

April 2007



PEMBROKE TELEPHONE COMPANY

Volume 7 Issue 4

Monthly Newsletter For Customers & Employees

Looking for an Answer?

The phone always seems to ring right when you are in the middle of something. Maybe you are cooking dinner for the kids, catching the last ten minutes of Survivor or just don't feel like talking to your sister for the third time today. Well, you wouldn't worry about it if you had your own personal voice mail account from Pembroke Telephone. Voice mail works like your own telephone valet, answering the phone with a personal greeting, keeping track of your messages and reciting them back to you when you choose.

Setting up your personal account is really simple. First, you need to order voice mail from Pembroke Telephone. You can get it for a low monthly fee or better yet, you can get it free as part of a service bundle. Just contact Customer Service. Once your order is complete, you just follow a few simple steps to set up your secure, password protected account. Setup instructions, along with some tips, are included on the next page of this newsletter. Once setup is complete, it is ready to work for you. You can listen to your messages from any location as long as you have telephone access. You can skip Aunt Mabel, fast forward through mom and just delete that siding salesman. Your voice mail works for you 24/7, through power outages, crazy days and when you just need a break. Have any questions? Give our Customer Service Representatives a call at 653-4389 today!



Beginning a Seventh Decade of Service to Northern Bryan County

Employees of Pembroke Telephone gathered on March 21st to mark the 61st anniversary of ownership of the company by the family of Ivey Bacon Beardslee. Ivey, and her late husband Paul, have overseen the development of the company from just a few hundred phone lines to a state-of-the-art telecommunications and entertainment provider. More than three dozen people were present to wish Ivey well as she continues to nurture the company and champion the North Bryan County community that means so much to her.

Dates & Details

April 6, 2007

Good Friday

Pembroke Telephone offices will be closed.

Employee Birthdays

Patricia Bacon 4/1
Rachel Beckworth 4/6
Richie Edwards 4/6
Mark Boatright 4/15
Tim Hodges 4/17
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

The Easter bunny was introduced to America by the German settlers in the Pennsylvania Dutch country during the 1700s.

Setting up Voice Mail from your home phone:

1. Dial your home telephone number.
2. When you hear the beginning of the default message, press the * key. You must do this while the message is playing. You will be asked for your password. Enter the default password of 1234 and press the * key again.
3. The Voice Mail system will begin a dialogue that will prompt you on how to set up all functions of the system.

Setting up Voice Mail from someplace other than your home:

1. Dial (912) 653-6000.
2. When you hear the message begin, dial your home phone number with area code and then press the * key.
3. You will be asked for a password. If this is your first time, enter the default password of 1234 or your password and press the * key again.
4. The Voice Mail system will begin a dialogue that will prompt you on how to set up all functions of the system.

Important Notice FUSC Surcharge Factor

Effective April 3, 2007, 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 9.7% to 11.7%

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.