

January 2009



PEMBROKE TELEPHONE COMPANY

Volume 9 Issue 1

Monthly Newsletter For Customers & Employees

2009: The Year is Going to WOW You!



You have heard it before from other companies - just wait and see what we are going to surprise you with next! But when Pembroke Telephone says it, just get ready to be wow 'd! Everyone at Pembroke Telephone is excited about all the new advancements that will be rolled out to our subscribers in the coming year. It is hard to believe some of the advancements that will be coming your way. But first, take a quick look backwards so you will be able to realize just how far we all have come. Forty years ago, most telephones had rotary dials, televisions were usually in black and white and there were three main channels: ABC, CBS and NBC. No one had stepped

on the moon and the new American Motors Spirit sold for \$4000. Ten years ago, projection television sets dominated the market, everyone was preparing for Y2K and you could buzz along the Internet at lightening fast speeds of 256k. A decade later, Pembroke Telephone now offers some of the most advanced communications services possible. In 2008, Pembroke Telephone raised the top speed of its PACCESS Internet access to 10 Mbps, 20 percent faster than cable access. We also enhanced the delivery of PAC TV, creating one of the most stable digital television networks in the area. So what can Pembroke Telephone do in 2009 to surprise you? How about:

High definition television. PAC TV has long delivered the highest quality all digital signal possible. As of February 17th, all television broadcasts nationally will adopt this standard. To enhance television even more, Pembroke Telephone will roll out HDTV to its subscribers in 2009. With resolution more than twice that of standard definition, HD is an experience worth waiting for.

Faster Internet Access. Already offering access speeds of 10 Mbps, PACCESS will be speeding up even more during 2009. As our network continues to be enhanced, PACCESS speeds of 20 Mbps will be introduced to our fiber network customers. 20 Mbps is 78 times faster than 256k service! This service will be available to both our residential and business customers.

(cont'd on next page)

Important Changes to PTC Billing

Beginning with your February billing statements, there will be important changes to the billing for Pembroke Telephone services. These changes will apply to both residential and business subscribers. Charges will remain due and payable by the 15th of each month. Balances not paid by that date will be subject to late charges of 1.5 percent. Additionally, a \$7 per service collection fee will be added. Accounts that have not been paid by the first Wednesday of each month will be subject to disconnect for non-payment. This change extends the time subscribers may pay their accounts before being subject to disconnect for non-payment. To assist subscribers in avoiding late payment charges, Pembroke Telephone will begin using auto debit from your bank account. Similar to recurring credit card charges, this enables the charge for your PTC bill to be automatically deducted from your checking account on the same day each month. No more writing checks, no more worrying about late fees. **Enrollment is simple - all you need is a checking account - and the service is free to all subscribers.** Contact Customer Service today to enroll!

Dates & Details

New Year's Day
January 1, 2009
Pembroke Telephone
office will be closed.

Employee Birthdays

Porschia Moody 1/5
Sy Raulerson 1/10
Beverly Pirkle 1/13
Michael Roberson 2/3
Lynn Hoskins 2/4
Ben Whitehead 2/10
Blanch Grier 2/21
Christie Howard 2/27

Contact Us!

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

February 17, 2009!

On that day, all full-power broadcast television stations will stop broadcasting on analog airwaves and begin broadcasting only in digital. PACTV has been digital since 2005!

2009 (Continued)

Enhanced Calling System. Pembroke Telephone is finalizing the installation of a new MetaSwitch. This system will enable PTC to better manage its subscriber calling services. Included with the debut of the MetaSwitch will be a greatly improved voice mail system, complete with Internet-based visual voice mail!

Expanded Fiber Network. A pioneer in fiber-based technology, Pembroke Telephone continues to offer the only fiber-based network in North Bryan County. This system enables telephone, digital television and ultra high speed Internet access over a piece of fiber about the size of a human hair!

This next year looks to be one of the most exciting yet for Pembroke Telephone and its subscribers. With PAC TV offering cutting edge entertainment, PACCESS moving to speeds unimaginable just a few years ago and unmatched by any provider in the area, Pembroke Telephone provides services to its subscribers that are unsurpassed in quality and level of technology. Even with these services, PTC remains locally-owned and operated, with its owners and employees being your friends and neighbors. You always know you will receive the highest level of services when you subscribe to Pembroke Telephone. Pembroke Telephone is also a supporter of North Bryan County. Through youth programs and civic events, Pembroke Telephone takes pride in helping to build North Bryan County as a great place to live, work and grow up in. We want to thank every one of our subscribers for their support for the years to come!

Lifeline/Link Up Programs

Lifeline and Linkup programs assist in providing those who qualify basic telephone services. A complete description of these programs, and the qualifications for each, can be obtained from Pembroke Telephone Customer Service or our Web site, www.pemtelco.com. Lifeline and Link Up subscribers are required to pay a deposit to obtain non-essential long distance services. Lifeline and Link Up customers can also subscribe to PAC TV digital television and PACCESS high-speed Internet access. Beginning in January, a deposit may be required for these services. This deposit may be waived if the subscriber opts for an automatic payment plan through either bank draft or credit card.

Changes to the Newsletter

Starting next month, the Pembroke Telephone newsletter will begin a new publishing schedule. The newsletter will become an every other month publication, except for the year end issue in December. Please know that this will in no way reduce the level of customer service or information you receive from Pembroke Telephone. We will continue to send you crucial information via email and regular mail. In addition, you should regularly check our Web site, www.pemtelco.com for important announcements. Our Web site also has an archive of newsletters that you can print out or review on line. Remember, if you ever have any questions or need information about our services, please contact Pembroke Telephone Company at 653-4389.

Get up to \$100 for subscribing to PAC TV digital television and PACCESS high-speed Internet access!

With PAC TV's all digital signal and more than 140 channels of entertainment for your entire family,
and PACCESS Internet access,
with speeds up to 10 Mbps that is
LOTS faster than cable, there is no finer choice.

Pembroke Telephone is so sure you will enjoy the service, it will pay YOU to subscribe!*

You can get \$25 when you subscribe to PAC TV and \$25 for PACCESS high speed Internet access.
Subscribe to both and get a total of \$50!

If you switch from one of those other area providers, like DirecTV, DISHNetwork or Comcast, you can
DOUBLE your bonus up to \$100!

How can you go wrong? Call us today at 653-4389 for more details!

*Offer may be terminated or modified without notice at any time. Payment will be in the form of a credit on subscriber's PAC TV or PACCESS account. Other terms and conditions apply. Call Pembroke Telephone Customer Service for additional details. New PACCESS or PAC TV subscribers only; Pembroke Telephone account must be in good standing. Service contract or bundle agreement required. Proof of account in good standing with other service provider is required; you are not required to cancel contracts with other service providers to subscribe to Pembroke Telephone services.