



TELEPHONE



TELEVISION



INTERNET



BUSINESS



MEDICAL

Volume 12 | Issue 2 | Citizens Coop | OCT 2022 | 220 Webbs Mill Road | Floyd, VA 24091 | P: 540-745-2111

Manager's Minute

"We are Plowing, Splicing, and Installing Fiber Every Day!"



Your Co-operative has had a busy summer. Our Fiber to the Home project has gained a lot of momentum with the nice weather. We have continued to plow, splice, and install fiber services as efficiently as possible all while dodging the rain, storms and delays in equipment delivery.

The Locust Grove area is now complete and we are ready to process your order if you have not already contacted us to do so. Nearly 70% of Floyd County has fiber available. If you are in any of the following areas where fiber is complete or now available, give our Sales Consultants a call so we can get you on our installation schedule.

- Town of Floyd
- Topeco
- 221 North
- Terrys Fork

- Willis
- Fairview
- Indian Valley
- Floyd North
- Alum Ridge
- Possum Hollow
- Locust Grove

We continue to collaborate with the County and apply for VATI funds. In addition, LECAP funds are available to assist residents with long driveways. Give us a call if you have a long driveway and we will send you the LECAP link to apply. We are committed to providing fiber to every home in Floyd County and will work with you to get the job done.

Sincerely,
Greg Sapp,
CEO & General Manager

Employee Recognition

**Thank you for
your dedication
to Citizens**

Congratulations to **Donna Smith, Sandy Huff, Michael Scardo** - 20 years at Citizens!



Donna Smith



Sandy Huff



Michael Scardo

Mark Your Calendars!

Annual Halloween Event - Saturday, October 29, 7 - 9:30 pm

HolidayFest - Thursday, December 8, 6 - 8 pm

Citizens Telephone Cooperative Annual Meeting

Saturday, October 15, 2022 • Registration: 11:00AM • Meeting: 12:00 Noon

Citizens Office • 220 Webbs Mill Road N • Floyd, VA

In accordance with the CDC Guidelines for this event, wearing a mask and social distancing are recommended for those not fully vaccinated.

SFN TV Now Demo starts at 11AM

Great Door Prizes and Member Gifts

We listen to our customers.

The majority of our fiber customers are happy with CitiZip Fiber Usage Plans and only pay for the data they use while enjoying robust 1Gbps speed. However, some households have less need for the higher speed Internet and are less concerned about the benefits of Gigabit service but prefer to avoid overages and opt for slower speeds. We hear you. **To eliminate the stress of overages, we have added UNLIMITED CitiZip Fiber Plans that include WiFi with various speeds to meet your needs.** Visit <https://citizens.coop/citizip-unlimited-fiber-pricing/> for more information.

<h3>CitiZip Unlimited 100</h3> <p>Download Speed up to 100 Mbps - With WiFi</p> <p>Upload Speed up to 20 Mbps FREE modem FREE installation*</p> <p>\$49.95</p>	<h3>CitiZip Unlimited 250</h3> <p>Download Speed up to 250 Mbps - With WiFi</p> <p>Upload Speed up to 50 Mbps FREE modem FREE installation*</p> <p>\$99.95</p>
<h3>CitiZip Unlimited 500</h3> <p>Download Speed up to 500 Mbps - With WiFi</p> <p>Upload Speed up to 100 Mbps FREE modem FREE installation*</p> <p>\$149.95</p>	<h3>CitiZip Unlimited Gigabit</h3> <p>Download Speed up to 1 Gbps - With WiFi</p> <p>Upload Speed up to 500 Mbps FREE modem FREE installation*</p> <p>\$199.95</p>

Switch to SFN TV Now Before the Holidays!

By now, you are aware of our need to dissolve our current legacy TV system. In fact, if you are a cable modem customer or are already connected to the CitiZip Fiber service, or have it available to you, we encourage you to make the switch to SFN TV Now before the holiday season. As we complete fiber areas, we will migrate customers to the new IPTV platform.

SFN TV Now is our new IPTV app. It is saving customers money, eliminating set-top fees along with the additional charges for HD and PVR service. Customers who have already converted to SFN TV Now state they enjoy the HD experience with a crystal clear picture as much as the monthly savings.

Contact our Sales Team to discuss your particular needs for your home. We are here to help you each step of the way. For your convenience, we have a video on our website that may be helpful for you to understand the service and how it works. **Visit <https://citizens.coop/tvnow/> to watch the video.**

Advanced WiFi

Have you heard about Citizens Advanced WiFi? The new adaptive technology gives you control of your home network through the HomePass® app powered by Plume. Enjoy the endless connectivity on ALL the devices in your home for a superior WiFi experience. Ask our Sales Consultants about parental controls, device management, and data use monitoring. It's all available with HomePass® powered by Plume.

Sign up before the holidays and get 3 months FREE! You will be able to set up a private Guest network so visitors do not have to use your personal password to access the WiFi in your home.

Check it out <https://citizens.coop/citizens-advanced-wifi/>



Welcome Aboard!



Shannon Belcher
Engineering
Administrative Support



Bradley Duncan
Broadband Technician



Chad Keesee
IT Technician



Tony Willis
Plant Maintenance
Technician



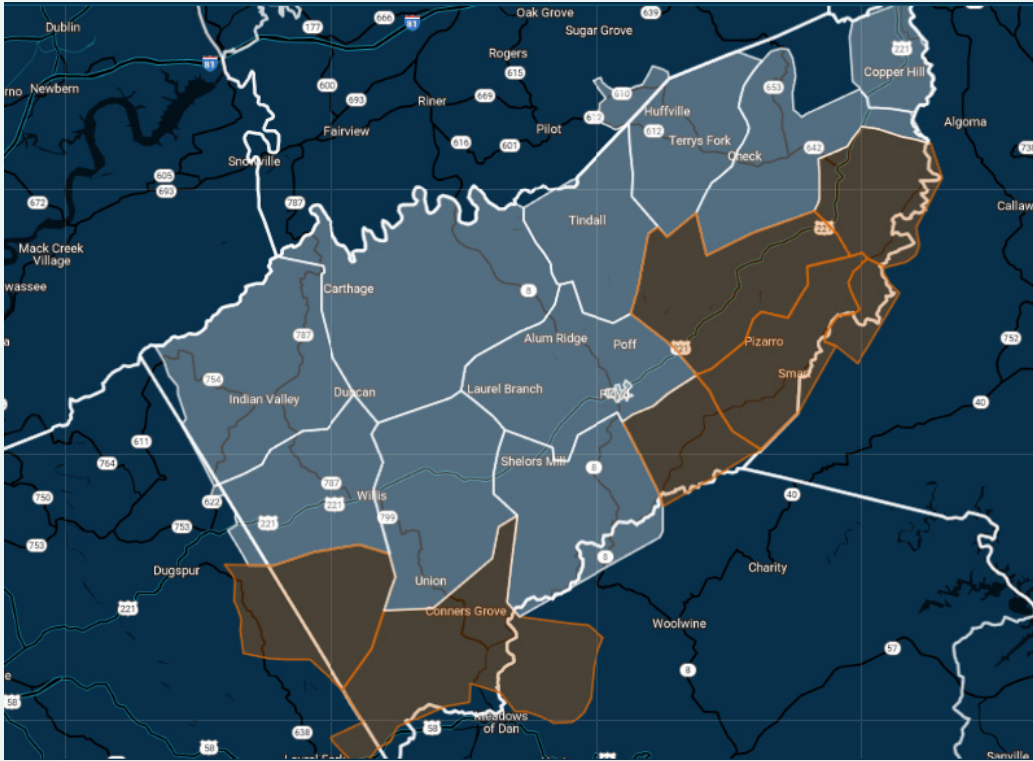
Vincent Osborne
Residential Sales
Consultant



Mackenzie Hines
Marketing Intern

Our current ACAM Construction Map showing nearly 70% completion.

Gray = complete
Orange = to be completed 2023



FRACTURED FAIRY TALES



Annual Halloween Event

October 29, 2022 | 7-9:30 pm | Drive-Thru Event

220 Webbs Mill Road N, Floyd

Line up at the Floyd Rec Park and get all the details!