



TELEPHONE



TELEVISION



INTERNET



CELLULAR



SECURITY



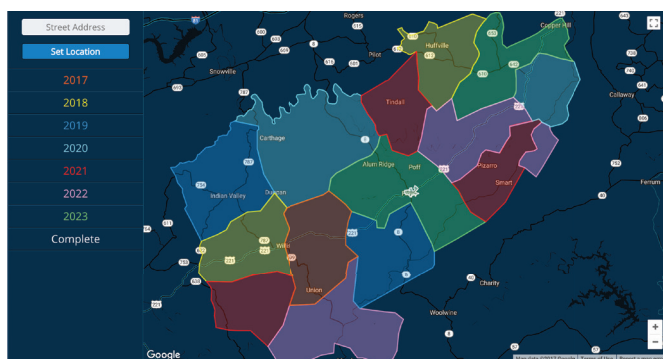
MEDICAL

MANAGER'S MINUTE

Happy 2018!

Ultra-high-speed internet is coming to a home near you. Citizens Telephone Cooperative is constructing fiber infrastructure that will enable up to 1 Gigabit (Gbps) download speeds for customers throughout Floyd County. This aggressive 7-year construction plan was launched in 2017 and the first customer connections are slated for first quarter 2018.

Citizens is building its plant facilities to prepare for future demands and to offer the latest in technology to its members. FTTH has been available in the Town of Floyd since early 2016 delivering download speeds up to 100Mbps.



The Cooperative has a map on the website at citizens.coop/fiberexpansion allowing inquiring residents to input street address for an estimated year of deployment.

We continue our commitment to you to provide quality customer service, excellent support and advanced technology. Look out for new enhancements on our website that will enable you to estimate the cost of services with our Bundle Builder and much more!



Ralph Beran



Keith Bowman



Paula Harris

2018 will be bittersweet for Citizens as we wish Ralph Beran, Keith Bowman, and Paula Harris a Happy Retirement. These employees have made a large contribution to the growth of the Co-op and their knowledge, dedication, and comradery will truly be missed. There will always be a special place in our hearts for these individuals, and we truly appreciate them for all they have done.

- Greg Sapp

GM & CEO

New Item on Your Citizens Bill

We often get asked how much broadband is needed to run certain programs and applications. We have also received requests to know how much data is being used in the home. We are working on ways to give you the answers. In the very near future we will have the ability to show more detailed information on your bill. Beginning with your January 2018 statement, you will see the first step in our progress by seeing the amount of data **USED**.

This consumption information will become more helpful as fiber services are deployed. Stay tuned for more information.



Whole Home WiFi and PC Protection Make Great Gifts for the Family.
Bundle YOUR Way for greater savings!

Usage Summary

Default Internet	Allowance	Used	Billable	
Unlimited	Unlimited	742 GB		.00

Total Usage Charges

.00

What's New on CCTV?

WEEKDAYS

12:00 AM	Bonanza
1:00 AM	Bonanza
2:00 AM	Church Programming
3:00 AM	Cooking/Health/Talk Show
4:00 AM	Cooking/Health/Talk Show
5:00 AM	Yoga
5:30 AM	Conscious Living
6:00 AM	High Five Fitness
6:30 AM	Jenny Ford Fitness
7:00 AM	The Community Show
7:30 AM	Real Virginia
8:00 AM	Floyd Fitness Tai Chi
8:30 AM	FCHS Basketball
10:00 AM	History Show
10:30 AM	Swap -N- Shop
11:00 AM	Community Events Programming
12:30 PM	Cooking/Health/Talk Show
1:00 PM	Vintage TV Show
1:30 PM	The Community Show
2:00 PM	Vintage Western
3:00 PM	Vintage Western or Vintage TV Show
4:00 PM	Talk Show
4:30 PM	Cooking Show/Kids/Educational
5:00 PM	Swap -N- Shop
5:30 PM	Yoga
6:00 PM	Travel and Outdoors
6:30 PM	Music Programming
7:00 PM	The Community Show
7:30 PM	Talk Show
8:00 PM	FCHS Basketball
9:30 PM	Vintage TV Show
10:00 PM	Swap -N- Shop
10:30 PM	Vintage or Holiday Movie

SATURDAY

12:00 AM	Bonanza
1:00 AM	Bonanza
2:00 AM	Church Programming
3:00 AM	In the Cool of the Day
4:00 AM	Community Events Programming
5:00 AM	Yoga
5:30 AM	Conscious Living
6:00 AM	High Five Fitness
6:30 AM	Jenny Ford Fitness
7:00 AM	The Community Show
7:30 AM	Real Virginia
8:00 AM	Floyd Fitness Tai Chi
8:30 AM	Local Church Services
9:30 AM	Landmarks of Prophecy
10:30 AM	Swap -N- Shop
11:00 AM	Community Events Programming
12:30 PM	Community Events Programming
1:00 PM	Betty Boop
1:30 PM	The Community Show
2:00 PM	Western
3:00 PM	Western or Vintage
4:00 PM	Conscious Living
4:30 PM	Cooking Show/Kids/Educational
5:00 PM	Swap -N- Shop
5:30 PM	Yoga
6:00 PM	Real Virginia
6:30 PM	Music Programming
7:00 PM	The Community Show
7:30 PM	Vintage TV Show
8:00 PM	FCHS Basketball
9:30 PM	Vintage TV Show
10:00 PM	Swap -N- Shop
10:30 PM	Vintage or Holiday Movie

CCTV *(continued)*

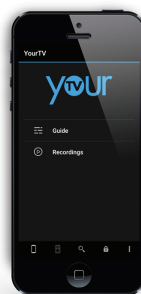
SUNDAY

12:00 AM	Bonanza
1:00 AM	Bonanza
2:00 AM	Church Programming
3:00 AM	In the Cool of the Day
4:00 AM	The Folklorist
5:00 AM	Yoga
5:30 AM	Conscious Living
6:00 AM	High Five Fitness
6:30 AM	Jenny Ford Fitness
7:00 AM	The Community Show
7:30 AM	Real Virginia
8:00 AM	Local Church Services
9:00 AM	Local Church Services
10:00 AM	Vintage TV Show
10:30 AM	Swap -N- Shop
11:00 AM	Special Community Programming
12:30 PM	The Folklorist
1:00 PM	Vintage TV Show
1:30 PM	The Community Show
2:00 PM	Vintage Western
3:00 PM	Vintage Western or Vintage TV Show
4:00 PM	Local Church Services
5:00 PM	Swap -N- Shop
5:30 PM	Landmarks of Prophecy
6:30 PM	Local Church Services
7:00 PM	Community Show
7:30 PM	In the Cool of the Day
8:00 PM	FCHS Basketball
9:30 PM	Vintage TV Show
10:00 AM	Swap -N- Shop
10:30 PM	Vintage or Holiday Movie

COMING SOON!

Hallmark Drama - Stay tuned!

Coming Soon to YOUR TV!



Our television experts are always looking for new ways to enhance your TV service. We know that you are on the go and often miss your favorite shows because you forgot to set your PVR. Do you ever wonder what time a ballgame or special program is playing on TV tonight? Do you ever wish you could access your TV through your smartphone?

Well, as a Citizens digital TV customer, you can now control your television and PVR with YOUR TV app. The app is available on Apple and PlayStore.

Give us a call and we will send you your login information and instructions. Citizens' digital television customers will be receiving a special offer to add YOUR TV app.

Benefits of YOUR TV apps:

1. Schedule PVR recordings
 - by show
 - by series
2. View TV Guide for the next two weeks from your smartphone
3. Lose your remote? Use your smartphone to control your TV.
4. Review what is scheduled to record
 - by channel
 - by program/show title
 - by date
 - by set-top box
5. Set Parental Control by set-top box

And more!

Technology Tips Straight from Our Techs:



What's slowing down your Internet?

There could be a number of things. Citizens has tools to help identify the problem. Here is a little insight from our Techs and actual situations that have occurred with customers:

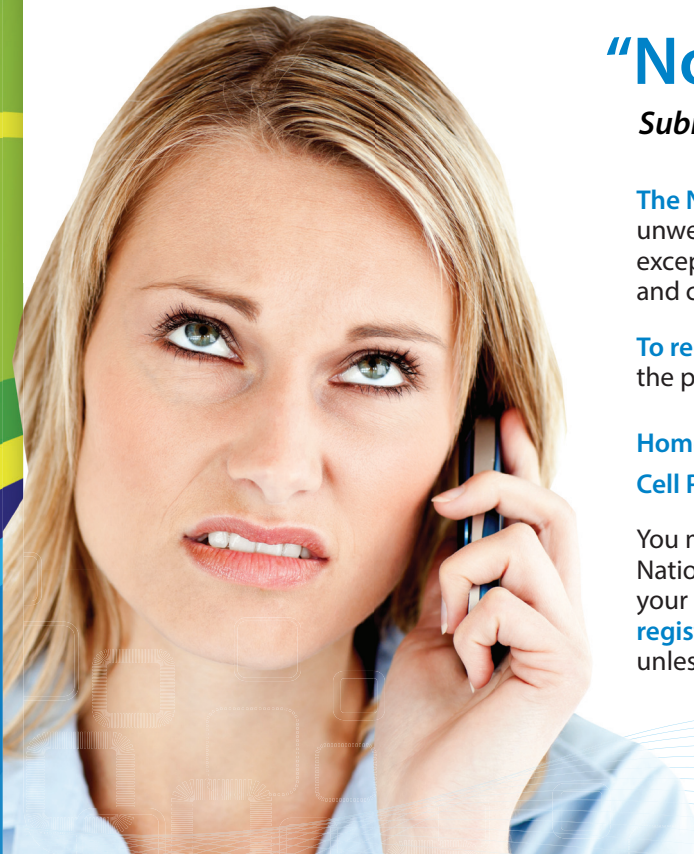
1. "While running a slow speed ticket this morning, my customer had trouble believing me that he was using all his bandwidth. I used Flow Analyzer to show him that Saturday while his computer was on, Microsoft_

web was using all of his bandwidth when trying to update. Due to issues, he would turn the computer and modem off and it would stop the download and not allow it to complete."

Answer: Microsoft updates can have a large impact on bandwidth. The best thing to do is to allow your computer to complete the update; don't shut off the computer until it is complete. If you normally only use your computer on 20 to 30 minutes a day while checking emails, this is normally not enough time for a computer at 1.5 Mbps per second to complete a full download of Microsoft updates. We advise you to leave the computer up while updates are running.

One of the most common reasons for a **slow computer** are programs running in the background. Remove or disable any programs that automatically start each time the **computer** boots. To see what programs are running in the background, open Task Manager.

24/7 Support Available • 1.800.741.9525



"Not another telemarketer!"

Submit your number to the National Do Not Call Registry

The National Do Not Call Registry was created to prevent unwelcome calls from Telemarketers. It prohibits all telemarketing except from companies with which you have an existing relationship and certain non-profit organizations from calling you.

To register your phone number, simply call the number below from the phone number you would like added to the list.

Home Phone: 888.382.1222 or 866.290.4236 (TTY)

Cell Phone: 888.382.1222

You may also register or obtain more information by visiting the National Do Not Call Registry website: donotcall.gov. Inclusion of your name on the list will be **effective three months following your registration**. Your number will remain on the registry permanently unless you request that it be removed.