



## Manager's Minute

**AS WE BEGIN 2026**, I want to personally share how the next generation of technology can improve your experience—and why the people behind our network matter more than ever.

At Citizens, we consistently invest in smarter, faster, and more resilient technology to meet the growing demands of how you live, work, and connect. But while technology is evolving rapidly, our commitment remains unchanged: *people first and dependable service*.

In the coming year, you'll see continued improvements in network performance, reliability, and security. Advanced automation and intelligent monitoring tools will help us detect and resolve issues faster—often before you even notice them. These tools don't replace our team; they empower them. Our engineers, technicians, and customer care professionals use these systems to focus on what matters most: delivering dependable service and personal support when you need it.

Behind every connection is a dedicated employee who understands your community, your business, and your

expectations. New technology allows our teams to work smarter, respond faster, and spend more time helping customers—rather than managing manual processes or outdated systems.

You will also benefit from enhanced security protections and smarter network management as online activity continues to grow. We plan to host classes and provide videos to educate you and to keep you safe online. You are the reason our employees continually train to stay ahead of emerging technologies and threats, ensuring your connection remains safe, strong, and future-ready.

Thank you for trusting us to keep you connected. We are excited about the future and proud of the people who make it possible—working every day to earn your confidence.

Until I see you again, my door is always open to you.

Sincerely,  
**Donna Smith | CEO & General Manager**

### Tired of Robocalls and Telemarketers?

The **National Do Not Call Registry** was created to prevent unwelcome calls from telemarketers. It prohibits all telemarketing except from companies with which you have an existing relationship and certain non-profit organizations from calling you. You can register or learn more by visiting the website below. You can also register your phone number by simply calling the number below from the phone number you would like to add to the list.



[DoNotCall.gov](https://DoNotCall.gov)

1-888-382-1222 or (TTY: 1-866-290-4236)

### Holiday Closings

**Monday, February 16, 2026**  
Presidents' Day

**Friday, April 3, 2026**  
Good Friday

**Please Note:** From January to March, Citizens' office and drive-thru will be closed on Saturdays.