



**Citizens**

*Technology for Your Community*

# Enhance Your Phone Service with **CALLING FEATURES**



# Getting to Know Your Calling Features

Make the most of your Citizens telephone service by adding Calling Features to fit your lifestyle and business needs. Calling Features make it easy for those on the go to always be reachable and have the peace of mind knowing that your calls are handled appropriately when you are away. Manage your voicemail, screen telemarketers, and schedule privacy when you do not want to be disturbed through our online, easy to use web portal at <https://citizens.coop/myphone/> or ask about our handy Apps to manage your service from your SmartPhone today!

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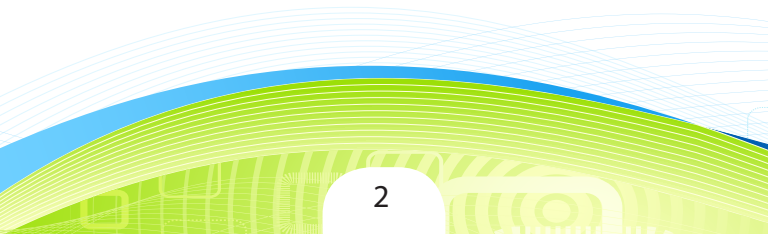
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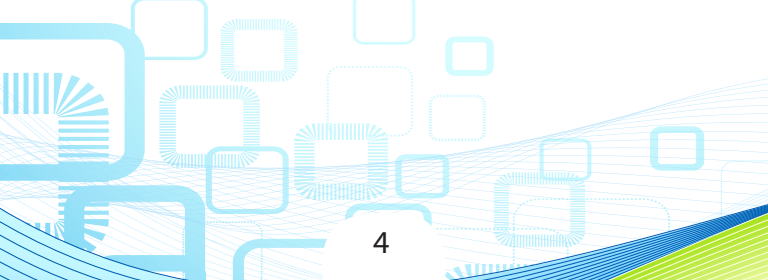
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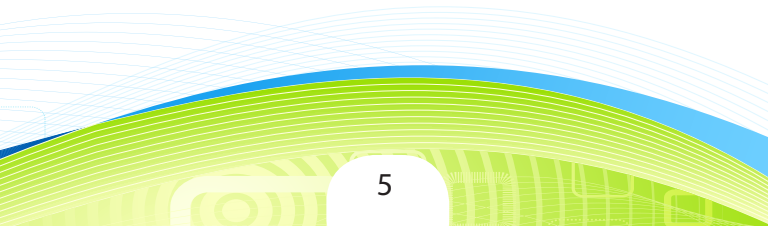
Simplify your life with the ability to access your messages from anywhere. Retrieve messages from home or away. You can also choose to receive messages via email. Notification is immediate and you can listen to the message from your computer or Smartphone instantly. You can also set up individual mailboxes for each person in your home or business.



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# Custom Calling Feature Instructions

## **Anonymous Call Rejection** (comes with Caller ID)

Allows you to reject calls from private/anonymous callers. When active any privacy marked calls are directed to an announcement and your telephone does not ring. The feature will remain ON until you turn it off. If you have Selective Call Acceptance and/or Selective Distinctive Ringing, calls from numbers included in your list will be connected through to your telephone, even when the call is marked private.

### **To Use Anonymous Call Rejection:**

1. Press \* 7 7, listen for 2 beeps
2. Hang up.

### **To Cancel Anonymous Call Rejection:**

1. Press \* 8 7, listen for 2 beeps
2. Hang up.

## **Automatic Hot Line**

Allows you to call a pre-designated number or emergency service by simply lifting the handset and pressing any button. The pre-designated number is selected by you when you order your Automatic Hot Line service. To change this number, you must contact Citizens. To Use Automatic Line: Lift the handset and Press Any Button. The pre-designated number will immediately be dialed.

## **Call Forwarding**

Allows you to redirect all calls to another telephone number. It gives you the ability to accept calls at another number or have your calls answered by someone else while you are away. Calls forwarded to long distance telephone numbers will be charged to you at the appropriate rate.

### **To Activate:**

1. Dial \* 7 2. Listen for three beeps.
2. Dial the telephone number to which calls will be forwarded.
3. When the telephone number to which calls are to be forwarded answers, the feature is success fully activated.
4. If the forwarded-to number is busy or does not answer, the activation steps must be repeated again within two minutes to complete activation.

### **To Deactivate:**

1. Dial \* 7 3. Listen for two beeps.
2. Hang up.

### **Call Forwarding - Busy Line**

Allows you to redirect incoming calls when your line is in use. Calls forwarded to long distance telephone numbers will be charged to you at the appropriate rate.

### **To Activate:**

1. Dial \* 5 2. Listen for three beeps.
2. Dial the telephone number to which calls will be forwarded.
3. When the telephone number to which calls are to be forwarded answers, the feature is successfully activated.
4. If the forwarded-to number is busy or does not answer, the activation steps must be repeated again within two minutes to complete activation.

### **To Deactivate:**

1. Dial \* 5 3. Listen for two beeps.
2. Hang up.

### **Call Forwarding - Fixed Destination**

Allows you to have all incoming calls forwarded to a specific, prearranged, telephone number. Simply turn feature on/off as needed. This feature eliminates the need for you to enter the 7-digit number that calls should be forwarded to; simply enter the feature activation code and calls will be forwarded to the predetermined number. Calls forwarded to long distance telephone numbers will be charged to you at the appropriate rate. To change the number that calls are forwarded to, contact Citizens 745.2111.

### **To Activate:**

1. Dial \* 6 8.
2. When you hear the confirmation tone, the feature is activated.

### **To Deactivate:**

1. Dial \* 8 8.
2. A confirmation tone indicates that the feature is deactivated.

## Call Forwarding - No Answer

Allows you to redirect incoming calls after a specified number of rings has occurred. The default number of rings is four. Calls forwarded to long distance telephone numbers will be charged to you at the appropriate rate.

### To Activate:

1. Dial \* 9 2. Listen for three beeps.
2. Enter the number of rings desired (valid number of rings are 2 thru 9).
3. Dial the telephone number to which calls will be forwarded.
4. When the telephone number to which calls are to be forwarded answers, the feature is successfully activated.
5. If the forwarded-to number is busy or does not answer, the activation steps must be repeated again within two minutes to complete activation.

### To Deactivate:

1. Dial \* 9 3, Listen for two beeps.
2. Hang up.

## Call Forwarding - Remote Access

Allows you to activate and deactivate Call Forwarding from a location/device other than your home/business using an assigned PIN (Personal Identification Number). Requires that your line has Call Forwarding feature(s). You must contact Citizens to change your PIN.

### To Use:

1. Dial 745-0724.
2. After hearing the special dial tone, dial your 7-digit home telephone number and your PIN.
3. When you hear a special dial tone again, enter the appropriate activation code:
  - \* 7 2 for Call Forwarding All
  - \* 5 2 for Call Forwarding Busy Line
  - \* 9 2 for Call Forwarding No Answer
4. Enter the number to which calls should be forwarded.
5. When the telephone number to which calls are to be forwarded answers, the feature is successfully activated.



6. If the forwarded-to number is busy or does not answer, the activation steps must be repeated again within two minutes to complete activation.

### **To Deactivate:**

1. Repeat the steps above and dial the appropriate deactivation code:
  - \* 7 3 for Call Forwarding All
  - \* 5 3 for Call Forwarding Busy Line
  - \* 9 3 for Call Forwarding No Answer

## **CALL MANAGEMENT- OUTGOING CALLS**

Provides the ability to manage your outgoing call usage. You can allow or block calls to specific numbers and call types. Originating call types including International, Operator, Long Distance and local calls can be selected by type as either "allowed" or "blocked". In addition, specific numbers can be identified as "always allow" or "always block". Override capability is available by a PIN (Personal Identification Number) so that calls normally blocked may be completed on a per-call basis by anyone who knows the PIN. There are several options for Call Blocking.

**Standard Toll Block** - Blocks users from making any long distance calls (including community link calls).

**Toll Block with 800 Service** - Blocks long distance calls but still allows calls to 1-800 numbers.

**Toll Block with Community Link** - Blocks long distance but still allows you to still make community link calls. Unlimited Community Link is available with many Citizens bundles!

**Specific Toll Restriction** - Customer can select to block International, 700, 900, Directory Assistance, Collect, and/or Third Party Calls. Each of these are free and can be added at the customer's request.

**Toll Pin Access Control** - Prohibits any long distance calls without the entry of the PIN security code. The default PIN (0000) is available for the customer to change after activation. The PIN number can be changed at

any time if a security issue arises. Any attempts to dial blocked numbers or call types will hear the following voice prompt: "We're sorry. This call is not permitted. Please hang up." You can at this point enter your 4 digit PIN allowing the call to be completed. This feature is also customizable allowing you to enter an "allowed" number list that would not require PIN override.

PIN override code and list customization is easily manageable by logging in at <https://citizens.coop/myphone>

### To Change Your Pin Number:

1. Dial 745-0686 and enter your current PIN.
2. After you have entered the correct PIN, you will then hear the message: "Please enter your new PIN."
3. Enter a new 4 digit number and you will then receive the prompt message: "Please re-enter your new PIN for verification."
4. After you have re-entered your new PIN a prompt will confirm that "Your PIN Number has been changed", you can then hang up.

Contact Customer Service at 745-2111 to add call restrictions or allowances to your service: International, Operator, Long Distance or Local Calls, or add a specific phone number or range of numbers to the Allowed List, or Blocked List.

### Call Return

Allows you to quickly dial a code and have a call automatically returned to the last number that called or attempted to call you. There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the call cannot be made. If you have Call Waiting, you can use Call Return to return a call to the Call Waiting number. Call Return is active on all lines and is available for your use at anytime. There will be a fee of \$0.50 charged for each use. Unlimited use of this feature is available by adding the feature to a calling feature package.

#### To Use:

1. Press \* 6 9.
2. Listen for an announcement that will tell you the last incoming phone number.

3. If you wish to return the call:
  - Press 1
4. If you do not wish to return the call, hang up.
5. If the line is busy,
  - Listen for announcement telling you the number is busy.
  - Hang up.
  - You will be notified by a short-short-long ring when the line is free.
  - Your call will automatically be made when you lift the handset.

#### To Deactivate:

1. Press \* 8 9 and listen for tone or announcement.

#### Call Trace - FOR EMERGENCY ONLY

Allows you to request a trace of the origination of a call after you receive a life threatening or harassing call that requires law enforcement involvement. . **Note: A police report must be filed or contact Commonwealth Attorney.**

It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number. If a Call Waiting tone is received during the call that is to be traced, tracing will occur on the Call Waiting call rather than the calling number. Call Trace is active on all lines and is available for your use at anytime. There is a fee of \$1.00 for each call traced.

#### To Use:

1. Hang up after receiving the annoying call.
2. Lift the receiver and listen for dial tone
3. Dial \* 5 7, then listen for tone or announcement.
4. After getting the recording, hang up.
5. File a police report or contact the Commonwealth Attorney; they will contact Citizens accordingly.

*Note: You will not be given the phone number. If you only want the number of the caller, see \*69 (Call Return)*

#### Call Transfer

Allows you to transfer an existing call to another phone number.

### **To Transfer A Call to Another Phone:**

1. Depress switch hook (Flash/Talk button). Listen for three beeps and a steady dial tone.
2. Dial the number to which you wish to transfer the call.
3. Wait for the party to answer. You can converse to announce the call or simply hang up to transfer the call.
4. After you hang up, your phone is returned to normal use.

### **Call Waiting**

The Call Waiting tone alerts you with a beep during a telephone conversation that another call is waiting to be answered. Call Waiting, when combined with Caller ID, allows you to receive the name and number of the second call waiting to be answered.

#### **To End An Existing Call And Answer a Waiting Call:**

1. Hang up, and then allow the telephone to ring and answer it.

#### **To Hold An Existing Call And Answer A Waiting Call:**

1. Depress switch hook (Flash/Talk button).

#### **To Alternate Between Calls:**

1. Depress switch hook (Flash/Talk button).

#### **To Disconnect Calls:**

1. Hang up.

### **Caller ID Name & Number**

Allows you to see the incoming caller's name and phone number before answering the call. The calling party information may not be available for display on all calls. The subscriber must have the appropriate equipment to receive and display the information. You have the ability to prevent the appearance of your phone number or name when you call out by using Per Call Blocking. Note: If you also have the Call Waiting feature, the name & number of the secondary caller whose call is waiting to be answered will also show in your Caller ID display.

### **To Use:**

1. At the start of the second full ring of your phone, the number of the calling party will appear on your display.

### **Distinctive Ringing Number**

Allows you to have a second phone number on a single phone line. When called, this second number has its own unique ring. Great for teenagers, roommates, home based businesses, or fax lines. Distinctive Ringing Line can help you create an individual identity. It allows you to identify the type of call or who it is for before answering. This feature gives you some of the benefits of a second line at a fraction of the cost. Although calls can be received at either number, they can originate only from the primary number. Works with Call Waiting and Caller ID.

### **To Use:**

1. Listen to distinctive ringing or tone pattern.
2. Answer appropriately.

### **Per Call Blocking**

Allows you to stop the delivery of your phone number and name to the person you are calling. This prevents the display of the information on the called party's Caller ID. If you are calling from a line with a non-published telephone number the information will automatically be blocked. There is no charge for this feature.

### **To Use:**

1. Dial \* 6 7 before you place your call.

### **To Deactivate:**

1. Dial \* 8 2 before you place your call.

### **PRIVACY CONTROL - INCOMING CALL MANAGEMENT**

Your privacy is of the utmost importance. Privacy control features allow you to manage your phone service to meet your lifestyle. You can create a list of allowed and rejected numbers, enable/disable the feature, schedule times for Do Not Disturb, as well as block Telemarketing and other calls from your phone. This feature is easy to manage by logging in at <https://citizens.coop/myphone> or from your phone.

### **Do Not Disturb**

This service allows you to designate quiet times where callers will be blocked from calling you unless they have a 4 digit PIN override access number. If you do not wish

to predesignate quiet times you can simply turn the feature on/off any time. You will be given a PIN override code that can be changed at any time. Manage this feature from your phone or from **<https://citizens.coop/myphone>**

### **To Activate or Deactivate:**

Dial \* 9 5 and Press "1" for menu options:

Press 1 To turn Do Not Disturb On/Off.

Press 4 To Change your Override Code.

### **Telemarketing Call Screening**

Prevents you from being bothered by calls from telemarketers. Most telemarketing organizations "block" their calling number, so they are identified as "unknown". This feature will intercept these "unknown" callers and your phone won't even ring. Instead, they will receive a message that the person that they are calling does not accept calls from telemarketers. Since not all "unknown" calls are from telemarketers, the caller will be able to complete the call by pressing "1". Any friends or family with "unknown" listings can still ring through to you. You can also create "known" caller lists; any calls from numbers on your list will immediately be completed without getting any telemarketing message. Manage this feature from your phone or from <https://citizens.coop/myphone>. Callers within Citizens Local Calling Area are treated as "known" callers.

### **To Use:**

Dial \* 9 5 and Press "2" for menu options:

Press 0 To Block the last caller

Press 1 To Add a number to your Blocked List

Press 2 To Remove a number from your Blocked List

Press 3 To Remove All numbers from your Blocked List

Press 4 To Add a number to your Allowed List

Press 6 To turn the Entire service On.

Press 7 To turn the Entire service Off

Press 8 To Block Private Callers

Press 9 To Allow Private Callers

Press \* To Repeat menu options

## Repeat Dialing

Allows you to dial a code to have your phone continuously attempt to redial a busy number that you had tried to call. When the line is free, you will be alerted with a special ringing, and a call will automatically be made. You can also use Repeat Dialing to redial the last number you called. While Repeat Dialing is activated, you may still make and receive other calls. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled. You can use Repeat Dialing for more than one busy number at a time. You will hear a special ring when one of these number becomes available; however, you will not be able to tell which of the numbers it is. If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made. Repeat Dialing is active on all lines and is available for your use at anytime. There will be a fee of \$0.50 charged for each use. Unlimited use of this feature is available by adding this feature to a calling feature package.

### To Use:

1. Hang up, then lift the receiver and listen for dial tone.
2. Press \* 6 6.  
If the line is busy:
  - Listen for three beeps or an announcement telling you the number is busy.
  - Hang up.
  - You will hear a special ring when the line is free.
  - Your call will automatically be made when you lift the handset.
3. If the line is not busy:
  - Listen for ringing.
  - Wait for an answer.

### To Cancel:

1. Press \* 8 6 and listen for tone or announcement.

## Selective Call Acceptance

Allows you to screen incoming calls by creating a list of 32 phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

### To Use:

1. Press \* 6 4

Follow menu options:

Press 0 Repeat the instructions.

Press 1 Review the numbers on your list.

Press 3 Turn feature on/off.

Press # Add a number to your list.

Press \* Delete a number from your list.

### Selective Call Forwarding

Allows you to create a list of 32 phone numbers that are to be forwarded when they call you. When you activate this service and a call arrives from a phone number that is on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

### To Use:

1. Press \* 6 3.

Follow menu options:

Press 0 Repeat the instructions.

Press 1 Review the numbers on your list.

Press 3 Turn feature on/off; add or change forward to number.

Press # Add a number to your list.

Press \* Delete a number from your list.

### Selective Call Rejection

Allows you to create a list of 32 phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent an announcement that informs the caller that you are not receiving calls at this time. Using the menu options you can add the last caller to your rejected number list even if you do not know the number they were calling from.

### To Use:

1. Press \* 6 0.

Follow menu options:

Press 0 Repeat the instructions.

Press 1 Review the numbers on your list.

Press 3 Turn feature on/off; add or change forward to number.

Press # Add a number to your list.

Press \* Delete a number from your list.

Press # 0 1 # To add last known caller to your list.



## Selective Distinctive Ringing

Enables you to designate up to 32 numbers from which incoming calls are to be identified by distinctive ringing. If you also have the Call Waiting feature, you can identify calls by a distinctive call-waiting tone. You can either enter a phone number directly into the list or add the number from the last incoming call to the list.

### To Use:

1. Press \* 6 1.

Follow menu options:

Press 0	Turn On/Off.
Press 1	Review the numbers on your list.
Press *	Remove a number from your list.
Press #	Add a number to your list.

## Simultaneous Ringing

Allows you to have up to five telephone numbers ring at the same time when you receive an incoming call. The call will be connected to the first phone that answers the call and the remaining phones are disconnected from the call. This feature saves a caller having to locate you at an alternative contact number - just set them both to ring giving you the flexibility to receive calls from anywhere.

### To Use:

1. Press \* 5 5.

Follow menu options:

Press 3	Turn On/Off.
Press #	To add a number.
Press *	To remove a number.
Press 1	To hear the numbers in your list.
Press 0	Repeat the instructions.

## Speed Dial - Favorites

Allows you to call selected telephone numbers quickly by dialing an assigned code. Speed Calling 8 allows eight single digit speed calling numbers (codes 2-9). Speed Calling 30 allows thirty double digit speed calling numbers (codes 20-49).

### To Set Up Speed Calling Numbers:

1. Dial \* 7 4 for 1-Digit Speed Calling (codes 2-9)  
or...  
Dial \* 7 5 for 2-Digit Speed Calling (codes 20-49).
2. Listen for three beeps and a steady dial tone.
3. Enter Speed Calling (2-9 or 20-49).

4. Dial desired telephone number, press #, then listen for three beeps.
5. Hang up

### **To Use Speed Calling:**

1. Dial desired Speed Calling code (2-9 or 20-49), then press #.

### **To Change Speed Calling Entries:**

1. Repeat first five steps.

## **Three-Way Calling**

Allows you to add a third party to an existing telephone conversation. If you use this feature on a per use basis you must dial \*71 before placing your first call. If you subscribe to this service on a monthly basis you do not need to dial \*71 prior to placing your first call. You may privately converse as long as you wish before using the switch hook to establish a three-way call. After a three-way call is established, you may depress the switch hook to drop the third party at any time. Three-Way Calling is active on all lines and is available for your use at anytime. There will be a fee of \$0.50 charged for each use. Unlimited use of this feature is available by adding it to a calling feature package.

### **To Set Up a Three-Way Call:**

1. Depress switch hook, listen for three beeps. (Present call is placed on hold.)
2. Dial third party's telephone number. If busy or no answer, depress the switchhook twice to reconnect first call.
3. After third party answers, depress switch hook for a three-way call.

## **Voicemail**

Simplify your life with the ability to access your messages from anywhere. Retrieve messages from home or when you are away. You can also choose to receive messages via email. Notification is immediate and you can listen to the message from your computer or Smartphone instantly. Have multiple mailboxes for each person in your home or business with customized messages for your callers. (See instructions "Voicemail with Multiple Mailboxes" below) or follow this link <https://citizens.coop/support/> Follow instructions below for managing your voicemail or login at <https://citizens.coop/myphone/>

### To Access your Voicemail:

Dial \* 9 4.

**OR** to Access From Another Phone: Dial 745-0486.

Enter your 10-digit mailbox number  
(your phone number with area code).

Enter your password and then #.

### Record Your Greeting:

Access your voice mailbox.

Press 9 for the mailbox setup menu.

Press 1 for greeting options.

Press 2 to record your greeting.

Record your greeting and then press #.

### Change Your Password:

Access your voice mailbox.

Press 9 to access mailbox setup options.

Press 2 to change your password.

Enter your new password and then press #.

### Retrieve Messages:

Access your voice mailbox.

Your first new message may play immediately.

\*If not, press 1 to listen to messages.

You will hear the announcement "You have X new  
messages and X saved messages."

Press 1 to listen to new messages.

Press 2 to listen to saved messages.

### Message Options:

When retrieving messages:

Press 1 Play the message again.

Press 2 Save the message and play the next.

Press 3 Delete the message and play the next.

Press 4 Save the message as new.

Press 5 Reply to the message\*.

Press 6 Forward the message to another mailbox\*.

Press 7 Skip backward in the message.

Press 8 Skip forward in the message.

Press 9 Return to the main menu.

\*Voicemail package must be set up to allow this  
capability.

### **Voicemail to Email:**

Have voicemails sent to your inbox. Immediate email sent each time you receive a voicemail. Check your messages from your PC, tablet, or SmartPhone. Email from "voicemail@citizenstelephone.com" is delivered right to your inbox. The email will have a voice attachment that you can open with your media player. If desired, save the attachment on your device. Follow the links in the email to save or delete the message from the Voice Mail System. To add/change email address(es), contact Citizens or login at [\*\*https://citizens.coop/myphone\*\*](https://citizens.coop/myphone)

### **Voicemail with Multiple Mailboxes:**

Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes. Once the group greeting is recorded, each sub-mailbox "owner" may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own. For complete instructions, visit [\*\*https://citizens.coop/support/\*\*](https://citizens.coop/support/)

### **Manage & Record Your Group Greeting (Administrator Instructions) :**

From the phone subscribed to the service:

1. Dial \* 9 4.
2. Listen to the recording explaining that you must record a group greeting. Wait until the end of the recording, then press "0" to administer the family mailbox.
3. Enter your password and then #.
4. Press 9 to access mailbox setup options.
5. Press 1 for greeting options.
6. Press 2 to record or change your greeting. When finished recording, press #. For example, "You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."

## Sub-Mailbox User Instructions

### Access your Sub-Mailbox:

From the phone subscribed to the service:

1. Dial \* 9 4.
2. Enter your single digit sub-mailbox ID (1-9).

**OR** From a Different phone:

1. Dial 745-0486.
2. Enter your 10-digit mailbox number (telephone number with area code).
3. Enter your single digit sub-mailbox ID (1-9).
4. Enter your password and then #.

### Sub-Mailbox Menu Options:

Access your voice sub-mailbox.

Press 9 for the mailbox setup menu.

Press 1 for greeting options and follow menu options to record or change greeting.

Press 2 to change your password.

### Retrieve Messages From Your Sub-Mailbox:

Access your voice sub-mailbox.

Your first new message may play immediately.

\*\*If not, press 1 to listen to messages. You will hear the announcement "You have X new messages and X saved messages."

Press 1 to listen to new messages.

Press 2 to listen to saved messages.

### When Retrieving Messages, You Can:

Press 1 Play the message again.

Press 2 Save the message and play the next.

Press 3 Delete the message and play the next.

Press 4 Save the message as new.

Press 5 Reply to the message\*.

Press 6 Forward the message to another mailbox\*.

Press 7 Skip backward in the message.

Press 8 Skip forward in the message.

Press 9 Return to the main menu.

\*Voice Mail package must be set to allow this capability.

## Using the Online Portal & App to Manage Voicemails and other Features:

For complete instructions visit the Telephone Support page on citizens.coop website <https://citizens.coop/support/>

## Value Added Services:

**Battery Backup:** Battery Backup available for purchase for Digital Phone (VoIP) services to ensure 8-hours of service in case of a power outage. Not available in all areas.

**Citizens Medical Alert:** Hook Citizens Medical Alert into your phone line to notify Emergency personnel and a Caretaker at the touch of a button. Our two-way communication pendant enables you to contact someone in a time of need or get emergency assistance without having to be near the telephone. Discounts available when subscribing to multiple Citizens services.

**Notify Plus:** Set up a Call Tree for your church, school, team, club or organization. Notify Plus allows you to create messages to send out to multiple contacts via phone, text, and/or email. For a minimal cost, add the Notify Plus App access to your Smartphone so that you can record and manage messages on the go! For complete instructions, visit <https://citizens.coop/support/>

**Security Solutions:** Monitored and Self-Monitored Solutions for your home and/or business are available with Citizens Security Solutions. Surveillance, automation, energy management kits are available. Professional site evaluations and installs are conducted by local Security Solutions Specialists. Discounts are available when subscribing to multiple Citizens services.

**Rapid Response:** All customers are a priority to us and our service standards are to restore everyone as soon as possible. However, we realize that you may need your phone and/or Internet services to run your business, to work from home, and a number of other reasons. When there is a service outage due to inclement weather, natural disaster, or other unforeseen circumstances that deem restoration to be a priority for your business, home office, etc, you can ensure faster restoration with a Rapid Response Plan. Special offer for first year of only \$30! (Standard monthly price \$50).

**Unlimited Local and Long Distance Plans:** Contact Citizens for the best plan for your calling needs. Bundle YOUR Way!

**Wire Maintenance Plan:** Citizens Wire Maintenance Plan avoids additional charges for repairs that are not covered on leased equipment repairs. A Site Evaluation is required.

Custom Calling Feature Services are not available in all areas. See Citizens for availability and full details.



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