



TELEPHONE



TELEVISION



INTERNET



BUSINESS

Happy Holidays

from our family to your family





MANAGER'S MINUTE:

What an exciting and productive year this has been for your Cooperative!

LOOKING BACK, we have accomplished so many things. We've made improvements in our operating systems, created new content for CCTV which includes "The Ag Show" hosted by Jon Vest with the Floyd Extension Office, and have hooked up over 1,500 homes to fiber. Just to name a few things.

It's thrilling to end the year with over 650 miles of fiber constructed in Floyd County. Our fiber map has one area left to complete and we look forward to connecting with those customers in early 2024. I can't extend enough appreciation to our dedicated team of employees. So much goes on behind the scenes to deliver service to our customers; it's indescribable in a newsletter. It's a delight to come to work each day knowing that people are dedicated to the task before them. We truly have the best group of employees -- we have people that CARE about people.

It's no small task when you know that people depend on the services we provide. Each employee, regardless of their role, takes their job seriously. For this, I am truly thankful. As depicted by the picture frames in this newsletter, we are all a family. Our customers are family too; it's important that you are treated with respect and delivered a service that you can rely on.

At this writing, we are over 90% complete with the ACAM fiber project passing over 9,500 homes, and have connected over 4,000 customers. With only 56 more miles of fiber to deploy, this is an exciting time for our community! Being recognized as a Smart Rural Community Provider, we remain dedicated to customer service and committed to technology! 2024 brings more excitement as we wrap up the fiber

construction and finish migrating customers to the new SFN TV Now platform. We close down our legacy headend overcoming the challenges of set-top box issues. Of course, we do not know what the future could bring, but we count ourselves fortunate to carry the majority of the nation's most requested channels for a lesser cost than when TV was launched in 2004. Our knowledgeable team is ready, willing, and able to assist you with any questions you have about our new products. We will gladly teach you how to use all of the functions available with our services so you get the best experience. Just give us a call.

I appreciate all of our members who came to the Annual Meeting. It was nice to see you and have time to talk with you. It was good to see everyone who came out to our Halloween Event. It was a different 'spin' on it this year with a new theme and lots of fun games.

Our team is looking forward to hosting a Finish-Line Community Party next year. Watch for details on our website, social media, and Bulletin Board Channel.

On behalf of all of us at Citizens, we hope you have a blessed holiday season. Until I see you again, my door is always open to you.

Sincerely,
Donna Smith
CEO & General Manager

EMPLOYEE MILESTONES!

Chris Bond - 25 Years of Service
Curtis Stanley - 25 Years of Service

Heath Moore - 5 Years of Service
Scott Hughes - 10 Years of Service
Jeff Belshan - 20 Years of Service

HOLIDAY CLOSINGS

Saturday, December 23rd, 2023
Monday, December 25th, 2023
Tuesday, December 26th, 2023
Monday, January 1st, 2024