



TELEPHONE



TELEVISION



INTERNET



BUSINESS



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 rain, hail, and damage to our cables from non-Citizens' contractors. We are currently working in the Floyd North and Alum Ridge areas. Our staff is contacting residents along the way as construction and testing of fiber is completed to connect you to the 1 Gbps fiber-optic Internet service. Thank you for your patience. We are as excited as you are to provide you with Gigabit Internet.

The customers who have already connected to the CitiZip Fiber service rave about the speed and their Internet and entertainment streaming. "It was worth the wait," one customer said. Another stated, "It's hard to believe that living in rural Floyd County, we have Gigabit Internet. It's unheard of." We frequently receive words of appreciation for the investment Citizens puts into the county and the fiber deployment is one way that we can prepare for future technologies. The project is scheduled to begin the last phase of construction next year and we will reach nearly 99% of Floyd County with Gigabit service to the home. We do it all for you.

For residents within the completed fiber areas, please feel free to call our office and get on our install schedule. We'd love to get you connected as soon as possible. For customers in our Ft. Chiswell and New Castle areas, you now have increased speeds up to 300 Mbps. Give our office a call to hear more about it.

Coming soon -- Citizens will launch a new streaming TV service and app that will simplify TV. Not only can you watch local channels and many of your favorite network channels, but you can record to a Cloud DVR to watch at a later time. The best part (hope you are seated when you read this) it will be LESS EXPENSIVE than the traditional TV packages that we have today.

In addition, during the pandemic, we made some upgrades to our office on 220 Webbs Mill Road in Floyd. We plan to hold our Annual Membership Meeting onsite on Saturday, October 16, 2021. We look forward to seeing you and will share more information as we get closer to the event date.

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

Neighbors Helping Neighbors



Citizens employees did not ignore the needs of our community during the pandemic. Our non-profit employee group ACE (Associated Citizens Employees) gathered supplies and worked with

other local businesses to provide Supplies for Seniors through the Agency on Aging. Approximately 50 Floyd County residents were supplied with basic items from toiletries to cleaning supplies and even puzzle books to help entertain them.



Welcome Aboard!



Bryce Altizer
Software Support
Specialist



Cody Hanks
IT Technician



Michael Plafcan
Part Time, IT Dept.



Josh Stokes
Video Production
Editor



Elijah Underwood
Part Time,
Video Production

Reminder for Customers in 276 Area Code



The FCC has adopted 988 as the new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Beginning **October 24, 2021**, all customers with numbers in the 276 area code must dial 10-digits (area code + telephone number or 1+10-digit) 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
- PBX business phone systems
- 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 or email NANPA at 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>

NEW 826 Area Code being added 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

Fox College Sports is now named **Stadium College Sports** on your Crest channel guide:

Stadium College Sports - Atlantic:
Channel 156

Stadium College Sports - Central:
Channel 157

Stadium College Sports - Pacific:
Channel 158

A Little Gossip on Gaming... How to Save Data by Turning Off Auto Updates

If you are like many of our gaming friends, you may have 30 games on your system but are only playing two or three. By default, Automatic updates are usually turned on in settings of game consoles. However, automatic updates can rob you of your data and are updating in the background without you even knowing it or before you download any games.

On your Xbox ONE, you can turn off the automatic updates by taking the following steps:

- Go to Settings -->
- Click on Updates -->
- Under 'Latest Console Update Status', you will see the Games & Apps box; uncheck the box labeled "Keep My Games & Apps Up-to-date."

For more information, refer to this YouTube video that will walk you through how to turn off automatic updates in your XboxONE:

<https://www.youtube.com/watch?v=tRdEEYnEok>

Here's a helpful link for other gaming systems:

<https://broadbanddeals.co.uk/guides/save-data-turning-off-auto-updates/>

