



114 W. Jefferson, Bloomfield
www.mycmtech.com • 641-664-2074

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NEWSLETTER



Calling all Juniors, have we got a trip for you!!!

Citizens Mutual is proud to once again sponsor a student to attend the Foundation for Rural Service Youth Tour in Washington, DC. This year's Youth Tour will be June 2- June 6, 2018. Students attending the youth tour will have the opportunity to tour some of Washington DC's most exciting historical sites, including the Smithsonian Institute, the National Cathedral, Mount Vernon and Arlington National Cemetery. Students will also have a chance to learn firsthand about legislative and governmental processes as they relate to the telecommunications industry.

The Youth Tour is sponsored by the Foundation for Rural Service. This foundation was begun by the National Telephone Cooperative Association, which is a national trade association through which Citizens Mutual participates in activities relating to the telecommunications industry.

Applications for the 2018 Youth Tour may be picked up at the Citizens Mutual business office located at 114 W Jefferson St, Bloomfield or from the High School Guidance Counselor. Any student who is currently a junior living in Davis County and whose parents are subscribers of telephone service from Citizens Mutual, is eligible to apply. Home School students, comparable to a junior level, are also eligible. All applications are to be returned to CMTEL before March 9, 2018.

A winner and an alternate will be selected on an anonymous basis by a committee of the Board of Directors of Citizens Mutual.

Annual Meeting and Summary of By-Laws

The following information is provided in accordance with the requirements of the Rural Utility Services (RUS):

- The Cooperative's annual meeting shall be held each year on the date designated by the Board of Directors.
 - Notices shall be mailed to each member prior to each annual meeting.
 - Each member shall be entitled to one vote on each item submitted at the meeting.
 - All questions shall be decided by majority vote of those members present or represented by mail, except those requiring 2/3's vote according to the Articles of Incorporation.
 - Each director shall select and appoint a member of the Nominating Committee.
 - The members of the Nominating Committee shall nominate cooperative members for vacancies on the Board of Directors in accordance with the prescribed director area representation.
 - A statement of the nominations shall be mailed to each member not later than sixty days prior to the annual meeting.

The Cooperative's complete by-laws are printed in the information pages of your telephone directory.



Video Rates Set to Increase in Spring

Due to large increases in costs being charged by our over the air broadcasters (ABC, CBS, NBC and FOX), Citizens Mutual will be forced to increase our price for video service April 1st. While the amount of the increase has not yet been determined, please know that the Board and employees of Citizens Mutual do everything we can to keep these costs down. Unfortunately, we have very little negotiating power with these large networks, and are typically left with a "take it or leave it" offer.

Being a cooperative, making a sale is not the most important thing to us, our customers are. With that in mind, we want make sure our customers know the options available to them should they find the cost of cable to be too much. First of all, there is the old fashioned way of putting up an antenna. This of course only works for off air stations, but the cost is right... no monthly cost. You may also have difficulty receiving some channels. It all depends on how the reception is.

Next, in the past several years there have become more and more "over the top" options for getting video programming. Over the top means using the internet to get these programs. Netflix, Hulu, Amazon Prime, and CBS All Access are a few examples of over the top providers. While there are generally charges for these services, you may find just what you want for less.

Additionally, Citizens Mutual does offer what we call our Lifeline Video line up. While it has very limited channels, it is significantly less expensive than other alternatives.

One warning, beware of other service providers offering you an unbelievable price for their service. Remember, if it is too good to be true, it probably is. Most of these offers require a long term commitment with stiff penalties for early termination and huge price increases a few months into the contract.

Feel free to contact our office if you have any questions. We are here to help. We are your friends and neighbors and know price increases affect everyone's lives. We are committed to keeping our costs as low as possible while providing the high quality service you expect from your coop.



Closed Captioning

The Federal Communications Commission (FCC) is concerned that consumers may experience difficulty in receiving and/or viewing closed captioning on some digital television(DTV) programming, including high definition television(HDTV), provided by a subscription video provider.

If you have difficulties from Citizens Mutual Telephone Cooperative, you should ensure that the captioning function on your set-top box, if applicable, is turned on and ensure that the captioning function on your DTV is also turned on.

If you are still unable to view closed captions, you should contact the cooperative for assistance.

For Immediate closed captioning concerns:

Customer Service
Phone (24hrs): 641-664-2074
Fax (24hrs): 641-664-9780
Email: mycmtech@mycmtech.com

To file a written complaint regarding closed captioning issues contact:

Citizens Mutual Telephone Cooperative
Attn: Joe Snyder, General Manager
114 W Jefferson St, PO Box 130
Bloomfield, IA 52537
Phone: 641-664-2074
Fax: 641-664-9780
Email: mycmtech@mycmtech.com

Watch out for pedestals

It is a new year and Citizens Mutual would like everyone to be watchful of the phone pedestals in the alleys and along the side of roads and drives.



When a pedestal gets damaged, it can affect service to a large number of customers. So whether you are pushing snow this winter, burning weeds this spring, or clearing and mowing ditches and fence rows this summer, please watch out for the phone pedestals.

Scholarship Opportunities for High School Seniors

Citizens Mutual is offering to seniors whose parents are members of the Cooperative:

FRS (Foundation of Rural Service) Scholarship will award a number of \$2500 one per NTCA-The Rural Broadband Association geographic region and one sponsored by an NTCA associate member. These applications can be picked up at the High School Guidance Counselor or at Citizens Mutual Telephone and need to be postmarked by March 1, 2018.

Aureon Network Services scholarship program is available to students pursuing a STEM-related course of study and those residing in the service area of an Iowa Independent Telecommunications Company. Aureon is awarding a total of \$10,000 in scholarships. Visit aureon.com/scholarship to complete the application form. Deadline for these scholarships are March 1, 2018.

The Iowa Communications Alliance will also have a scholarship available but details are not out yet, but once it is out Citizens Mutual will have info and will also give info to the Davis County High School guidance counselor.



Welcome to



Directory update

Floris

Amy Scarff 15746 Velvet Ave. Floris 641-459-3419

Bloomfield

Nicole Miller 309 S East St. Bloomfield 641-664-2579

Tiffany Kinsler 25482 190th. St. Bloomfield 641-664-1110

Mark

Allen Herschberger 15815 230th. St. Bloomfield 641-929-3078

APPLIANCE SALE

\$100 Off

Take \$100 off the retail price when you purchase a Crosley washer and dryer set from Citizens Mutual. While supplies last.



Citizens Mutual Hours: 8 a.m.-5 p.m. Monday, Tuesday, Thursday and Friday; 8:30 a.m.-5 p.m. Wednesday

Call Iowa One Call before you dig: 811 • Internet Tech Support: 1-800-205-1110

Payments are due on the 20th of each month.

For your convenience, Citizens Mutual offers Automatic Bank Deduct, payment boxes in the front of the building and in the alley, payment via e-statement and automatic credit card payment.