



TELEPHONE



TELEVISION



INTERNET



CELLULAR

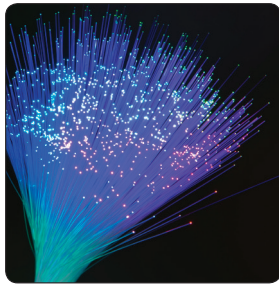


SECURITY



MEDICAL

## MANAGER'S MINUTE



**2015 marks another monumental event in the history of your Cooperative.** We have celebrated our past and now we begin to build on our future. The Engineering and Construction teams are laying the groundwork and are deeply focused on upgrading and expanding Citizens' service territory with the deployment of fiber.

**The first phase is well underway** with the deployment of fiber in areas within the Town of Floyd. With fiber to the home (FTTH) services, your broadband speeds could exceed 50 Mbps giving you more access to higher speed Internet services, better TV service including HD and whole home PVR, Home Security, and more. The faster speeds that Fiber provides will enhance the way Internet and WiFi service is used today. Most homes have more than 3 devices using WiFi in the home at the same time.

**In addition, you will see our trucks and employees constructing new hubs** that will enable us to deploy more reliable and higher quality broadband products throughout the County of Floyd. It is our goal to work smart with controlled expenses to avoid taking high dollar loans to complete the project. As it was once said: "Slow and steady wins the race."

**We know you are as excited as we are and we appreciate your patience** as we diligently work toward your area. This is no small task and much work goes into obtaining the appropriate authorizations and Right of Ways. We commend Russell Janney who leads the Engineering and Construction team. This team is often working at the mercy of others, but we couldn't ask for a better team to be leading this effort.

**But that's not all that we are doing; our Central Office group has tested and rolled out upgraded technology** to improve your TV viewing experience via Whole Home PVR service. You may have received a postcard or call from our Customer Care Support and

Install & Repair teams who are working to upgrade set top boxes to give you better quality TV service. So, if you still have a silver Amino 110, give us a call, we want to swap it out for a newer box -- we'll even pay you \$5 for each box you bring in.

**Our Sales and Billing teams** are looking out for your best interest by developing service packages that allow you to Bundle YOUR Way with any combination of services. The days of 'Pick your Paks' with pre-determined services are long gone. You can pick and choose the services you want and get a discount based on the services YOU select.

**Summer is fast approaching and our Video Production and PC Repair teams are creating** Technology Sessions custom designed to meet YOUR learning needs. Classes start in April and include topics such as iPhone & SmartPhone Basics, Laptop and Tablet basics, Social Media, Internet Safety, and more. Stay tuned to your local newspaper and [www.citizens.coop](http://www.citizens.coop) for more details.

**Last and certainly not least, we recognize our employees who will celebrate career milestones in 2015:**



**5 Years:** Michael Bowman, Dexter Wood, Chelsea Hylton, Melissa Goodson, Paul Harris

**10 Years:** Brandon Quesenberry, Jay Conner, Jason Vaughn

**15 Years:** Joy Gardner, Eddie Bower, Tera Hale, Jeff Shepherd

**20 Years:** Neil Bolt, Trish Poole

**35 Years:** Dennis Whitlock

*Pictured L-R: Dennis Whitlock, Trish Poole and Neil Bolt*



### New Shows Now Airing on CCTV! (Channel 20/Analog Channel 2)

CCTV is still your place for local sports, but you can also continue to keep your New Year's Resolutions by getting fit with "**Jenny Ford Fitness**" and "**High Five Fitness**". Meet your Financial Goals with shows like "**Graceful Aging**". Take more time for yourself and enjoy "**Expedition New England**" and other travel destinations; "**Go Fish with Dan Kenney**", or put your skills to work with projects that you can do in "**The Garage with Steve Butler**". Enjoy time with your children while you watch "**Kids' a Cookin'**". Want to be more technology savvy? Stay tuned for some "**TechTimes**". New programs are added monthly, so keep watching CCTV.



# OPEN INTERNET: WHAT IS IT AND WHAT DOES IT MEAN FOR RURAL BROADBAND?

**If you follow press reports or telecom-specific industry news at all, there would appear to be no controversy about an “open Internet”—everyone claims to be for it. But when one gets into the weeds of how that actually happens, there hasn’t been a more hotly contested telecom-related issue.**

**With the FCC’s recent vote to impose strong, specific rules related to net neutrality, you are likely seeing opposing claims that these rules are either “the problem rather than the solution” or just the steps needed to police conduct that might undermine an open Internet in the future. Given the intensity of arguments and claims on both sides of the debate, this fact sheet attempts to explain what’s at issue and the impacts, if any, on rural consumers of broadband.**

## **What is an “open Internet”?**

There are any number of definitions of an open Internet” out there. The very basic premise is that ISPs should not interfere with a consumer’s access to content or data of his or her choosing. As noted above, however, complex questions related to how our country can best achieve this goal and what exceptions might be required to allow for reasonable management of broadband networks lead to all sorts of debates, conflicts and confusion.

## **Was the Internet “closed” before these rules were adopted?**

No. There are very few instances of ISPs ever being accused of blocking or throttling data on their networks, and most of these examples are years old and involve larger ISPs in disputes with specific content providers. In many ways, the FCC’s order appears to be more about preventing what it perceives as potential bad behavior in the future than it is about correcting bad behavior that occurred in the past.

## **Will a consumer see any change in his or her Internet service as a result of this order?**

No—at least not immediately. Again, there have been very few allegations in the past involving open Internet concerns, and nearly every ISP has run its network and services to fulfill consumer broadband demand to the maximum extent practicable. The order shouldn’t result in near-term changes in terms of what content a consumer can see on the Internet or the speeds at which content is delivered. But it’s still possible that some of the rules could over time have unforeseen effects on ISPs, their networks and consumers’ services, and lead to some changes in either how services must be provided and/or the consumer experience.

## **Is there anything in this order that might be of special interest to rural broadband consumers?**

In the near term, the order appears to treat all consumers—rural and urban—largely the same in terms of the policies being adopted. But some of the reasoning used by the FCC to reach its decision could affect future debates that are important to rural consumers. Specifically, small rural ISPs often depend upon interconnection with larger providers to take data “to and from the Internet,” and many small rural ISPs also rely upon universal service support to deploy and operate the broadband-capable networks that make Internet access possible in rural areas. While the commission’s order may not directly address these issues, the order appears to provide at least a foundation for future action on these issues in a way that could promote the affordability and sustainability of rural broadband.



**Welcome**  
**Michael Surratt!**  
*Citizens PC Repair Team*



## Dog Walk to Benefit Humane Society Scheduled

Employees of Citizens Telephone Cooperative (Citizens), are pleased to be **partnering with the Floyd County Humane Society** to host a special community event on **Saturday, May 2nd** from 10:00am until 1:00pm (rain date Saturday May 9th). **The "Dog Walk"** will be held at Citizens located at 220 Webbs Mill Road in Floyd.

**Everyone is welcome to come join the fun.** All Pets are welcome and must be **ON A LEASH**. We will have trash cans available so you can clean up after your pet. There will be plenty of activities including pet adoptions, Rabies Vaccinations for only \$12.00 per animal, Nail clipping, photos, face painting, games, vendors and more.

**Attendees are encouraged to donate** dog & cat food, treats, litter, soft toys, gently used blankets/towels, metal food & water bowls, beds, collapsible kennels, collars, leashes, etc. If you would like to make a donation of any of these items prior to the event, **please drop by Citizens**. Donation boxes are in place at the **front door and contributions will be accepted** throughout the months of March and April. Please help us help them.

"**Sponsoring this 'Dog Walk'** is just one of the ways ACE (Associated Citizens Employees) can give back to the community. **We want to help the Floyd County Humane Society** achieve their mission of bettering the lives of pets and people," stated Shelia Bower, ACE member & coordinator of the event.



### ACE Community Yard and Craft Sale Dates:

**Saturday, May 16**  
**Saturday, Sept. 19**

The events will take place from 7:00 a.m. to 1:00 p.m. Call 745.2111 to reserve your 10x10 space today. The \$10 fee goes to benefit local charities.



### DID YOU KNOW? Citizens E-Care

#### As a Citizens E-Care customer, you can:

- Manage the Calling Features that you have on your land line Phone?
- View your Cellular Usage?
- Switch TV programming packages?
- Request changes in Internet speed?

*\*Must be a registered E-Care Customer and be subscribed to qualifying services.*



# Join Citizens 2015 Technology Education Sessions!

*Citizens will be offering Technology Classes April - August 2015.*

*Topics to be included: Smartphone/Tablet Basics, PC Basics, Mac Basics, Photography Basics, Microsoft Office Suite Basics, Google Apps Basics, Social Media, Cloud Storage and more!*

**April 14**

Smartphone Basics  
*Android*

**April 21**

Smartphone Basics  
*Apple*

**April 28**

PC Basics

**May 12**

Mac Basics

**May 19**

Smartphone Basics  
*Android*

**May 26**

Smartphone Basics  
*Apple*

**June 9**

Social Media Basics

**June 16**

Cloud Storage

**June 23**

Microsoft Office Basics

**June 30**

Photography Basics

**July 14**

PC Basics

**July 21**

Mac Basics

**July 28**

Internet Safety  
for Parents

**August 11**

Cloud Storage

**August 18**

Social Media Basics

**August 25**

Google Apps



**To register for a class, please call 745-2111.**