



TELEPHONE



TELEVISION



INTERNET



BUSINESS



SECURITY



MEDICAL

Volume 10 | Issue 3 | Citizens Coop | July 2020 | 220 Webbs Mill Road | Floyd, VA 24091 | P: 745-2111

## MANAGER'S MINUTE

### We're More Than a Telecommunications Company - We Care About People



At the start of 2020, your Cooperative had a clear vision and an aggressive plan to continue the construction of Fiber to the Home service. Our goal remains steadfast to continue construction to provide you Gigabit (1Gbps) Internet and upgrade facilities in other areas to continue providing superior telecommunication services. Throughout the Covid-19 (Coronavirus) pandemic, our team has continually evaluated each phase and took measures to keep you and our employees safe. We vowed that nothing is going to break our stride to provide you with quality service, excellent support, and advanced technology.

At this time, our lobby remains closed to the public and approximately 1/2 of our staff is working from home or alternate locations. Our drive-thru is open to serve you for payments, new services, and equipment needs. Our staff is still assisting customers via telephone and email; our Technical Support is still available 24/7. We have many ways to stay connected, and I encourage you to take advantage of E-Care which is conveniently accessible from your computer, smartphone, or tablet. With Citizens E-Care, you can pay your bill, view your data usage, make adjustments to your services, and even report trouble with your service. For more information check out our webpage [citizens.coop/myaccount](https://citizens.coop/myaccount)

While we are dedicated to serving your communications and entertainment needs, we are more than a telecommunications company. We care about people. We want to help keep the people in our community safe. If you need a mask, we have a supply of complimentary KN95 masks available for you; while supplies last. Stop by our drive-thru or let us know that you need one and we will be sure to get it to you. We do ask to limit your request to 2 masks per household so we can supply as many households as possible.

During this time, we know that your services are essential. We are here for you and are conducting business as close to normal as possible. Our employees are temperature screened each morning when arriving at work and report that they are otherwise symptom-free. For your protection and the protection of our technicians, we have implemented a Covid Waiver Form to be completed before our Technicians enter your home. In addition,

during an install, we ask that you stay in a separate room and limit the number of people in the home to avoid possible cross-contamination. In some instances, we are still doing temporary cable and wiring placements and whatever is necessary to provide service to you.

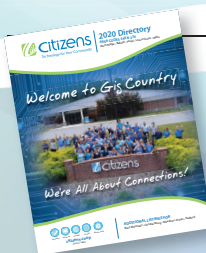
For an update on the fiber project, to date, we have around 863 customers connected to the fiber service for an overall 30% take rate. There is nothing more rewarding to us than to hear how satisfied our customers are and what a great Internet experience they are having with the 1Gbps service.

We know some of you are anxiously waiting and we are working as quickly as possible. Most recently, we were able to complete the remaining Fairview area. Construction and testing are nearing completion in Indian Valley. We are ready to connect the 316 homes eligible in Copper Hill. Lastly, construction is beginning on Floyd North with crews working on Sandy Flatts Road, Franklin Pike, and Shooting Creek. We will continue construction as an Essential Services Provider unless a government agency makes us stop.

With the anticipation of school starting soon, we are committed to helping the future generations succeed with at-home learning should that be the direction taken. Citizens offers "Student Connect", a discounted Internet service available for those receiving or eligible for SNAP. Please contact our office at **540.745.2111** or **276.637.6485** for more information on Student Connect.

Thank you for allowing **US** to be **YOUR** service provider. I will say it over and over, **YOU** are the reason we come to work every day.

Stay Safe. Stay Well.  
**Greg Sapp | CEO & GM**



### 2020 Telephone Directories are HERE!

Stop by our drive-thru to pick one up!

## Service Awards

Congratulations to Joy Gardner and Eddie Bower on 20 years of service with Citizens.



## Visit [Join.GigCountry.com](http://Join.GigCountry.com)

Learn more about 1Gig Fiber from Citizens!

## New Employees

We are pleased to welcome our new Sales Consultants, Kevin Hendrick and Marsha Phillips!

We are so glad to have them as a part of the Citizens Family.



## Because We Care About Our Community

**We are committed to providing communications and entertainment services our community.**

During this pandemic, we have taken extras precautions to keep you and our employees safe. **Our drive-up, phone, and online services are operational** to help meet your needs. **For anyone needing a mask for your own protection**, we have a supply that we are willing to give you. Please **limit 2 per household** so we can share with as many as possible in our community. **We're here for you - even at a distance.**

## Congratulations to the Class of 2020

Citizens CCTV crew was on-site to film both the Floyd County and Fort Chiswell High School Graduation Ceremonies. Both events were beautifully planned and the weather cooperated. You can catch the graduations on CCTV (SD Channel 20, HD Channel 711) and Citizens Telephone Cooperative YouTube Channel. Citizens has also partnered with each school to offer DVDs to all Graduates. Details on how to get your DVD will come from the schools.

## Community Yard & Craft Sale Cancelled for August 29th

With due regard to the safe and healthy environment for Floyd and the surrounding areas, The Community Yard & Craft Sale has been **CANCELLED** for August 29th.



## Now Available in HD

Citizens' community channel, CCTV is now available in HD on Channel 711! You can still watch in SD on Channel 20. We are excited to share this news with you, as it will enhance your viewing experience. You will also notice improved quality on Channel 20, as the server was upgraded. Thanks for watching CCTV!

If you have program ideas, let us know at [thestampede@citizens.coop](mailto:thestampede@citizens.coop).