

September 2006



PEMBROKE TELEPHONE
COMPANY

Volume 6 Issue 9

Monthly Newsletter For Customers & Employees

Talk a little, make that *a lot*, longer - Pembroke Telephone introduces new long distance plans to meet everyone's needs!

Pembroke Telephone now has five long distance plans that are tailored to the individual needs of our subscribers. You can choose anything from our most basic plan with no monthly fee to our most comprehensive plan that includes 600 free minutes every month. Whatever your needs, we probably have a plan that will give you the calling flexibility you need and save you money in the process.

Unlike cellular companies where you can easily pay 45¢ a minute if you go over your plan, Pembroke Telephone plans keep you talking for as little as 6¢ a minute. And that's only after you use all your free minutes! For a comparison of all our new long distance plans, please see the back of this newsletter.

By selecting a Pembroke Telephone long distance plan, subscribers are also eligible to bundle their services and save even more. Typical subscribers who get their long distance, digital television service and high-speed, broadband Internet access can possibly save \$360 or more annually by bundling. Our Customer Service professionals can help you decide what combination of services makes the most sense and saves you the most money. Just give them a call at 653-4389 to hear how Pembroke Telephone can cut your monthly communication charges.

The Lucky Winners of our Survey Drawing!

Ivey Beardslee congratulates Sue Cliett (*below left*) our \$50 winner, and Karen Smith (*below right*) our \$100 winner. Congratulations to both winners and thank you to all who entered!



Dates & Details

September 4

Labor Day

Pembroke Telephone offices will be closed.

Employee Birthdays

Miranda Purvis 9/3

Patrick Lane 9/12

Fran Navickas 9/27

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

Did you know:

The first Labor Day was celebrated on Tuesday, September 5, 1882, in New York City and later became a national holiday in 1894.

2006 Customer Survey Highlights

More than 600 people returned our recent customer surveys. Pembroke Telephone is dedicated to refining and expanding our offerings to better meet the needs of our local subscribers. We will take the results of this survey very seriously in making some of our strategic plans. A few of the results include:

Highlight #1 - 69% of subscribers have Internet access and 68% use email. This number is expected to grow quickly as dependence on the Internet expands as a communications medium.

Highlight #2 - Only 14% of subscribers currently use wireless Internet access at home, but 58% indicate they would if it was provided for them. Pembroke Telephone is looking at wireless Internet offerings.

Highlight #3 - 65% of Pembroke Telephone subscribers want to see more local events broadcast on PAC TV. Look for some exciting changes to PAC TV service offerings in the coming months.

Highlight #4 - 91% of subscribers rated both Pembroke Telephone's Customer Service and Technical Support departments very positive. We are working even harder to make that 100% satisfaction!

Thanks to all of you, we have a lot of information to review. Besides service expansion opportunities, you helped us define where we can improve and enhance our current offerings to ensure you receive the best communications services possible at all times. We will keep you informed about new enhancements. Pembroke Telephone wants to be your first choice for telephone, television and Internet access.

The New 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.