



TELEPHONE



TELEVISION



INTERNET



CELLULAR



SECURITY



MEDICAL

MANAGER'S MINUTE

2016 is starting out "Sweet"



The Engineering and Construction teams are deeply focused on upgrading and expanding **Citizens' service territory to increase broadband speeds.** The first phase of this speed increase is to place fiber in areas within the Town of Floyd and is nearing completion. With fiber to the home (FTTH) services, your broadband speeds could equal 100 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 with a projection of nearly 8 devices within the next 5 years.

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. We are also upgrading nodes in the Fort Chiswell area and looking at enhancements for our customers in New Castle. It is our goal to work smart while controlling expenses to avoid taking high dollar loans to complete the project. We are nearing completion of upgrading existing remotes and nodes located throughout Floyd County and Fort Chiswell that deliver enhanced Citizens services to these communities. These upgrades are allowing our customers to experience broadband speeds that are nearly unheard of in rural America.

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 as well as the weather, but we couldn't ask for a better team to be leading this effort.

But that's not all that we are doing. We recently upgraded Citizens Medical Alert equipment. The new base station has a Caretaker button that allows a phone number for a relative, friend, or neighbor to be programmed in for immediate reach at the touch of the button on the base communicator. The Emergency button on the base communicator as well as the two-way communication pendant calls Emergency personnel at the touch of a button.

You Asked, We Listened! Several customers requested a one-way communication pendant to add to their Citizens Medical Alert kit. This pendant can be used for a second person in the home and/or as preference for a lighter weight device. We answered those requests and Citizens now has a one-way Emergency communication pendant that you can add to your Citizens Medical Alert kit. This pendant will contact Emergency personnel only, but you can still contact a Caretaker by pushing the button on the communicator base.

If you don't have a PVR (Personal Video Recorder) now is the time to sign up. Get your PVR service FREE for 3 Months! Citizens PVR allows you to record and watch recordings from ANY ROOM in your home. I've had people who never had a PVR tell me how they are 'hooked' because they can record and watch their favorite TV show or movie when it is convenient for them.

Another prize service is Citizens WatchTVEverywhere (TVE). It's not such a new technology for Citizens (we rolled it out several years ago), but it's just now catching on and becoming popular. There are now over 40 networks that allow you to stream their TV programming online over the Internet. It's another convenient way to watch television WHEN YOU want to watch. Our Central Office team works hard to keep this updated with the newest programming available.

Our Sales and Billing teams are always looking out for your best interest. Gone are the days of traditional bundles that required you to take certain services/packages to receive discounts. Citizens allows you to Bundle YOUR Way with any combination of services for money saving discounts. In addition, you can apply for services online through our website at citizens.coop or make changes to your service through Citizens E-Care. We make it easy for you to conduct your business with Citizens 24/7 online. If you contact us outside of business hours, rest assured, a friendly Citizens Consultant will contact you on the next business day. We've automated so many services like adding calling features, changing Internet speeds and TV packages, that many changes will take place immediately without speaking to one of our representatives. Give it a try!

Lastly, Summer is fast approaching and our Video Production and PC Repair teams are creating Technology Education 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 for more details.

Greg Sapp

GM & CEO

FREE! FAST! EASY! AVAILABLE 24/7!



Receive a \$5 credit
when you sign up for **Citizens E-Care!***

Look what YOU Can do with 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

To sign up for E-Care, visit citizens.coop/myaccount



A printed bill with your Citizens account number is required at time of registration. Click [GO PAPERLESS](#) to receive online monthly invoices.

*One-time \$5 credit applied following month invoice after signing up for Citizens E-Care. Must be a registered E-Care Customer and be subscribed to qualifying services.



CCTV Channel 20 News:
Lots of New Shows are Now Airing on CCTV!

We are now playing **Floyd County Sports 4 times a day** (10:00am, 2:00 pm, 4:00 pm, and 8:00 pm), and showing your local football, volleyball and basketball games. **Starting March 14**, we will start filming the following spring sports: softball, baseball and **LIVE** streams of local soccer games!

We have also added more Vintage TV to our programming. Every day at 11:00 am and 9:00 pm, catch a Vintage Movie, and starting at 5:00 pm, watch your favorite classics, such as *The Lucy Show*, *Andy Griffith*, *Beverly Hillbillies* and more!

To look up our programming, visit our website: www.citizens.coop/cctv. For **Sports programming**, read the front page of the sports section on your Floyd Press!



ACE COMMUNITY YARD AND CRAFT SALE

Saturday, May 21
7:00 a.m. - 1:00 p.m.

Reserve your 10x10 space now!

The \$10 fee goes to benefit local charities.

What does it mean to be a Member of Citizens Telephone Cooperative?



As a Citizens Telephone Cooperative customer, you are automatically a member. **As a member**, you enjoy competitive services at a competitive price in a very rural area. **You can attend the Annual Meeting** and know that over time we return all profits to our members in the form of capital credits. As always, **our mission** is to provide you with quality service, excellent support and advanced technology. **Thank you for allowing us to serve you.**



Join Citizens 2016 Technology Education Sessions!

Citizens will be offering Technology Classes April - June 2016. Please bring in your own devices to technology sessions. All sessions are located at 220 Webbs Mill Road, Floyd, VA 24091 from 5:00 PM-7:00 PM.

April 21

Smartphone Basics
Bring your Android device.

April 28

Smartphone & iPad Basics
Bring your Apple device.

May 5

PC and Mac Basics
Bring your own laptop.

May 17

Internet Security
(No device needed for this class)

June 9

Android Tablet Basics
Bring your own tablet.

June 16

TV Class
Smart TV, PVR Service, Know Your Remote and Watch TVEverywhere
(No device needed for this class)

June 23

Social Media Basics
Computer, Tablet or Smartphone

June 30

Microsoft Office Basics

RSVP by calling 745-2111



Come by our
office for a demo
and get all the
details!

CITIZENS SECURITY SOLUTIONS

24/7 Monitoring

Citizens Home Security Monthly Monitoring Rates

Security Monitoring

with 2 or more Citizens services	\$19.95
with 1 service from Citizens	\$24.95
No Citizens services	\$29.95

FREE Basic Wireless Equipment*

(\$399 value) with 3 year commitment

- Wireless Control Panel
- Motion Detector (pet immune)
- 3 Door/Window Sensors
- Keychain remote (fob)



Self Monitoring

NEW! Home Automation and Surveillance!

Having a secure home is now affordable.

**Using your internet connection or
smart mobile device, you can:**

- View live video surveillance feed
- Receive notification alerts
- Control security, including remote door locks
- Monitor motion detection
- Manage your energy usage
- Control your thermostat remotely
- Monitor fire and carbon monoxide





Citizens Medical Alert

Are you concerned about your loved one's safety?

Of the 35 million Americans over 65, about 1 in 3 will fall in a given year. Seniors are hospitalized for fall-related injuries 5 times more often than they are for other injuries. 50% of people who fall require assistance from someone else to get up.

**Combine peace of mind with
independent living today!**

-  **FULLY SUPERVISED**
-  **AUDIBLE PROMPTS**
-  **BATTERY BACK-UP**
-  **CARETAKER BUTTON**



www.citizens.coop

 **citizens**
Technology for Your Community