



TELEPHONE



TELEVISION



INTERNET



BUSINESS



SECURITY



MEDICAL

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## Manager's Minute



Your Cooperative continues to make good progress in our county-wide Fiber to the Home project despite weather setbacks. Currently, our ACAM project is 56% complete. We have constructed over 388 miles of fiber and have over 1,000

customers connected to the Gigabit fiber service. That's over 30% of our Internet customers in the completed areas, which is many more than we anticipated at this point in the project. The project will be complete next year and we will reach nearly 100% of Floyd County with Gigabit service. We do it all for you.

Our crews are working in Alum Ridge and Floyd North at this time. We hope to begin connecting customers by mid-summer. As more areas become Gig-ready, watch for emails and letters from our sales team. You can also stay informed on the fiber project's progress by viewing the Fiber Construction Map on our website [citizens.coop/fiberexpansion](http://citizens.coop/fiberexpansion) and following the Fiber Installation Timeline.

Thank you for allowing us to be your communications provider. It is our mission to provide you with Quality Service, Excellent Support, and Advanced Technology.

Sincerely,

**Greg Sapp | CEO & General Manager**

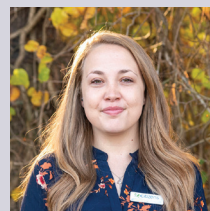


**Service Award**  
**Congratulations to Jerry Sutphin on 20 Years of Service!**

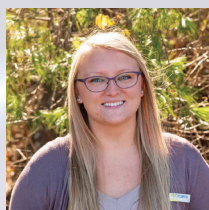
## Welcome Aboard!



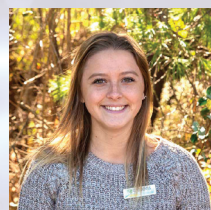
**Jamie Gallimore**  
*Ft. Chiswell*  
*Broadband Technician*



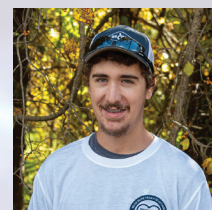
**Courtney Tolley**  
*Sales Consultant*



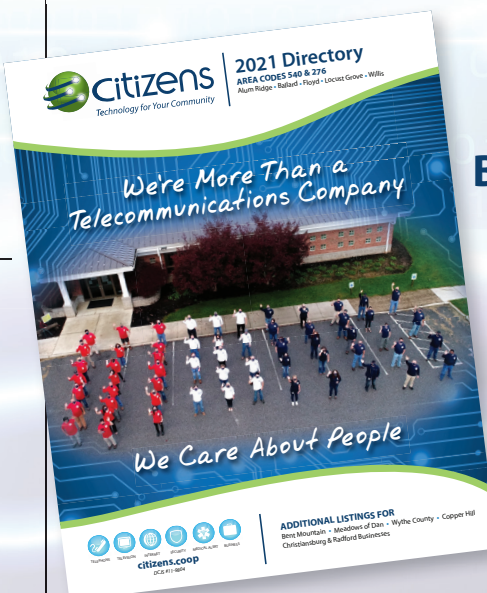
**Kayla Whitlock**  
*Jr. Accountant*



**Elizabeth Quesenberry**  
*Mapping Specialist*



**Guy Smith**  
*Home Automation*  
*Security Technician*



## New Phone Books Are Here!

Please come by the drive-thru and pick up your copy!

## New Dialing Procedure for the 276 and 540 Area Codes

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline. The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022.

Because of this order and the fact that the 988 prefix is used as a telephone number in the 276 area code, we are transitioning to ten-digit (area code + telephone number) local dialing. Changing to 10-digit dialing will ensure everyone can reach the National Suicide Prevention Lifeline using the three-digit 988 code.

**IMPORTANT DATES:** Beginning **April 24, 2021**, consumers with numbers in the 276 and area codes above should begin dialing ten digits (area code + telephone number or 1+10-digits) for all local calls. We will start with a permissive dialing period. If you forget and dial just seven digits, your call will still be completed.

Beginning **October 24, 2021**, all consumers with numbers in the 276 and other area codes above must dial 10-digits (area code + telephone number or 1+10-digits) for all local calls. On and after this date, local calls dialed with only seven-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the seven-digit number.

### What other changes need to be made?

Important safety and security equipment, such as medical alert devices, and alarm and security systems must be programmed to use 10-digit (1+10-digit) dialing. Many systems

operate on 10-digit (or 1+10-digit) dialing by default, but some older equipment may still use seven-digits. Please contact your medical alert or security provider if you are unsure whether your equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit (or 1+10-digits) local dialing. **You will need to reprogram alarm and home security equipment during the permissive dialing period of April 24, 2021, and October 24, 2021, to avoid interruption of services.** Some other examples of service that may need to be reprogrammed are:

- Life safety systems or medical monitoring devices
- PBXs
- Fax machines
- Internet dial-up numbers
- Fire or burglar alarm and security systems or gates
- Speed dialers
- Mobile or other wireless phone contact lists
- Call forwarding settings
- Voicemail services and other similar functions

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

### What will remain the same?

- Your telephone number, including the current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the dialing change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1 + area code + telephone number of all long-distance calls.
- You will continue to dial a prefix (such as "9")

when dialing from a multi-line telephone system (e.g., in a hotel, office building, etc.) as required.

- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- If 211, 311, 411, 511, 611, or 811 are currently available in your community, continue dialing these codes with just three digits.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255) even after the 988 code is in effect.

Beginning **July 16, 2022**, dialing "988" will route your call to National Suicide Prevention Lifeline. **Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.**

You may visit the North American Numbering Plan Administrator (NANPA) website at [https://www.nationalnanpa.com/transition\\_to\\_10\\_digit\\_dialing\\_for\\_988/index.html](https://www.nationalnanpa.com/transition_to_10_digit_dialing_for_988/index.html) or email NANPA at [988@somos.com](mailto:988@somos.com) with questions about the dialing procedure change, or you may visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>

### Addition of 826 Area Code to the 540 Territory

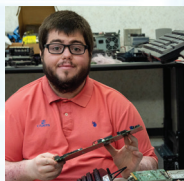
The Virginia State Corporation Commission has determined that telephone numbers in the 540 area code (NPA) will reach exhaustion during the 2nd quarter of 2022. A new area code (826) will be added to ensure sufficient numbers for this geographical area. **Any area served by area code 540 will also be served by area code 826. Because of the two area codes, we will need to transition to ten-digit dialing for 540 numbers that are currently dialed seven-digit.**

Beginning on **November 13, 2021**, you should start dialing ten digits to 540 numbers that do not currently require dialing 1+. Mandatory ten-digit dialing will start on **May 14, 2022**. We will share more on the 540 area code as time gets closer.

## Channel Changes

**Channel 81** was ION Plus and is now Court TV • [courttv.com](http://courttv.com)

**Channel 22** was Qubo and is now Laff TV • [laff.com](http://laff.com)



## Tech Tips from Citizens

One of the best ways to protect yourself, especially during these times where phishing scams and hacks are peaking, is to enable account protection such as Two-Factor-Authentication or Multi-Factor-Authentication.

Two-factor authentication adds a second level of authentication to an account log-in. When entering only your username and one password, that's considered a single-factor authentication. Two-Factor Authentication requires the user to have two out of three types of credentials before accessing an account. Using two different factors like a password and a one-time passcode sent to a mobile phone via SMS is two-factor authentication.

If two-factor authentication isn't available, then come up with a long-phrase password. Instead of trying to remember FtLE\*&LeN38Edx or something like that, you can instead come up with a longer passphrase like FiberInternetHasTheFastestSpeed! Passphrases are much harder for computers to crack and easier for people to remember.

- Josh Riegel, LAN Tech