



TELEPHONE



TELEVISION



INTERNET



BUSINESS

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## MANAGER'S MINUTE:

### As the song says, we are 'Taking Care of Business' -- Everyday!

Thankfully, winter was been kind to us up to the point of writing this message - minus

a few frigid days enabling construction and plowing drops to homes within our ACAM Fiber project to continue. Our team has had to endure several obstacles including delays in equipment supplies and numerous fiber cuts since the beginning of 2023. Regardless, they are resilient and are very dedicated to providing fiber optic CitiZip Internet to your home.

We understand the need for the 1 Gbps service for the multiple devices that you have in your home. Although we are having to extend our construction timeline, we are making good strides on the project. We realize that it's not fast enough for some folks, but I can assure you, we ARE coming and we appreciate your patience. At this point, we have completed over 707 miles and only have 125 more miles to go. Our sincere gratitude to our contractors and employees who have worked diligently to serve your needs. Our sincere appreciation to you, our valued

customers, who have waited patiently and have been so kind in showing your appreciation for the newest in Internet technology. YOU are the reason we come to work each day.

I'm happy to report that our conversion to SFN TV Now has gone smoothly over the last quarter. Customers routinely tell us how much they are enjoying the new platform and have found it easier to navigate with the Roku remote control than they initially expected. That makes us happy because we want you to be a satisfied customer. We take the responsibility of being your communications and entertainment provider seriously. We know there are plenty of other providers; we just want to be the BEST. Thank you for the kind comments that you have taken the time to share about the things you like best about SFN TV Now including, Replay/Restart, and the ability to set Favorites for easy channel selection. For anyone who has not tried these features or who may have questions, please give our helpful staff a call.

For an update on our legacy TV system, the plan is to continue to migrate customers to the new TV platform in

areas as our fiber construction completes. We are so close, and therefore, we will not increase TV rates for those remaining few customers. Please don't worry. We will NOT shut off your TV service until we are able to deliver fiber to your home and provide you with the new TV platform. We also respect your decision if you do not want to connect to the fiber optic service or switch to SFN TV Now. This gives you time to research other options; knowing that we anticipate shutting down our headend by the end of 2023.

Also, I'd like to say "Thank you" to everyone for your kind words of encouragement in assuming the role of General Manager of Citizens. My door is always open to you.

Sincerely,  
Donna Smith  
CEO & General Manager

## NEW EVENT LOCATION - Saturday, April 1, 2023

### Community Easter Egg Hunt - Buffalo Eggstravaganza

10 am to 1 pm

Floyd County Rec Park: 114 Park Dr. NE, Floyd

**Rain location:** Citizens Multipurpose Building

## Friday, April 7, 2023

Citizens will be closed in observance of **Good Friday**

**Congratulations to our Sales Lead, Penny Bower** on completing the Management Concepts, Leadership Certification Program. Management Concepts is a nationally recognized provider of education and training for career development, performance improvement, and human capital solutions for the public sector. Management Concepts empowers individuals, teams, and organizations to grow and achieve their personal and organizational missions with their high-impact training and transformative consulting solutions.

We are proud to have Penny as a part of the Citizens Team. She is celebrating her 16th year with Citizens and proudly meets the mission of providing quality service, excellent support, and advanced technology.



**Citizens wants to remind all our Internet customers of the dangers of illegal downloading of movies, television shows, games, and music from the Internet.**

Downloading “free” content such as movies, games, or music is nothing new. It has been going on since the beginning of internet access. Free is good, right? So what is the problem? The problem is that most “free” content such as movies, games, or music has been placed or shared on torrent or pirate websites without the knowledge or consent of the copyright owner. In other words, it’s illegal, and if you get caught, there are serious consequences.

For example, you are sitting at home on Saturday night and you want to watch a new movie. However, it isn’t available to rent from any vending machine or store. Your only option is to purchase the movie for \$29.95. You decide that you don’t want to pay that much. You search online and look for other options. You can find several links to watch or download the movie for free. You think this sounds like a good option? This thought would be wrong as you are a keystroke or click away from committing a serious crime, Copyright Infringement.

Peer-to-peer file-sharing websites or “torrents”, allow users to download music from friends, neighbors and strangers anywhere in the world for free. This online piracy is a real problem and is covered by the Digital Millennium Copyright Act “DMCA”. The DMCA was signed into law on October 28, 1998. Its intent was to protect copyright owners in the age of the internet and electronic file transfers.

Citizens receives notices from representatives of owners of copyrighted songs, movies, and television programs, and games that some of our customers have downloaded, copied and/or shared such files

from the Internet in violation of the DMCA. These notices identify the Internet Protocol (IP) addresses of the alleged violators. Citizens does not provide or share any IP or other information with the content owners. They obtain that information the moment you download or share the file through sophisticated tracking methods that they have created. The content owners reserve the right to take legal action against offenders. To meet Citizens’ obligations, we notify customers of copyright infringements and maintain a “3 strikes and you’re out” policy for customers with repeat violations.

When it comes to accessing and viewing online media, there are do’s and don’ts.

- Do use legal streaming services: These are set up to allow users to view content whenever and wherever they want while protecting content owners. Most streaming services charge a fee (like Amazon Prime, Netflix, Paramount, Apple Music just to name a few). Even services that offer free streaming (like Spotify and Pandora) make revenue through advertisements.
- Do purchase legal content online: You can buy songs, albums, music and TV series from legitimate online websites such as Amazon Music or Amazon Prime.
- Do consult resources such as StreamSafely.com: This website breaks down the consequences of illegal media sharing and provides answers to common questions, such as “How do Pirates deliver content” and “Is it safe to watch pirated content?”.
- Do restrict website access: Accessing illegal content on the internet is not always obvious, especially for a child, teen, or elderly family member. To keep your family protected, consider

browser or Wi-Fi restrictions that prevent them from accidentally clicking on or visiting illegal content websites.

- Do password protect your Wi-Fi. Citizens’ customers can also contact our 24/7 internet support at (800) 741-9525, and our Support Specialists will gladly assist in setting up or changing wireless passwords for your Wi-Fi router.
- Do keep your household informed and protected by talking to family members and sharing this information with them.
- Don’t visit torrent or pirate websites, regardless of how tempting it may seem. Remember if it sounds too good to be true, it usually is.
- Don’t accept a “free” movie, television show, game, or music from a friend, family member, etc. Most likely this “free” content was obtained illegally and content owners can trace this content.

**Welcome Aboard!**



**Miranda Cooper**  
Finance Office  
Assistant



**Jared Smith**  
Broadband  
Technician