



INTERNET



TELEVISION



PHONE



BUSINESS



Manager's Minute

I DON'T KNOW ABOUT YOU, but I love this time of year. Regardless of the weather, your Cooperative has been hard at work throughout the first part of the year. The snow and ice delayed some construction as we started the year, but thanks to the foresight of our Engineering team, we had a healthy start on construction. We were able to shift from plowing to testing and connecting homes to CitiZip Fiber. We did not experience much downtime, and we continued to make good progress. I'm so proud of our Teams.

Speaking of teams, our Sales team has enjoyed meeting some Carroll County residents while working at the Dugspur Community Center. In April, we started holding "Coffee and Conversation" at the Dugspur Community Center each Thursday. Come by and ask any questions you have about Citizens' services and why Fiber is your best option for Internet. Our team is on hand to give you a demonstration of SFN TV Now and talk about Outdoor Wi-Fi just in time for all of your outside gatherings.

Our teams are also meeting lots of residents and making new friends in the Wythe County area. As we complete construction in areas covered by the VATI Grant, we are stopping by homes to leave a door hanger so you can contact us at your convenience. Please tell your friends and neighbors to reach out.

We're looking forward to connecting with everyone at local events. If you work or volunteer for a non-profit organization, let us know. We will be happy to advertise for you on our Bulletin Board Channel.

Lastly, I wanted to mention that due to decreased in-lobby and drive-thru traffic on Saturdays, we have adjusted our office hours to Monday - Friday, 8 am to 5 pm. Although the reliability of Fiber has reduced service call needs, we still have technicians available on

the weekend should an outage occur. Still, we remain dedicated to customer service. For your convenience, we have a variety of methods to handle your business needs:

- **E-Care - Online Payment Portal:** Many of our customers pay by automatic bank draft or credit card. If you would like to set up automatic payments, just let us know. Our E-Care platform is available 24/7 for you to initiate an electronic payment.
- **24/7 Support Availability:** Our 24/7 Support team can easily process payments, provide technical support, and establish trouble tickets to escalate to local technicians for service restoration.
- **Drop-Box Payments:** Most customers who came by the office during the "Winter Hours" did leave payments in the drop box, which will continue to be an option for customers less comfortable with digital methods.
- **Request Services at citizens.coop:** Request and sign up for services electronically through our website.
- **Equipment Return:** We do have a public option for customers to return equipment in the Fort Chiswell area. In Floyd, we have a storage bench conveniently located at our front door for easy equipment return outside of office hours.

If at any time you find our adjustment of hours affects your ability to work with us, please contact me directly by emailing donnasmith@citizens.coop or calling 540.745.9523.

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

Sincerely,

Donna Smith | CEO & General Manager



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Have You Downloaded the Citizens CommandIQ App?

If you have Citizens SmartHome Wi-Fi or have a Gigaspire router, as shown here, you should download our NEW CommandIQ app to maximize your Internet service. On all new installs, we will ask you to download the Citizens Command IQ app so our Techs can connect your devices and show you how to use the features of the app. In addition, we will be sending emails and sharing information about the Experience IQ and Protect IQ that are features included in your app, providing you with important insights into your home network.



What People Are Saying About SmartTown

Local Repair people are finding they are connected in more places to complete work orders, saving them time and improving efficiency for their customers. **Local Contractors** can receive messages and calls in poor cellular areas. **Pastors** are able to stay connected when visiting in rural areas. **Caregivers** can connect without using the username and password of the homeowners.

SmartTown[®]

*You never know when or where it may benefit you.
Thankful to live in a SmartTown.*

Upcoming Events - Come See Us!

Friday, June 5th • 4:30 pm - 9:30 pm
Community Connections Day, Withers Park in Wytheville

Saturday, June 20th • 4:00 pm - 6:00 pm
Cruise-In at Citizens
Bring your antique, classic, and muscle vehicles

June 20th - 27th
Look for us at the **Chautauqua Festival in Wytheville!**

Saturday, August 15th • 4:00 pm - 6:00 pm
Cruise-In at Citizens
Bring your antique, classic, and muscle vehicles

Saturday, August 22nd • 7:00 am - 1:00 pm
Citizens' Yard Sale

August 26th - 30th
Carroll County Ag Fair

All Summer:
Small Town Summer, Lineberry Park in Floyd
Wytheville Concert Series

Each Thursday • 8:00 am - 5:00 pm
Coffee & Conversation
Dugspur Community Center

Holiday Closings

Friday, July 3rd **Monday, Sept. 7th**
Independence Day **Labor Day**