



# Citizens

Technology for Your Community



TELEPHONE



TELEVISION



INTERNET



BUSINESS



MEDICAL

Volume 12 | Issue 2 | Citizens Coop | May 2022 | 220 Webbs Mill Road | Floyd, VA 24091 | P: 540-745-2111

## Manager's Minute

### "We are Plowing, Splicing, and Installing Fiber Every Day!"



Your Cooperative is so happy to see the sunshine and warmer temperatures. Our Fiber to the Home project is gaining momentum with the break in the weather.

Through the winter we efficiently continued to plow, splice, and install fiber services. The Possum Hollow area is now complete and we are ready to process your order if you or your neighbor has not already contacted us to do so. More than 60% of Floyd County has fiber available so give our Sales Consultants a call and let's get you on our schedule for the summer.

We continue to collaborate with the County and apply for VATI funds and plan for expansion in other areas to bring CitiZip Fiber to the most rural areas; even those with long driveways and private roads. We appreciate your quick response as we survey the needs of the residents in our area. Through your response, we anticipate construction to start in Dobbins Hollow and Mabry Mil by this summer.

We have also experienced delays in equipment delivery and shortages as have most national companies. Citizens has a lot to accomplish and it may seem far off as you read this, but timing is essential and our team is surveying, planning, designing the fiber build, and laying out plans to meet your need for Internet service. That is our goal as your Cooperative -- to provide quality service, excellent support, and advanced technology. Our team is dedicated to building a fiber infrastructure for generations to come.

We are excited to hear feedback from some customers who have already migrated to SFN TV Now powered by Citizens. The new streaming TV app is saving customers money and giving an enjoyable experience with less equipment, more channel selections, and a crisp/clear picture. If you have Fiber or Cable Modem service, I encourage you to switch today!

Another exciting product we now offer is Advanced WiFi. It's a HomePass® app powered by Plume. I'm hearing a lot of good comments about the adaptive technology and endless connectivity it gives in your home. Customers love the Parental Controls and the ability to a set up Guest network so visitors do not have to use their personal password to access the WiFi in the home. Check it out <https://citizens.coop/citizens-advanced-wifi/>

Sincerely,  
Greg Sapp  
CEO & General Manager

## Employee Recognition

Thank you for  
your dedication  
to Citizens



Congratulations to **Cindy Weaver** on 20 years at Citizens!

## Welcome Aboard!



**Hollie Pugh**  
Billing Administrative Support



**Maggie Snavelly**  
Customer Care Support Specialist



**Megan Bond**  
Finance Office Assistant



**Michael Poff**  
Central Office Technician



**Rodney Phillips**  
Plant Maintenance Technician

## 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.**

**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, 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 by 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.



## Information about Citizens TV services

### Analog TV Service:

By now, Citizens' Analog TV customers should have received written notices explaining our plans to dissolve the Analog TV service by June 30, 2022. We have also tried to reach those who have not responded to our letter by phone and email. **It is imperative that we discuss TV options with you prior to June 30th.**

Businesses and customers living in apartments/multi-dwelling units with special contractual arrangements will be handled on an individual basis by your Citizens account agent.

If you are a residential Analog TV customer and have not transitioned to SFN TV Now powered by Citizens or have chosen another TV service, please contact our office immediately to avoid your TV service being turned off.

We appreciate your cooperation and your quick response.

### Digital TV customers are Migrating to SFN TV Now and Watch TV Everywhere is Dissolving

In an effort to keep rising TV costs to a minimum while still providing our customers with the best quality services possible, Citizens has started phasing out our digital TV service as fiber optic or cable modem service becomes available. The last phase of the ACAM fiber construction project is scheduled to begin in late 2022. Many areas are already complete and we encourage you to contact us about connecting to the 1 Gbps CitiZip Fiber Internet service and migrating to SFN TV Now powered by Citizens.

Our SFN TV Now streaming TV service allows you to take all of your channels with you on a mobile device ANYWHERE and use the Replay and DVR features as well. Use a smartphone, a tablet, or a laptop anywhere you have internet service. This feature has made the legacy Watch TV Everywhere service obsolete and unnecessary and it has always been an extra cost feature for us. SFN TV Now will give you more options and more freedom.

**If you have not already, we encourage you to explore the savings of SFN TV Now which is available to fiber and cable modem customers.** If you use Watch TV Everywhere, you are already accustomed to watching TV via the Internet and may already have a video or media player to **stream television on a Fire Stick or Roku. SFN TV Now is a streaming app so you can download and begin enjoying all the local stations and many of the same channels that you are now receiving on digital TV at a LOWER cost. One subscription to SFN TV Now lets you watch TV on up to FIVE TVs or mobile devices for one low monthly subscription cost.**

Explore the savings and make the move today!  
We have three great TV packages to choose from and we believe you will enjoy new features like Replay which lets you watch a program aired in the last 24-hours and Catch Up in case you miss the first bit of a program. You can also Record your program and watch it within a 7-day window.

For more information, visit <https://citizens.coop/lineup/> to view the SFN TV Now Channel Lineups. Please contact one of our knowledgeable Sales Consultants to switch to SFN TV Now powered by Citizens today by calling 540.745.2111 or 276.637.6485.



### Want to Learn More About the Newest TV Technology?

Ask about SFN TV Now and sign up for one of our educational sessions so you can see it for yourself. Give us a call at 540.745.2111 or 276.637.6485 to sign up.

**We will be holding sessions in Floyd, Ft. Chiswell, and New Castle.**

SFN TV Now is a new TV service with three convenient packages to meet your viewing needs.

Essentials	Premier	Ultimate
40 channels including locals, weather, and more	138 of the nation's most requested channels	159 channels including movie channels
Local channels Weather	Local channels Weather Sports	Local channels Weather Sports Movies 20 premium movie channels including Starz and Showtime
\$29.95	\$79.95	\$99.95

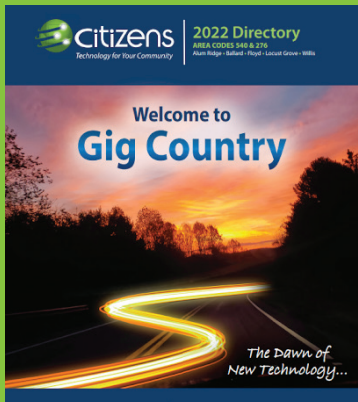
Simply download the App on your streaming device (Roku, Firestick, or Smart TV), enter your login credentials, and start watching TV today!

**Let us help you get started. Give us a call at 540.745.2111 or 276.637.6485.**

### More Good News... HomePass® powered by Plume

Citizens now offers Advanced WiFi with an App that gives YOU control of your WiFi network in the palm of your hand.

Check out HomePass® powered by Plume <https://citizens.coop/citizens-advanced-wifi/> for all the details. The WiFi pods are attractive and are placed in your electrical wall outlets to give your continuous, worry-free, WiFi throughout your home. These pods are GREAT for multi-level homes or large sprawling homes for a better online experience throughout the home for only \$9.95 a month (includes two pods).



### The NEW Directory is Here!

Telephone directories have been mailed. If you need an extra telephone directory, please stop by the office.



## GET GIGGY!

Enjoy Internet speed like never before with WiFi that blankets your home.

Ask about our **Advanced WiFi powered by Plume** for connectivity that travels throughout your home with you. Jump into streaming with **SFN TV Now powered by Citizens**. Cut the cable and enjoy **TV on all your devices** for one low price.



**[citizens.coop](https://citizens.coop) • 540.745.2111 • 276.637.6485**