



TELEPHONE



TELEVISION



INTERNET



CELLULAR



SECURITY



MEDICAL

## MANAGER'S MINUTE

# We Respect Your Privacy

**R**ecent action in Washington to repeal rules proposed by the FCC last year regarding the protection of consumers' information online has caused some concern that personal information from Citizens' customers will now be shared or sold. These concerns are understandable, but unfounded.

The truth is our customers are no less protected now than they were before. None of the FCC's rules were in place when Congress voted to stop them. Rather, Congress stopped the rules from taking effect, in large part to address regulatory imbalance and customer confusion that the FCC measures would have created. In particular, the FCC's new, expanded regulations for broadband providers would not have governed applications like Google, Facebook, and Amazon that have access to as much, if not more, consumer information. By taking its steps, Congress has put us on a path to have customers protected by a strong, uniform set of broadband privacy standards no matter who holds their data.

So, in the interim, what protections are in place right now?

Nearly two years ago, the FCC issued an advisory to telecommunications providers like Citizens directing them to abide by "core customer privacy protections." This guidance remains in effect today and was not affected by the repeal of so-called privacy rules.

In addition, Citizens and other broadband providers have committed to a set of voluntary, comprehensive privacy principles. These include: 1) Transparency, providing customers with clear, comprehensible, accurate and continuously available information; 2) Consumer choice, offering customers the choice to decide how sensitive information might be used; 3) Data security, following federal and industry guidelines to protect user information;

and 4) Data breach notifications, to notify customers, law enforcement, regulators and other parties right away about potentially harmful breaches.

It is important to us that our customers know that recent action by our government did not reduce or eliminate measures in place to protect the privacy of customer information. Citizens is working with our industry partners to create the best practices to ensure the protection of consumer data, and as a local company with a strong commitment to our communities, we have a vested interest in seeing that those protections are followed.

**We have never and will never sell your Internet data or usage information to any company or entity. Furthermore, we do not sell directory listings or any customer lists, etc. We respect your online privacy and take many steps to protect it.**

**Rest assured, Citizens does not share, sell, or rent customer personal information to third parties for their marketing purposes. We do not buy or rent email lists. We do not share your information with ANY third party marketers.** Our marketing is handled in-house; we use local printers and local media to get the word out to you about product information and special offers. We have a Facebook page where we share information. With your permission (Opt In), we can email, call, or mail you information about new products and special offers. Otherwise, you will only receive information that pertains to your existing services or products that complement services that you subscribe to. For more information about Citizens' Privacy Policy, please visit [citizens.coop/privacy-policy/](http://citizens.coop/privacy-policy/).

- Greg Sapp

GM & CEO

## Contact Us WHEN It's Convenient for You...

Our mission at Citizens is to provide you with Quality Service, Excellent Support, and Advanced Technology. We meet this mission daily through the products and services that we offer, our knowledgeable and experienced employees, and the variety of ways to communicate when it accommodates **YOUR** schedule.



Over the last year, we have added more ways than ever before to stay connected with you and to make working with us an easier and a more enjoyable experience. **YOU**, our customer, are our main focus.

- Citizens E-Care that you use to pay your Citizens bill has Quick Links to enable you to manage your Citizens services.
  - Use Citizens E-Care to add Calling Features
  - Change your TV package
  - Upgrade your Internet speed
  - Report a Service Trouble

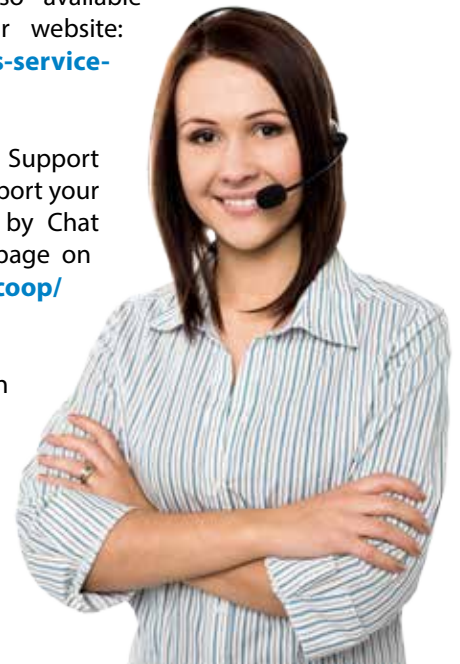
If you have not signed up for Citizens E-Care. Call us today or visit [citizens.coop/myaccount/](https://citizens.coop/myaccount/) When you Register for the first time, be sure to have your Citizens invoice or account number handy.

- Request service or make inquiries through our "Have Questions" form on any page of our website by visiting [citizens.coop/high-speed/](https://citizens.coop/high-speed/)

- Apply for Service or make a Name Change by completing our convenient online service application also available on any page of our website: [citizens.coop/citizens-service-agreement/](https://citizens.coop/citizens-service-agreement/)

- Our 24/7 Technical Support team is on-hand to support your services by phone or by Chat through our Support page on our website: [citizens.coop/support/](https://citizens.coop/support/)

- Our lobby is open nightly until 6:00pm  
Monday - Friday  
and Saturday  
9:00am - 1:00pm.



## County-Wide Fiber Update



County-wide Fiber Update: Plans for Phase 1 of 7 in our 10-year fiber project are in place. Construction crews are ready, and the first two routes in Citizens' fiber deployment project to areas outside of the Town of Floyd have been staked. You may have seen our crews staking along 221 toward Check. Construction on the 12 mile fiber project will begin toward the end of June, 2017; we anticipate the construction phase of this route to be complete in December, 2017. We are also in the process of staking 47 miles within the Topeco community with plans for construction to begin late third quarter.

"This is an exciting time for your Cooperative as we build technology services for the future. We are excited to expand CitiZip services beyond the Town of Floyd."

stated Greg Sapp, General Manager.

More information will be shared at our Annual Meeting in October. So, save the date on Saturday, October 21, 2017. Join us at Floyd County High School Auditorium to learn more about the Fiber Project and much more!

## It's SHOWTIME!

Don't miss the return of Twin Peaks and all your Showtime favorites. Get Showtime and The Movie Channel for only \$8.95 per month for 12 months.



Call 745.2111 or 637.6485 today and be sure to ask how you can **BUNDLE YOUR WAY.**

\*Limited time offer. Expires 6/22/17. See Citizens for full details. Not available in all areas.

## CHECK OUT Citizens Home Security BEFORE You CHECK IN to Vacation Plans



Call us today to reserve your **FREE** site evaluation!

Monitored and Self-Monitored Surveillance, Home Automation, and Energy Management kits available.

**[citizens.coop/security](http://citizens.coop/security)**  
**540.745.2111 | 276.637.6485**

\* Pricing includes professional installation. See Citizens for full details. DCJS#11-9804

## Who Was it?

Did you know that your Citizens Telephone Service comes with a Call Return calling feature? This feature allows you to immediately return a call or find out what the last number was to dial your phone. **Dial \*69.** Listen for the announcement that will tell you the last incoming phone number.

You can also add **Telemarketing Call Screening** to your landline phone to block unwanted callers by **Dialing \*95.** Lastly, for added security, add your home and cell number to the **National Do Not Call Registry** by visiting **[donotcall.gov/](http://donotcall.gov/)**.



### National Do Not Call Registry

[En Español](#)



Report Unwanted Calls



Verify Your Registration



Register Your Phone

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls








## What Speed to I Need?

Not everyone understands broadband; nor do they care...they just want it to WORK! We get that and have a handy chart for reference so you can pick the speed you need -- until we get fiber to your home.

Keep in mind, when you have multiple devices using the broadband in the home, it can slow your service. For example, if one person is streaming SD video (which usually requires at least 3Mbps) and you are only subscribed to 3Mbps service, then your internet will slow down which complicates use for others who want online access.

	 1.5 mbps	 3.0 mbps	 6.0 mbps
Emailing	✓	✓	✓
Online Surfing and Shopping	✓	✓	✓
Downloading Music	✓	✓	✓
Social Networking (FB, Pinterest)	✓	✓	✓
Sharing Photos (Small)	✓	✓	✓
Online Conferencing	✓	✓	✓
Internet Gaming		✓	✓
Watching TV/Video Clips		✓	✓
Emailing/Uploading Large Files		✓	✓
Downloading Movies		✓	✓
Streaming SD Video		✓	✓
Video Conferencing		✓	✓
Streaming HD Video			✓
RPG and MMO Gaming			✓
Multiple Users and Devices Online Simultaneously (Estimate)**	2-4	2-6	2-8

*\*\*Equipment and environmental conditions may affect this*