

April 2008



PEMBROKE TELEPHONE COMPANY

Volume 8 Issue 4

Monthly Newsletter For Customers & Employees

System Upgrades Continuing



Pembroke Telephone is always committed to bringing its subscribers the finest and most reliable services possible through the use of the most modern technologies available. In recent months, we completed the upgrade of more than 85% of our system to accommodate the increased bandwidth requirements of PACCESS and to improve the quality of PAC TV. This conversion is expected to be complete within the next two to three weeks. When complete, nearly all of our subscribers will have the full benefit of PACCESS, our broadband Internet access offering, and use of all current options with PAC TV, including digital video recording. Previously, many of our subscribers were restricted to Internet access speeds of less than 1 Mbps. With the system upgrade, almost everyone will be able to access the Internet at speeds of up to 6 Mbps. Even those speeds will be increasing in the very near future for just about everyone, to speeds far faster and more reliable than those offered by cable competitors! More about that in the coming weeks.

During the upgrade, some PAC TV subscribers noticed an increase of "tiling." This is where the picture intermittently disassembles into small squares and then reassembles. If you noticed this, please be assured that it is being addressed and will be rectified. As with any system issue, tiling should be reported to Technical Support at 653-4000. To segregate system issues from problems with customer equipment, subscribers may be asked to "reboot," or restart their set top converter box. Rebooting clears the memory of the box and gives it a fresh start. We know it may be an inconvenience, but this better enables us to define any problem that may exist. We thank all of our subscribers for their understanding.

Changes to Calls within the Alltel network

Effective April 28, 2008, Pembroke Telephone subscribers who call numbers that are part of the Alltel wireless network and not dialed as local calls will be required to pay long distance charges for those calls. In the past, Alltel paid the long distance charges associated with these calls as part of an agreement between Alltel and Pembroke Telephone Company. Alltel has recently requested termination of that agreement and will no longer pay those charges. The following exchanges will be affected: in area code 912, exchanges 258, 266, 269, 270, 282, 286, 288, 614, 617, 618, 682, 687, 690 and in area code 706 exchange 551. Pembroke Telephone is sorry for any inconvenience this may cause.

Dates & Details

World Health Day
April 7, 2008

Earth Day
April 22, 2008

Employee Birthdays

Patricia Bacon 4/1
Rachel Beckworth 4/6
Richie Edwards 4/6
Mark Boatright 4/15
Tim Hodges 4/17
Ashley DeBose 4/17
Janet Reeves 4/26
Roddy Canas 4/28

Contact Us!

Pembroke Telephone
Company, Inc.
185 E Bacon St.
PO Box 10
Pembroke, GA 31321
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

Fred and George Weasley,
twin brothers to Ron
Weasley of Harry Potter
fame, were born
appropriately on April 1st.



Relay For Life

The annual Relay for Life, benefiting the American Cancer Society, will begin April 4th, 7 p.m. at Hendrix Park, continuing until Saturday morning, April 5th at 7 a.m. Among the events

connected with the Relay is a raffle being sponsored by Pembroke Telephone. The donated prizes include a Howard Hodge basket, lessons and golf rounds at Black Creek Golf Club, JM Video tanning certificates, visits to New Attitude Beauty Salon, Main Street Salon and the Sands Day Spa, tanning visits from Hair Trends, lunch at Lou Ann's Cafe and gift certificates from Helen's Country Flowers, the Country Girls' Cafe and Q-Nails. Raffle Tickets are \$1.00 each or six for \$5.00. They can be purchased at the offices of Pembroke Telephone until 4:30 on April 4th or at the Relay for Life event. The drawing will be held during the event and you do not need to be present to win. Special thanks to all the donors!

Important Notice FUSC Surcharge Factor

Effective April 1, 2008, the amount of the Federal Universal Service Charge (FUSC) appearing on your telephone bill each month will increase as a result of an increase in the Federal Communications Commission's (FCC) Universal Service Fund Contribution (FUSC) factor from 10.2% to 11.3%

The new FUSC amount is calculated by multiplying the FCC's universal service contribution factor against your interstate access service charges. The Federal Universal Service Fund program is designed to help keep local telephone service rates affordable for all customers, in all areas of the United States.

If you should have any questions regarding the FUSC Surcharge Factor, please contact Pembroke Telephone Company at 653-4389.

The Long Distance Plans from Pembroke Telephone

PAC Long Distance

11¢ per minute. No monthly fee, no minimum or maximum usage.

PAC Nationwide

\$5.99 a month; 6¢ per minute. No monthly minimum usage.*

PAC 200

\$15.99 a month with 200 FREE long distance minutes; 6¢ per minute for the next 200 minutes.*

PAC 400

\$25.99 a month with 400 FREE long distance minutes; 6¢ per minute for the next 200 minutes.*

PAC 600

\$35.99 a month with 600 FREE long distance minutes; 6¢ a minute for the next 200 minutes.*

Terms and Conditions

* For PAC Nationwide, any minutes in excess of 600 monthly are priced at 0.11 per minute. For PAC 200, PAC 400 and PAC 600 minute plans, any minutes 201 or more over the minutes included free within your plan are priced at 0.11 per minute. Please contact Customer Service to help determine which plan best meets your calling needs.

Long distance plans are for residential subscribers only and do not require a contract unless used in bundled services. All bundles are for residential subscribers only and require a one year service contract. There is a penalty for early termination. All prices are subject to change without notice within the contract period. Bundle contracts will automatically renew at the end of each subscription period. Pembroke Telephone reserves the right to change or terminate any bundling options. Other terms and conditions may apply. Please contact Pembroke Telephone Customer Service for further details or if you have any questions.