



TELEPHONE



TELEVISION



INTERNET



CELLULAR



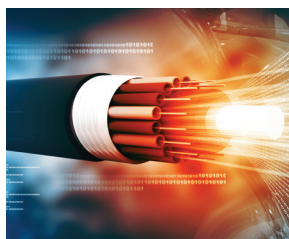
SECURITY



MEDICAL

MANAGER'S MINUTE

Fiber to the Home Update



We are beginning construction of Phase 2 of Citizens' Fiber-to-the-Home (FTTH). Residents in the Terry's Fork and Willis areas will be seeing contractors laying the fiber optic cable. When construction is

complete and the fiber has been tested and approved, sales agents will begin notifying eligible customers. In the meantime, be sure that your contact number and email address are up-to-date in our system so that we may quickly reach you.

We are proud to announce Phase 1 construction is complete, and residents on the 221 North and Topeco routes are signing up for and enjoying super fast 1 Gbps fiber service. "Well worth waiting for," stated one customer. Many area residents are taking advantage of the low \$199 introductory offer for connection/installation. Fiber to the home is giving customers the freedom to add more devices that require bandwidth. We are seeing many customers add Citizens television service with HD and PVR capabilities, which were limited before fiber became available. CitiZip 1 Gbps Fiber is the solution to many 'slow speed' reported

issues. One day, when walking through the lobby, I heard a Sales Consultant explaining to a family, who had over 10 devices requiring broadband access, that "You will have all the speed that you need." That is a very true statement. It's not about the speed to your house, since we are providing a super fast connection. It's more about your devices and whether they can handle the 1 Gbps connection. To help our customers estimate their needs and prepare for the gigabit connection, we have compiled some helpful information and added videos to our website entitled, "Are You Gigabit Ready?" Keep a watch on our website by visiting citizens.coop/are-you-gigabit-ready for more videos as we continue our Gigabit fiber journey.

Also, don't forget to visit our website for construction plans, fiber pricing, and frequently asked questions about the project. If you have a question that is not listed, please send us your question by visiting Citizens.coop/citizip-fiber-frequently-asked-questions-about-home-data-usage/.

- Greg Sapp
GM & CEO

Tech Talk: Understand the Network Located Upstream of You

The quality of your network matters. Citizens closely monitors our network to ensure that no one experiences slower speeds during peak usage times due to network capacity; however, we cannot guarantee speeds beyond our network.

This also applies to peer-to-peer connections. If you're downloading games and/or streaming movies, your performance is impacted by both the quality of the network, those applications you are using and how fast those services allow content to be downloaded. Gigabit service is great for ensuring that multiple users are having a consistent internet experience, but don't expect to be downloading games from Steam at gigabit speeds. Steam's (a popular gaming site) network could have bandwidth restrictions per connection in order to manage their traffic. Also, with gaming platforms, like Playstation and Xbox, you will not see gigabit speed test results. These platforms go back to specific networks, and those networks have their own network management practices, which limits the speeds per connection. For example, do not be surprised if your PS4 using an Ethernet connection can only speed test at 200 to 300 Mbps. That is still super fast!

Greg Sapp Celebrates 25 Years of Service

Dennis Reece presents Greg Sapp, General Manager & CEO, with a plaque celebrating 25 years of service to Citizens.



CCTV, Channel 20 Launching More Local Programming Than Ever Before



CCTV

Over the last year, Citizens' local channel has increased programming, improved viewing quality and continues to add

new shows that feature local content. We have formatted the schedule to enable more opportunities for viewers to catch the shows they have the most interest in watching. Here's a look at the daily format of locally produced programs and sports that run in addition to Vintage TV programs, such as *Andy Griffith*, *I Love Lucy*, and Westerns. You will also find interesting programming on *The Community Show* featuring *The Blue Ridge Story Space*, *The Floyd Historical Society*, and more on a rotational basis three times a day.

Sundays:

7:00 am	The Community Show - local events, stories, history and more!
8:00 am	Beaver Creek Church of the Brethren
9:00 am	Faith Baptist Church
1:30 pm	The Community Show - local events, stories, history and more!
4:00 pm	Faith Baptist Church
5:30 pm	Mountain View Seventh Day Adventist Church
6:30 pm	Shawsville Congregational Holiness Church
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	FCVS Varsity Football (Varsity Girls & Boys Basketball and Baseball in appropriate season)

Mondays:

7:00 am	The Community Show - local events, stories, history and more!
8:30 am	Middle School Volleyball (Boys Middle School Basketball, Boys Varsity Soccer in appropriate season)
1:30 pm	The Community Show - local events, stories, history and more!
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	JV Volleyball (Girls Middle School Basketball, Varsity Baseball in appropriate season)

Tuesdays:

7:00 am	The Community Show - local events, stories, history and more!
8:30 am	JV Volleyball (Girls Middle School Basketball, Varsity Baseball in appropriate season)

1:30 pm	The Community Show - local events, stories, history and more!
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	JV Volleyball (Girls Middle School Basketball, Varsity Baseball in appropriate season)

Wednesdays:

7:00 am	The Community Show - local events, stories, history and more!
8:30 am	Middle School Football (JV Basketball, Varsity Softball in appropriate season)
1:30 pm	The Community Show - local events, stories, history and more!
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	Middle School Football (JV Basketball, Varsity Softball in appropriate season)

Thursdays:

7:00 am	The Community Show - local events, stories, history and more!
8:30 am	JV Football (JV Boys Basketball, Girls Varsity Soccer in appropriate season)
1:30 pm	The Community Show - local events, stories, history and more!
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	JV Football (JV Boys Basketball, Girls Varsity Soccer in appropriate season)

Fridays:

7:00 am	The Community Show - local events, stories, history and more!
8:30 am	Varsity Football Rewind from prior week
1:30 pm	The Community Show - local events, stories, history and more!
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	FCVS Varsity Football LIVE (alternate Boys/Girls Varsity Basketball and Softball in appropriate seasons)

Saturdays:

7:00 am	The Community Show - local events, stories, history and more!
8:30 am	Beaver Creek Church of the Brethren
9:30 am	Mountain View Seventh Day Adventist Church
1:30 pm	The Community Show - local events, stories, history and more!
7:00 pm	The Community Show - local events, stories, history and more!
8:00 pm	FCVS Varsity Volleyball (alternate Boys/Girls Varsity Basketball and Softball in appropriate seasons)

*****New for the 2018-2019 Sports Season***** Catch "The Coaches Show" hosted by Andrew Morris. Stay tuned for more information; you don't want to miss this program showcasing our local coaches and sports teams.

Advertising sponsorship packages are available for businesses, clubs, and individuals. Give Citizens a call to learn more at 540-745-2111.