

Annual Meeting

In accordance with federal and state guidelines as well as the Centers for Disease Control best practices with respect to the COVID-19 pandemic, Planters Telephone Cooperative will hold its Annual Meeting of Members at 7:00 p.m. on May 6, 2021. It will be held in the Planters Annex building, the same location as in previous years. **Please note, Members will be required to wear a protective mask to enter.** If you do not bring a mask with you, Planters Telephone will provide you with one prior to entry. To provide further protection, hand sanitizer will be available as you enter the meeting.

If you have any questions or concerns about attending the Planters Telephone Cooperative Annual Meeting, please don't hesitate to contact the business office at (912) 857-4411.



Phone: 912-857-4411
Fax: 912-857-3704
E-mail: planters@planters.net
Website: www.planters.net

Did You Know?

Planters Telephone Cooperative gives you the choice of 3 bundled service offerings of voice and broadband data for residential customers and 3 stand alone broadband data offerings. All packages include unlimited Planters Long Distance calling, voice mail and popular calling features such as Caller ID, Call Waiting, Speed Dial, Call Forwarding and Call Return.

Data Package 1 is local telephone service and broadband internet service with speeds **up to 25Mb/s upstream and up to 25 Mb/s downstream** at a bundle rate of **\$69.95**.

Data Package 2 gives local telephone service and broadband internet service with speeds **up to 100Mb/s upstream and up to 100 Mb/s downstream** for a bundle rate of **\$109.95**.

Data Package 3 provides local telephone service and broadband internet service with speeds **up to 1 Gb/s upstream and up to 1 Gb/s downstream** at a bundle rate of **\$149.95**.

Stand alone broadband data service is offered at three speed tiers, **up to 35Mb/s upstream and up to 35 Mb/s downstream** for **\$59.95**, **up to 100 Mb/s upstream and up to 100 Mb/s downstream** at a rate of **\$99.95** and **up to 1Gb/s upstream and up to 1Gb/s downstream** with a rate of **\$119.95**.

Call the office at **(912) 857-4411** to find out about the full range of services offered by Planters Telephone Cooperative.

Planters Telephone Cooperative is not responsible for the support of customer equipment (such as computers, gaming consoles, televisions, customer-purchased routers/modems etc). For technical support for these devices, please contact the device manufacturer.

10-Digit Dialing

Georgia Area Code 912 - Permissive Dialing Customer Notice

Mandatory 10-Digit Dialing Coming to Multiple States/Area Codes

The FCC has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis (NSPMHC) Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

In order for 988 to work, 10-digit local dialing must first be implemented. For your area code of 912, you will need to change the way you dial local calls.

What will be the new dialing procedure?

To complete all local calls, you will need to dial **area code + telephone number**. This applies to all calls within area code 912 that are dialed with 7 digits.

When will the change begin?

Beginning **April 24, 2021**, you should begin dialing **10 digits (area code + telephone number)** for all local calls. If you forget and dial just 7 digits, your call will still be completed.

Beginning **October 24, 2021**, you must dial 10-digits (area code + telephone number) for all local calls. Local calls dialed with only 7-digits will not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the 7-digit number.

Beginning **July 16, 2022**, dialing "988" will route your call to the NSPMHC Lifeline.

What will you need to do?

In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are life safety systems or medical monitoring devices, PBXs, fax machines, fire or burglar alarm and security systems or gates, speed dialers, mobile or other wireless phone contact lists, call forwarding settings, voicemail services and other similar functions.

Check your website, personal and business stationery, advertising materials, personal and business checks and other such items to ensure the area code is included.

What will remain the same?

Your telephone number, including area code, will not change.

The price of a call, coverage area, or other rates and services will not change due to the dialing change.

You will continue to dial 1+ area code + telephone number for all long distance calls.

You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).

Any available 211, 311, 411, 511, 611, or 811 services can still be reached by dialing their three-digit codes.

Emergency Broadband Benefit Program

The FCC is implementing the Emergency Broadband Benefit (EBB) Program to provide a discount for eligible households on internet service. The EBB program is a temporary emergency federal government benefit program operated by the FCC. Upon its conclusion, households that received a discount under the EBB program will be subject to a service provider's regular rates, terms and conditions for internet service if they elect to continue the internet service. At this time, the FCC has not set a begin date for the EBB program.

Eligible households will receive up to a \$50 per month discount on internet service. The program will be open to households that participate in existing low-income programs; Lifeline, Medicaid, SNAP benefits, households with children receiving free and reduced-price lunch or school breakfast, Pell grant recipients, and those who have lost jobs and seen their income reduced in the last year.

Households that seek to participate in this program can get eligibility and application details about the Emergency Broadband Benefit by visiting www.getemergencybroadband.org

Federal Lifeline Notice

Planters Telephone Cooperative offers the Lifeline program to customers who satisfy applicable eligibility criteria. The program offers a reduced rate on the cost of a customer's local telephone or internet service. It is available only to the household of the customer who meets the eligibility requirements as established by the Federal Communications Commission (FCC). The Lifeline program is part of the Federal Universal Service fund instituted by the FCC and administered by the Universal Service Administrative Company. To inquire about eligibility requirements, please contact the business office at (912) 857-4411 or visit www.planters.net.

Full Service Provider

AS an Eligible Telecommunications Carrier, Planters Telephone Cooperative offers the following in Lifeline and non-Lifeline service offerings.

- Voice-grade access to the public-switched telecommunications network
- Flat-rated local exchange service
- Dual-tone, multi-frequency signaling or its equivalent
- Single-party service
- Access to 911 emergency services
- Access to operator services
- Access to long distance service
- Access to directory assistance
- Toll blocking to qualifying low-income customers

Planters Telephone Cooperative

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STATEMENT OF NONDISCRIMINATION

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing guidelines vary by program or incident.

Persons with disabilities who require alternative means of communications for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)977-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;

(2) fax: (202) 690-7422; or

(3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

OUR MISSION is to deliver quality telecommunications services and support at a reasonable price to the residences and businesses we serve.