



INTERNET



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Manager's Minute

Welcome to 2025: The Future Is Now!

The telecommunications industry continues to evolve at an unprecedented pace, with technological advancements, new trends, and a growing need for connectivity. Your Cooperative is confident that we are on the brink of a new era that promises to reshape how we communicate, work, and live. With Gigabit Fiber, YOU are in control of how you use it. We are just happy to provide it for you.

The Continued Growth of IoT

The Internet of Things (IoT) continues its rapid expansion, connecting everything from smart homes and wearables to industrial machines and agricultural sensors. In 2025, the number of connected devices is expected to soar, with billions of new IoT devices coming online every year. Internet providers like Citizens will play a vital role in supporting this massive growth, ensuring reliable and secure connectivity.

Looking Ahead

2025 is taking shape to be an exciting year. As more homes and businesses become more connected than ever before, we are excited to be part of this incredible journey. Our Board of Directors, management, staff, and contractors are dedicated to serving YOU. Keep an eye out for updates on new product offerings as we continue to explore opportunities and features to lessen your technological challenges.

Our team is on hand to help educate and guide you with your services. We realize most people only use a portion of what their services can do. We are happy to extend a helping hand -- look for educational information coming soon based on the services that you are subscribed to.

Connecting People and Communities

We are happy to share the news that Citizens has been awarded a Community Connect Grant that will enable us to serve portions of Carroll County. We look forward to bringing Gigabit (1Gbps) Fiber Internet to Dugspur, Laurel Fork, and surrounding areas with construction starting in early Spring. Today, the LECAP (Line Extension Customer Assistance Program) through the Virginia DHCD (Department of Housing and Community Development) is helping aid customer connections in Carroll and Grayson Counties neighboring our existing fiber network. Our Marketing team will be notifying the residents along roads that we can serve. However, if you have friends in these communities, have them Press 2 when calling our office at 276.637.8485 to speak to our Sales team for all the details.

Wishing You a Year of Progress and Possibilities

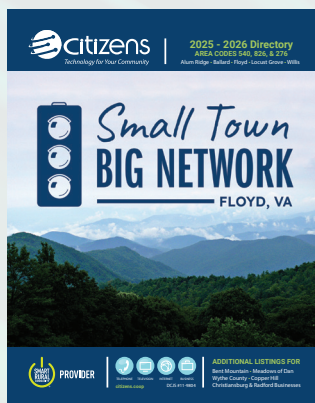
The future is bright for your Cooperative. Thank you for putting your trust in us to be your provider. As technology continues to evolve, we continue our commitment to embracing these changes and leveraging them for your benefit. Our mission to provide you with quality service, excellent support, and advanced technology continues. Until I see you again, my door is always open to you.

Sincerely

Donna Smith | CEO & General Manager

DIRECTORY CHANGES:

Based on valuable customer feedback, we're making a change to the printing schedule of the Citizens' Telephone Directory. Beginning in April 2025, the directory will be printed and distributed every other year. The next edition will be available in April 2027. To ensure you stay updated, a New Number sheet will be distributed in 2026. Thank you for your understanding, cooperation, and support in helping us reduce the environmental impact.



OFFICE CLOSINGS

Friday, April 18, 2025
Good Friday

Monday, May 26, 2025
Memorial Day