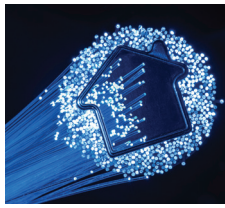


MANAGER'S MINUTE

Fiber Project- Making Great Strides



Your Cooperative continues to make great progress on our fiber deployment project amidst the repeated cuts by other

companies in the area doing their own construction. Also, we are well aware of the traffic delays and other issues caused

by their work. We urge you to contact **VDOT** at **1-800-367-7623** if you experience any issues.

Our goal is to have the construction of our Fiber-to-the-Home project complete by the end of 2021. At this writing, we recently completed Willis and are connecting residents in that area to Citizens gigabit fiber. Construction is taking place in Indian Valley and Fairview areas. You can view our new construction map on our website to get an approximate time that construction will be complete in your area citizens.coop/fiberexpansion.

If you live in one of the already completed areas, call our office at 742.2111 to get on our installation schedule. It is our goal to provide 60% of homes in Floyd County with access to gigabit fiber service by the end of 2019.

I personally invite you to come to our Annual Meeting on Saturday, October 19th. Come hear more about the fiber project and what YOUR Cooperative has planned for the future. Be entertained by the Gate 10 band and maybe a few other surprises. We have some very nice member gifts and doors prizes planned for you, too. Lunch will be provided for members and guests in the Floyd County High School cafeteria following the meeting. Lunch will be catered by Country Kitchen.

- Greg Sapp
GM & CEO



You're Invited to Citizens Telephone Cooperative's Annual Meeting

Saturday, October 19, 2019

Floyd County High School Auditorium

Registration begins: 11 am

Gate 10 to perform before meeting

Submit your proxy by October 17th or at the Annual Meeting

MEETING TIME: 12 Noon

Lunch following meeting served by Country Kitchen

**Member Prizes
43" 4K TV
and more!**

Citizen's Haunted Halloween Circus

Thursday, October 31st, 5 - 8 pm

Citizens is planning another GREAT Halloween event. Guests can enjoy two fun areas.

1. Children's area with circus games, food and free costume photo
2. NEW for 2019 - Haunted Circus Trail from 6 to 8 p.m.*

*Sturdy, closed-toe shoes, such as tennis shoes or other appropriate footwear, are required for walking rough terrain. This is a natural trail. No slip-on or flip flops allowed. Face masks or costumes that impair vision are not allowed on trail.

Designed for ages 13+. Anyone 13 & under must be accompanied by parent or guardian.

Other restrictions and rules may apply. You will be asked to sign a waiver at the event acknowledging the rules.



TECH TIP:

One of the most exciting times of the year is fast approaching. You are preparing to host family and friends. You are busy stocking up on essentials – turkey, dressing, snacks, drinks, the list goes on. But there's one necessity in your home that might get overlooked: Your Wi-Fi.

Whether your guests want to share vacation videos, stream their favorite artist's songs or post selfies on social media, everyone will want a strong and fast Internet connection. Be the 'hostess with the mostest' as granny would say - make sure your Wi-Fi is stronger than the morning brew.

Here are some tips to make sure the Wi-Fi in your home is prepared for the holidays, not to mention every other day of the year:

- 1. Don't treat your router like a doormat.** Place your router off the ground at least 5-7 feet if possible; not on the floor. It's kind of like a light bulb; when you turn it on you want it to shine as far as possible, not straight into the ground.
- 2. Make your router the center of attention.** Instead of placing your router in a remote area like an upstairs corner office, or even worse, the basement; put your router in the center of your home. Remote areas make it hard for the wireless signal to reach all areas of your home. Put your router in the center of the home, preferably on the first floor. Figure out where in your house you use wireless most often and put the router within a clean line of sight to that room.
- 3. Don't waste the view.** Avoid placing your router in front of a window. You are just throwing half your signal out the window.
- 4. Don't stunt your router's performance.** Avoid placing your Wi-Fi router in locations next to or behind your TV. Media components like this can seriously affect your wireless performance. Also, stay away from enclosed consoles with heat producing appliances like a DVD player or game console. Those will also cut down your wireless signal.
- 5. Steer clear of basic home appliances** like cordless phones and microwaves that also can affect your router's performance.
- 6. Don't hide your router.** Set it up out in the open, not tucked in a cabinet.
- 7. Something fishy about your Wi-Fi?** If you have a fish tank there could be. Wireless signals do not pass well through water so keep the router away from your fish tank.
- 8. May be time to reboot your router.** Before company arrives, it may be a good time to reboot your router. Software updates are made from time to time that require a restart - just like any other consumer device.

Follow some of these tips, and you'll definitely have your Wi-Fi optimized for your next big event.

Happy Fall Ya'll!

Welcome New Employees!



Josh Riegel
IT Specialist



Elizabeth Dorsett
Sales Consultant



Fox Slife
Part Time Video
Production Editor



Exciting News! We have added the ACC Network to our Channel Lineup:

- Channel 144 ACC Network SD (Crest, Signature)
- Channel 752 ACC Network HD (Crest HD, Signature HD)

View Buffalo Sports Live Online

Citizens is investing in our local high school by installing automated camera systems in the gym and on the football/soccer field. We are now able to film more sporting events than ever before! You can watch these events LIVE and stream on-demand from anywhere in the world with a monthly, seasonal or annual pass. This is a great opportunity for alumni to keep up with their favorite hometown team.

Visit nfhsnetwork.com/subscribe/retail to subscribe and be sure to enter Floyd County High School. A portion of your subscription goes to support Floyd County High School.



Ten fingers. Ten toes. Two eyes. One nose.

Protect what's important to you. Only \$1 a day.
Sign up for Citizens Home Security today!

 **745.2111** | citizens.coop/security

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