



TELEPHONE



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MEDICAL

## MANAGER'S MINUTE



Where did the summer go? Children are back in school, plans are underway for our Annual Meeting, and folks are already talking about holiday gifts and parties. Like you, I'm so thankful

for task lists, calendars, and the devices that keep me connected.

### Please add these events to your calendar:

**Citizens Annual Meeting** - Saturday, October 21 at Floyd County High School Auditorium. Registration begins at 11am, meeting at 12:30pm, traditional fried chicken dinner following the meeting.

**Citizens Annual Halloween Red Carpet Event** - Tuesday, October 31, 4-7pm. Food, Fun, Free Costume Photo for all.

This is an exciting time for your Cooperative and our community. Our crew has been busy mapping, plotting, and constructing fiber facilities. Why fiber you ask? More and more products in your home are broadband dependent. It is not uncommon to have 5 or more devices using bandwidth at the same time, and we are dedicated to bringing you more bandwidth. We are paving the way for the future. As we build in your

area, you will be contacted and can be one of the first to get on the fiber route. We appreciate your patience and your support in this countywide project. We assure you that you will be pleased. ***We are dedicated to customer service and committed to technology.***

- Greg Sapp

GM & CEO



Keep a watch on our Facebook page at [facebook.com/citizenstelephone](https://facebook.com/citizenstelephone) for upcoming contests and specials.

## Welcome New Employees!



Hari Berzins



Todd Hensley



Rocky Huff



Joel Walker



Gary Young



**Be smart. Protect your laptop, phone, tablets, and desktop computer today!**

**Three Months FREE\* Virus Protection!**

One \$5.95 monthly subscription protects up to 4 devices. Contact Citizens today!



**citizens**

[citizens.coop](https://citizens.coop) | 540.745.2111 | 276.637.6485



## Scary things happen when you are not at home.

For as low as **\$29.95 a month**, you can have the security of knowing your home is monitored and protected 24/7. Let's get started. Call for a **FREE** Site Survey today.

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## Caller ID and Spoofing



in fraudulent activity or sold illegally. U.S. law and FCC rules prohibit most types of spoofing.

### How does spoofing work?

CallerID lets consumers avoid unwanted phone calls by displaying caller names and phone numbers, but spoofers manipulate the caller ID feature and masquerade as representatives of banks, creditors, insurance companies, or even the government.

### What you can do if you think you're being spoofed?

You may not be able to tell right away if an incoming call is spoofed. Be careful about responding to any request for personal identifying information.

- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency seeking personal information, hang up and call the phone number on your account statement, in the phone book or on the company's or government agency's website to verify the authenticity of the request.
- Use caution if you are being pressured for information immediately.
- If you have a voice mail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voicemail if you do not set a password.

### Is spoofing illegal?

Under the Truth in Caller ID Act, FCC rules prohibit any person or entity from transmitting misleading or inaccurate caller ID information with the intent to defraud, cause harm, or wrongly obtain anything of value. If no harm is intended or caused, spoofing is not illegal. Anyone who is illegally spoofing can face penalties of up to \$10,000 for each violation. In some

cases, spoofing can be permitted by courts for people who have legitimate reasons to hide their information, such as law enforcement agencies working on cases, victims of domestic abuse or doctors who wish to discuss private medical matters.

### Is blocking a phone number the same thing as spoofing?

Spoofing is not the same thing as blocking a phone number. FCC rules require telephone companies to make phone number blocking available and free for all calls between states (each state makes its own rules about calls that stay within the state). If you receive a phone call from an "unknown number," that phone number has been blocked, but not necessarily spoofed. Also, you can legally block the transmission of your phone number when you make calls, so your number will appear as "unknown".

### What are the FCC rules regarding caller ID for telemarketers?

#### FCC rules specifically require that a telemarketer:

- Transmit or display its telephone number or the telephone number on whose behalf the call is being made, and, if possible, its name or the name of the company for which it is selling products or services.
- Display a telephone number you can call during regular business hours to ask to no longer be called. This rule applies even to companies that already have an established business relationship with you.

### How do I report suspected spoofing?

If you receive a call and you suspect caller ID information has been falsified, or you think the rules for protecting the privacy of your telephone number have been violated, you can file a complaint with the FCC.

### Filing a complaint

#### You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
445 12th Street, S.W.  
Washington, DC 20554