

November 2007



PEMBROKE TELEPHONE COMPANY

Volume 7 Issue 11

Monthly Newsletter For Customers & Employees

Some Tips from Technical Support



Sometimes, a few very basic measures can keep you from experiencing frustration with your telephone, Internet access or PAC TV. By following these tips, you may be able to fix a problem that will get your service going again and perhaps avoid a home visit charge from one of our technicians:

1. Remote control doesn't work. Make sure the batteries are fresh. Never reuse batteries in your remote. This is one of the number one causes of television trouble. If we send someone out to change your batteries, there will be a \$37.50 charge.
2. Phone does not work. You probably have a Network Interface Device, or NID, located on the outside of your house where the phone wires enter. If your phone service is out, plug a working, corded phone (non-wireless) into this outside box. If there is dial tone, it means something is probably wrong with your inside wires. If there is no dial tone, it is probably a service outage. You will need to contact us in either instance, but this information will give us a head start on fixing the problem.
3. Problems logging on to the Internet. A common error is using all or part of your given name instead of your assigned user ID. Other problems arise when you accidentally hit the space bar at the end or middle of your ID or password, as spaces are not allowed. Lastly, do not include "@g-net.net" as part of your user ID.

These tips will not stop all your problems, but they may help. If you continue to have challenges with any of our services, please contact our Technical Support group at 653-4000 until 10:00 pm daily. They are there to help!

'Tis the Season for Giving

Pembroke Telephone is again participating with the Bryan County Children's Fund to better ensure all children in Bryan County have a happier holiday season. For information on how to donate or volunteer with The Bryan Co. Children's Fund, call Bryan Co. Family Connection at 756-3602 or Bryan Co. United Way at 756-5333. "The Good Ole Boys" are also looking for sponsors for this year's golf tournament benefitting the Children's Fund. Contact Bryan County Family Connection at the number listed above.

Dates & Details

Thanksgiving

November 22
Pembroke Telephone offices will be closed November 22 and 23.

Employee Birthdays

Joel Burnsed 11/4
Jeanne McCormick 11/8
John Hoskins 11/8
Benjamin Smith 11/14
Gary Morrison 11/22
Vickie Harold 11/24

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

Jeanne's Asparagus Casserole

- 3 cans asparagus spears
- 1 can cream of mushroom soup
- 1 small jar pimento
- 1/4 cup slivered almonds
- 2 cups shredded cheddar cheese

Preheat oven to 350 degrees. Drain asparagus and pimento, then arrange both together in a large one to two inch deep baking dish. Spread soup over asparagus spears. Sprinkle almonds over mixture, then cover with cheese. Bake for 20 to 25 minutes until mixture is bubbling and cheese is melted.

From *Ivey's Circle of Family and Friends* cookbook. Copies of the cookbook are available for \$5.00 at the Pembroke Telephone offices. All proceeds from the cookbook benefit needy children from Bryan County.

You Spoke and We Listened

A big thanks to the hundreds of of you who took part in Pembroke Telephone's 2007 subscriber survey. We take the survey results very seriously and you will be seeing some improvements, service additions and other changes directly as a result of what you told us! Among the suggestions were expanded programming for PAC TV, changes to our Internet access products and improved service bundles. We also learned that an overwhelming two to one margin of viewers want televised local events. If you have an event that should be covered or mentioned on PAC TV Community Channels 2 or 100, let us know by calling 653-4389.

A special congratulations goes to Kathie Myrick of Pembroke, the winner of \$100 from Pembroke Telephone and to Johnnie Beasley of Ellabell, the \$50 prize winner. All it took was an opinion and five minutes of their time. Thanks again to all!

PACCESS is coming!

The Internet will be new again.