



TELEPHONE



TELEVISION



INTERNET



CELLULAR



SECURITY

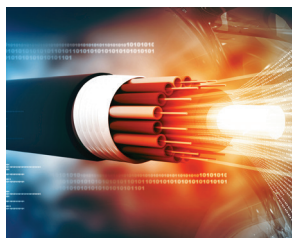


MEDICAL

MANAGER'S MINUTE

Fiber to the Home Update

Phase 1 of Citizens Fiber-to-the-Home (FTTH) construction is now complete. Residents on the 221 North and Topeco routes will soon (if not already by the time of this article) be hooked up to Citizens' newest and fastest Internet technology -- CitiZip 1Gbps Fiber service.



What's the big deal you may ask? Think of the Internet as water coming through a water hose. You have a nice steady stream until you start adding sprinklers onto it. You may be fine with one sprinkler, but add two or three and you are bogged down to a trickle. Same applies to your internet speed. You may have sufficient service until your son turns on his gaming system, your daughter is streaming a movie on her tablet, and the adults in the home are trying to use their Smartphones and laptops -- **ALL AT THE SAME TIME!**

Fiber (FTTH) eliminates the problem. Think of 1Gbps Fiber service as a water pipe giving you all the access your home can handle for multiple devices. To make it better, we are throwing 'speed' out of the equation. We give you all the speed and you pay for a data plan that is measured just right for your home. Your CitiZip Fiber-to-the-Home Internet service is usage based just like electricity, water, gas, and groceries.

Exciting times are ahead for our community and we are proud to be building an infrastructure for technologies of the future. Visit citizens.coop/citizip-fiber-frequently-asked-questions-about-home-data-usage/ for construction plans to your home, fiber pricing, and frequently asked questions about the project. If you have a question that is not listed, please send us your question.

- Greg Sapp
GM & CEO

Why did Citizens decide to shift to measured data usage plans for fiber instead of the speed based plans we have been accustomed to with DSL?

We provide great internet via DSL today. It's dependable, it has been a great technology but daily we hear that customers want more and more speed.

Just like when your children complain about a problem that they have; you want to fix it. Our customers are like family to us. We want them happy and we want to fix their connectivity issues.

We have made repairs and stretched our legacy copper plant facilities to the max to support multiple devices in the home and the online activities conducted on them. We can't stretch our plant any further. Over the past 5 years Internet usage has skyrocketed. The best long-term answer was to rebuild everything with fiber.

Rather than offering multiple 'speeds' as we do on DSL today, we realized it's all about usage. You don't think of how much electricity you have coming into your home. You don't need to worry about how much Internet speed you have available. 1 Gbps is 1000Mbps and that is more than enough speed to feed every connected device in your home.

Today, we are building the infrastructure for technologies to come. Citizens' fiber network is capable of providing a 1Gbps connection so we are 'opening the pipe' so to say to give the customer all the 'speed' that their devices can handle and allow them to pay for only the amount gigabytes they use. Just like electricity, gas, heating fuel, and food. You only pay for the data plan that is measured just right for your home.

Changing to Data Usage plans can benefit our customers in many ways. If a customer is a basic web browser or streams a few hours of music, our CitiZip 50GB will work fine for them AND is priced the same as our lowest speed DSL service. The average usage of all our DSL customers combined is less than 100GB. Also, only a little over 2% of our existing DSL customers use over 500GB per month. Finally, regardless of the usage plan, we will NEVER cap or block usage and we will NEVER throttle or limit your speed if you exceed your usage plan.

For more answers to Frequently Asked Questions, visit citizens.coop/citizip-fiber-frequently-asked-questions-about-home-data-usage/

Technology Tips Straight from Our Techs:



Q: "We just got home from vacation, and our Internet is really SLOW. Why?" - From a Non-Fiber Residential Customer

Answer: If you are like most families, most of us use our phones for photos and videos while traveling and we also use cloud storage for things like Apple Cloud, Google Photos, Amazon Photos, etc. so that we can share those with others. The reason your Internet can be slow when your first come home is your phones, tablets and/or iPads start syncing all of the photos and videos to the cloud as soon as they connect to your WiFi

network, which can use most, if not all, of your available Upload Bandwidth. If you are like some users, you may use an application on your computer or laptop that also syncs those same pictures and videos onto your personal computer/laptop. This can use most, if not all, of your Download Bandwidth. When you have one or both of these happening, this can make your internet almost unusable.

Solutions: You have a few options - The first option is to just wait it out. A second option is to turn off the WiFi on your devices or turn off the devices completely that are attempting to sync until you are going to bed for the night. A third option is turn off WiFi on those devices until you are going to bed. A fourth option that may help is to set rate limits on your WiFi Routers. This is only available in newer high-end WiFi routers, and they have the ability to limit how much bandwidth any one device uses. If you have Citizens Managed WiFi service, please ask us about this feature.

24/7 Support Available • 1.800.741.9525

Dennis Whitlock Retires After 38 Years of Dedicated Service



Up before the rooster crows and well into the late night hours, you could find Dennis Whitlock working to ensure the delivery of Citizens' services. After 38 years, Dennis has retired from our Central Office. His quick humor will surely be missed but we wish him many happy days of retirement!

Keith Bowman Retiring After 30 Years



For 30 years, Keith Bowman has delivered the mission of Citizens to provide Quality Service, Excellent Support, and Advanced Technology.

As a Broadband Technician, Keith has seen many advances in technology. His co-workers and friends throughout our service territories will miss his gentle nature but know he will enjoy his retirement.

Welcome, Andrew Morris & Joanie Conner!



Andrew Morris



Joanie Conner

Citizens is happy to welcome Andrew Morris and Joanie Conner to the Cooperative.

Andrew has joined the Sales & Marketing team as a full-time Sales Consultant. Joanie is joining the Finance team in a part-time Administrative role for Billing and Accounting departments.

We are pleased to have these folks join Citizens.