introduces a New Way to Watch TV - with the Same Local Support

Pineland TelCo is introducing Pineland TV, a new streaming television platform that gives customers more ways to enjoy their programming at home and on the go.

The new platform will replace Pineland's traditional television service over the coming months, with all current TV customers scheduled to transition by April 2027. Customers can call now to learn more and schedule their switch.

Pineland TV combines the same television packages customers know with a new viewing experience. Through the Pineland TV app, customers can watch on compatible televisions, streaming devices, phones, and tablets. Most national networks can also be viewed away from home. Local stations are available only while connected to Pineland Internet, and other channel availability away from home varies.

Customers do not need to purchase a new television to make the switch. The app is available on many Roku, Fire TV, Apple TV, and Google TV devices. For customers who need additional equipment, Pineland has streaming boxes available.

Pineland's local team will help customers determine what their televisions need, get the service set up, and learn how to use it. That includes guidance on the app, equipment, and remote so customers feel comfortable with their new viewing experience.

"New" does not mean customers have to figure it out on their own. Pineland will provide information throughout the transition and help customers take the next step.

To learn more or schedule a transition to Pineland TV, call **(912) 685-2121**.

Statement of Non-Discrimination

Pineland Telephone Cooperative, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U. S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or other-wise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Dustin Durden, Chief Executive Officer. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U. S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination.

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. By what month will all current Pineland TV customers transition to the new PTV platform? _____

2. What phone number can customers call for info and assistance on the new TV platform? _____

3. How many new fiber drops were buried in the third quarter? _____

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

CONGRATULATIONS to our previous winners

Teddy F. Bailey	Eloise Hendley	Steve Powell
Betty Carlson	Vann Irvin	Joyce Prince
Meagan Clark	Haskell McReynolds	Connie Sheffield
Roger Douglas	Rosa Morales	Raymond Wiley
Patrick Gibson	Taylor S. Morris	Chuck Wimberly

pineland proud quarterly stats

Here's a look at what we've been up to during the 3rd quarter of 2026. | July, August, September |

New Fiber Drops Buried — 310

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 — 1042

Orders Completed by Truck Roll: 823

Some service orders can be handled by phone, while others require a technician visit. 823 of the service orders required us to visit a home or business.

Calls Answered — 5,535

| average per month |

Speed of answer: 15 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 — 2,460

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 — 2,948

"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: 603

Truck Roll Required: 2,345
*No Trouble Found: 204
*Customer Equipment: 39
*Customer Error: 13

Trouble Types:
Television: 17% Internet: 69% Phone: 14%

*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