

December 2007

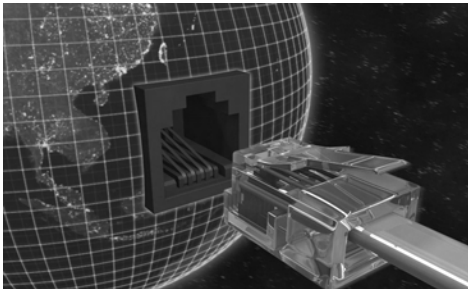


# PEMBROKE TELEPHONE COMPANY

Volume 7 Issue 12

*Monthly Newsletter For Customers & Employees*

## PACCESS is Here!



Pembroke Telephone has changed just about everything you thought you knew about getting on the Internet! Through a new high-speed broadband application called PACCESS, you will be able to access the Internet at the highest speeds we have ever been able to make available. Pembroke Telephone has worked behind the scenes for several years

upgrading its system in several ways to improve the services it provides. One of those upgrades is the use of a TELSTRAT platform that enables high-speed broadband Internet access at speeds currently up to 10 Mbps. In addition to the speeds, the new technologies enable us to provide broadband access at reduced cost. When was the last time you had a price drop instead of an increase? All current DSL subscribers will be converted to PACCESS and will receive the new lower rates starting next month. To better help everyone understand PACCESS and how it will impact you, here is a quick description of the various service levels and pricing:

**PACCESS.** At \$39.99 a month, it is a terrific value for high-speed, broadband Internet access. PACCESS is rated as having a connection speed of up to 1.5 Mbps (download; 512 Kbps upload). Also included are five email addresses and 20 MB of Web-based storage space so you can create your own Web site or Blog.

**PACCESS Select.** For \$49.99, you can double your speed over our standard PACCESS service. PACCESS Select is rated as having a speed of up to 3.0 Mbps (download; 512 Kbps upload), includes five email addresses and 20 MB of Web-based storage space.

**PACCESS Ultra.** This is currently available only to subscribers in areas upgraded to fiber to the premises. PACCESS Ultra is rated as having a speed of up to 10 Mbps (download; 2Mbps upload), includes five email addresses and 20 MB of Web-based storage. PACCESS Ultra is just \$59.99 a month.

For more details on PACCESS services, please read the "PACCESS: Frequently Asked Questions" that follows on page two of this newsletter.

### Dates & Details

#### **Christmas Parade**

December 8

#### **Christmas Holiday**

Pembroke Telephone offices will be closed December 24 and 25 and also on New Year's Day, January 1, 2008.

### Employee Birthdays

Danny Burke 12/6  
Ivey Beardslee 12/6  
Gwen Bacon-Jones 12/15  
Ashley Tyson 12/15  
Donnette Marriott 12/17  
Paul Boyette 12/22

### Contact Us!

Pembroke Telephone  
Company, Inc.  
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PO Box 10  
Pembroke, GA 31321

[www.pemtelco.com](http://www.pemtelco.com)

#### **Business Office**

Monday-Friday  
8:30 am- 4:30 pm

#### **Drive-thru Window**

Monday-Friday  
8:30 am- 5:30 pm

Closed Weekends  
(912) 653-4389

#### **Technical Support**

Monday-Saturday  
7:00 am - 10:00 pm  
Sundays  
8:00 am - 10:00 pm  
(912) 653-4000

# **PACCESS: Frequently Asked Questions**

## **What is PACCESS?**

PACCESS is a broadband-based, high speed connection to the Internet. Unlike cable access, PACCESS is basically a "direct plug" into the Internet pipeline. The subscriber is the sole user of that line. With cable access, you share your connection with all your neighbors who are on the same circuit. The more cable users active at once, the more the broadband strength is reduced and the speed goes WAY down. With PACCESS, your connection is never affected by other users as your line is only used by you. **If you are a current DSL subscriber, you do not need to do anything. Your change to PACCESS is automatic.** If you do not have Internet access through Pembroke Telephone and want to order PACCESS, just call Customer Service at 653-4389. You will get free installation with your contract order for any PACCESS service level. You can also get a wireless network for your house at the same time at a big discount over regular wireless network rates! Just contact Customer Service for all the details.

## **How fast is PACCESS?**

PACCESS is currently rated at connection speeds of up to 10 megabits per second (download), or Mbps, depending on your location. That is almost DOUBLE what some of the competition tries to offer on its best days. Because this is a new product, not all subscribers have yet been updated. Currently, approximately 70% of our broadband customers reside in upgraded system areas. We expect 99% of our subscribers to be upgraded to receive speeds of up to 3 Mbps by the March 31, 2008. For speeds up to 10 Mbps, subscribers need to be on a fiber optic-based circuit called Fiber to Premises (FiP). Pembroke Telephone Customer Service has a schedule of when specific areas will be upgraded for PACCESS. They also have a list of what areas are prepared for FiP.

## **Will every person in the Pembroke Telephone Service area be able to receive PACCESS?**

While we strive to provide all services (telephone, broadband, television) to every household in the North Bryan County area, there may be isolated instances where, due to location, all services may not be provided. In those instances, Pembroke Telephone will provide the best available service.

## **What is "fiber to premises (FiP)?"**

Pembroke Telephone uses two methods of providing broadband signals: copper wire and fiber optic cable. Copper, the traditional method, can carry multiple data streams at current speeds currently limited to 3 Mbps for residential accounts. One strand of fiber, about the size of a human hair, can carry a huge number of separate data streams at speeds currently limited to 10Mbps for residential accounts. Pembroke Telephone is constantly expanding and improving its fiber optic network throughout Northern Bryan County.

## **Is PACCESS faster than cable?**

Depending on which PACCESS level you have, yes. PACCESS works to achieve a consistent connection speed between you and the Internet. With cable Internet access, you never know what you are going to get. All you have to do is just read their "fine print." While they say you might get speeds of "up to" 6 Mbps, chances are it may be slower - a lot slower! Cable Internet access is greatly affected by the use of other subscribers in your area. You might get a promised speed at night when all your neighbors are asleep. But try using your cable access around 7:00 p.m., when your neighbor's teenager is downloading songs for his iPod and the other neighbor is watching an online video of his cousin's vacation. Your access will come to a grinding slowdown. With PACCESS, it is your own access line - you never have to share bandwidth again.

## **Is my broadband speed guaranteed?**

All Internet access, regardless of provider, is best effort service. There are many factors that may affect speed, such as general data traffic on the Internet beyond our area, physical line interruptions and residence wiring conditions. Some things that happen far beyond Northern Bryan County are just beyond anyone's control.

## **How much more will PACCESS cost over my old Standard 256k DSL connection?**

It will cost LESS! PACCESS is a new product that uses several system upgrades and new technologies, including one based on a TELSTRAT platform. As areas are upgraded, our old DSL services will be eliminated. With the new technology, we are able to offer the new Broadband Internet access service at much higher speeds and at a lower price. Our previous Standard 256k DSL was priced at \$52.90 a month. PACCESS is just \$39.99 a month, a savings of almost 25 percent. With our PACCESS package, you get blazing fast connection speeds, up to five email addresses and 20 MB of web storage space so you can create and host your own Web site - and all for less than \$40 a month.

## **When will I get the reduced price?**

All subscribers with Internet access through Pembroke Telephone will see reduced rates starting on January 1, 2008. Even if you live in an area not yet converted to TELSTRAT, you will have your Internet access rate lowered in anticipation of your changeover to PACCESS. You do not need to do anything. The new reduced charges will appear on your bill automatically.

## **If I bundle my PACCESS, will I save even more money?**

Yes! By bundling PACCESS with your telephone and television, you will save even more. Savvy Pembroke Telephone subscribers can bundle telephone, PAC Long Distance, PAC TV and PACCESS Internet access and get a total communication services package for about \$100 a month. That is NOT an introductory price - you will have all your services for the life of the bundle at that one combined price.

## **Can't I just keep my old 256k service, it seems good enough?**

Sorry, but no you can't. As we move through our system technology upgrade, we will be discontinuing our old DSL services. But why would you want to keep your slower speed DSL package? The standard PACCESS service is almost six times faster than Standard 256Kbps service and costs about 25 percent less. If you get PACCESS Select, you will get speeds almost 12 times faster. And if you are in a FiP subscriber area, you can get our PACCESS Ultra service with speeds almost 40 times faster than 256Kbps.

## **Will PAC TV be affected by PACCESS?**

Only in good ways! Because of the our cutting edge system upgrades, Pembroke Telephone is able to provide more broadband volume more effectively. Since PAC TV uses a broadband-based technology to deliver its signal to you, this expansion of volume will only enhance and improve the quality of PAC TV. This technology will also enable Pembroke Telephone to provide more advanced services through PAC TV in the very near future.

**If you have additional questions regarding PACCESS, or to order PACCESS today, call Customer Service at 653-4389!**

## Support for Windows 95/98/NT/2000/ME

Due to changes in industry standards, Pembroke Telephone's Technical Support group will no longer provide support for Windows 95, 98, NT, 2000 or Millennium Edition (ME). Windows XP and Vista will continue to be supported. Users who have Windows 2000 with Service Pack 4 will also be supported at the current time. While our Technical Support group will offer support for all the services of Pembroke Telephone, the above described software packages will not be. Should you be a user of one of the Microsoft products listed above, our group may be able to recommend outside support resources. If you are interested in updating your system to Microsoft XP or Vista, please contact PAC Pros at 653-4389 for an estimate.

## Is Your Bundle Expired?

If you have one of the following bundles, you could be paying way too much for your telephone, video and broadband services: **Basic Standard, Pro, Premium, Family, Family Pro, Family Premium or Total Bundle**. These bundle packages were replaced during the past year by selections that offer subscribers greater overall savings. If you are not sure which bundle you have, please look at the top of page two of your phone bill. Your bundle choice is listed there. If you have an expired bundle, please contact Pembroke Telephone Customer Service at 653-4389 as soon as possible. These old bundles will be suspended shortly and you will begin to be charged the full, non-discounted service prices. One phone call today could save you \$100's in the new year!



## Will there be a new mouse stirring in your house over the holidays?

If there is a new computer, or maybe an upgrade to the old one in store for your holiday season, PAC Pros have an offer just for you. Call us today at 653-4389 and get on the holiday schedule!

**10% OFF**  
**All PAC Pro  
computer services**

This offer applies to applicable labor charges only; hardware and software costs are not eligible for the discount. Only Pembroke Telephone subscribers are eligible and discount can only be used once per household. Use of discount must be scheduled in advance. Offer expires 1/31/2008.

**New PACCESS  
Subscribers Only  
\$25 OFF  
Wireless Home  
Networks**

This offer applies to applicable labor charges only; hardware and software costs are not eligible for the discount. Only Pembroke Telephone subscribers are eligible and discount can only be used once per household. Wireless network must be installed at same time as PACCESS service. Offer expires 1/31/2008.