



Citizens

Technology for Your Community



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Manager's Minute



We hope this newsletter finds you well and enjoying the holiday season.

Your Cooperative continues to make good progress in our county-wide Fiber to the Home project. We have most recently completed Floyd North and the Alum Ridge area adding over 2,400 homes passed. The Gig Country project has now passed almost 6,200 homes in Floyd County.

In case you are unsure if the area you live in is complete and ready for us to connect you, we have completed construction in the following areas: along 221, Town of Floyd, Floyd North, Topeco, Willis, Indian Valley, Terry's Fork, and Fairview. For our friends in Copper Hill, your area is also available to connect to CitiZip Gigabit Fiber. Please give our office a call. We are anxious to connect you to CitiZip (1 Gbps) fiber service so your entire home can have a great Internet online experience. You can also view our construction map online at <https://citizens.coop/fiberexpansion/>.

We always work diligently to bring you the best technology backed up by the best customer service and support. So please be patient and supportive as we work through pandemic-related delays and be assured that we are bringing you a fiber-to-the-home network and gigabit broadband that will make you the envy of everyone around.

A benefit of having 1 Gbps fiber service is having enough bandwidth to stream TV and be online with all the devices in your home. With that said, we are happy to announce that we have launched the newest in television technology SFN TV Now powered by Citizens. Not only could watching your favorite TV channels from the online app be convenient, but the three simple packages that we have available could also save you money. SFN TV Now is an app that you download onto your device or media player. If you already watch movies online, you are accustomed to streaming and media players.



One of the best things about SFN TV Now is that you get all of your favorite channels plus the local channels, and you can record all that you want to Cloud DVR to watch over the next seven days. In addition, SFN TV Now does NOT count against your "Sized Right" Citizens Usage Tier. Other internet streaming services do count in usage and can add up quickly depending on picture quality and how much you watch.

Give one of our Sales Consultants a call to learn more by calling 540.745.2111 or 276.637.6485.

It's available in fiber areas right now but as each area is released it will become available to more customers.

Thank you for being our customer and entrusting us to be your communications provider. It is our mission to provide you with Quality Service, Excellent Support, and Advanced Technology.

Sincerely,
Greg Sapp
CEO & General Manager

FREE Community Event

Your Cooperative is happy to host **Christmas Lights Spectacular** beginning Sunday, November 28th through January 1, 2022.

We invite you to join us for **Holiday Fest** on Thursday, December 9th from 6 - 8 pm at our office, 220 Webbs Mill Road, Floyd. There will be music, hot cocoa, cider, smores, and more! Dress for the weather as this is an outdoor event and social distancing is recommended.

Welcome Aboard!



Thomas Daley
Mapping Specialist



Quentin Horn
Part Time,
Video Production Editor

DCJS #11-9804

New Dialing Procedure for Customers with the Virginia 540 Area Code



All customers with the 540 area code should prepare for 10-digit dialing and the introduction of the new 826 area code. The 826 area code will be added as an overlay to the 540 region. An overlay is the addition of another area code (826) to the same geographic region served by an existing area

code (540). **An overlay does not require customers to change their existing area code but does require customers to dial the area code to complete local calls.**

A permissive dialing period will begin on November 13, 2021, to give consumers adequate time to adjust to the dialing changes.

During this period, local calls can be made with either 7 or 10 digits, and all calls that are local will continue to be local even though you dial 10 digits.

Beginning May 14, 2022, mandatory 10 digit dialing will begin. All local calls made within the VA 540 area code must be placed using 10 digits (area code + the 7-digit telephone number).

Beginning June 14, 2022, new telephone lines or services may be assigned numbers using the new 826 area code.

The key facts for consumers to know about the upcoming VA 540/826 area code overlay are:

- Your current telephone number, including the current area code, will not change.
- If you seek new phone service on and after June 14, 2022, you may be assigned a phone number with the 826 area code.
- You will need to dial the area code + telephone number for all local calls, including calls within the same area code.
- You will continue to dial 1 + area code + telephone number for all long-distance calls.

- What is a local call now will remain a local call.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- You can still dial just three digits to reach 911. You can also dial three digits to reach 211 and 811, as well as 311 and 511, where available.

Please remember to identify your telephone number as a 10-digit number and include the area code when giving the number to friends, family, business associates, and customers, etc.

Customers should ensure all services, automatic dialing equipment, applications, software, or other types of equipment are reprogrammed to dial 10 digits if they are programmed to dial just 7 digits and recognize the new 826 area code as a valid area code. Examples include life-safety systems, fax machines, Internet dial-up numbers, gates, ankle monitors, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions. Be sure to check your business stationery, advertising materials, personal checks, and your personal or pet ID tags to ensure the area code is included in your telephone number.

Important safety and security equipment, such as medical alert devices, and alarm and security systems must be programmed to use 10-digit dialing. Many systems operate on 10-digit dialing by default, but some older equipment may still use 7 digits. Please contact your medical alert or security provider if you are not sure whether your equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit local dialing. Any needed reprogramming of alarm and home security equipment must be done between November 13, 2021, and May 14, 2022.

Remember that all local calls must be programmed using 10 digits, and add '1' for all long-distance calls.

For additional information, please visit the Virginia State Corporation Commission at <https://www.scc.virginia.gov> or contact Citizens Telephone Cooperative at 540.745.2111.

Honoring Our Veteran's

Thank you for your
service to our country!

Dexter Wood Jason Vaughn
Dean Wood Jay Conner



Employee Recognition

Thank you for your dedication to Citizens



Michael Herring
20 years



Donna Smith
20 years



Dean Wood
25 years