

October is Cooperative Month...

Each year in October, cooperatives around the United States demonstrate the power of the cooperative principles and the best business model in the world. Cooperatives strengthen the economy, provide jobs, and support communities.

To celebrate October being Co-op Month, Citizens will be holding its annual Customer Appreciation Day on Saturday, October 19th, from 9:30am to 1:00pm at the New Auburn School. Activities for the day include handing out Capital Credit Checks, Registering to Win Prizes, a Chicken Dinner prepared by the New Auburn Fire Department, Kids Activities, and Displays. Be sure to mark your calendars to join us!

Citizens will also be on-hand at the 2013 Barron County Co-op Kick-Off event which will be held on Thursday, October 10th, at the Barron Electric Cooperative office located in Barron, WI from Noon - 4:00pm.

The event will feature a hot meal, drawings for an HDTV and kid's bike, entertainment, numerous displays, activities for the kids, an electronics recycling drive as well as the chance to shred your confidential records. There will also be several special presentations from the Barron Maple Grove Fire Department's Jaws of Life and the Lifelink Helicopter, and the Barron County K-9 Units.

Citizens is pleased to be a Gold Sponsor of this event along with Barron Electric Cooperative, Inc., Country Pride & Country Comfort, Mosaic Telecom, and WESTconsin Credit Union. Special Gold Sponsors of the event include the Mayo Health System, 5R Processors, Ltd, Confidential Shredding, Premium Waters, Inc, PUSH, Inc., Star 97.7, WJMC, and Fox 99.1.



Collaborate
Communicate
Cooperate

Co-op Month Facts...

Co-op Month became an October event in 1930 as a way for cooperatives to educate consumers about their structure. In 1948, an official proclamation was made naming October as Cooperative Month by Minnesota Governor Luther Youngdahl. Soon, the October Co-op Month celebration spread to other states. In 1964, Co-op Month became a national event.

In the United States alone, there are 29,000 cooperatives with more than 100 million members. Worldwide, more than 1 billion people belong to cooperatives. There are 260 telephone cooperatives that provide service to 1.2 million households and are often the first to provide advanced telecommunication services to rural areas.

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Lynn Trowbridge	Director
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Corporate Office

Located at: 328 W Main St
New Auburn, WI 54757

Hours: Monday - Friday
8:00am - 4:30pm

Main Phone: (715) 237-2605
(715) 859-6200

or Just Dial 611

Toll Free: (888) 815-5550

Fax: (715) 237-2812

www.citizens-tel.net

Citizens Telephone Cooperative, Inc. dba Citizens Connected

Monthly Drawing Winners...

Each month we will hold a random drawing for ten (10) \$5.00 winners who pay their bills before the 20th of the month.

July Winners:

John & Ann Granholt
Scott & Tonya Nacke
Ann Wicken
Ronald & Janice Davis
Donald & Melissa Taylor Jr

Elton & Florence Burchell
Alton & Elizabeth Hodges
Thomas & Shannon Luepke III
Clinton & Peggy Worden
Keith Peerson

August Winners:

US Post
Lois Avery
Richard Woodford
Kelly & Jason Olson
Stephanie Farrington

Edward & Vivian Frion
Charles & Judith Olson
Delores Moore
James & Gwen Johnson
James & Janice Gordon

Citizens in the Community...

This summer, Citizens participated in the Chetek Liberty Fest, New Auburn Jamboree Days, and the Bloomer Community parades. A **BIG** thank you goes to Jack Perry for building the plane for our float!



Citizens employees and Board Members also participated in the New Auburn FFA Heart Walk and helped out at the Food & Beer Stands at the New Auburn Jamboree Days! Citizens is a proud sponsor of both events.

Employee receives Cisco Certification...

Citizens Network Administrator, Adam Wennerberg, recently attended a Cisco Boot Camp and became a Cisco Certified Network Associate (CCNA)!

The CCNA certification recognizes basic competency in installation and support of medium-sized networks. Adam has been certified in networking routers and switches as well as network security and management.

Congratulations Adam!



Digital TV powered by Celect Communications...

New Channels...

truTV HD	471	MLB StrikeZone HD	216
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New MUSIC Channels...

As of August 29th, the Music Channels have a new look. They now feature the song title, artist, and album name as well as a slide show of images. The new channels are also grouped by genre as follows:

Country: 900 - 906	Pop Decades: 927 - 931	Classical: 942 - 947
Rock: 907 - 913	Urban: 932 - 935	Galaxie Plus: 948 - 951
Pop: 914 - 926	Jazz: 936 - 941	Latino: 952 - 957

Channel Changes...

As of August 17, 2013, Speed (channels 36 & 436) is now referred to as FOX Sports 1.

As of August 17, 2013, Fuel TV (channel 151) is now referred to as FOX Sports 2.

As of August 20, 2013, Current TV (channel 106) is now referred to as Al Jazeera America.

As of September 2, 2013, FOX Soccer (channel 205) is now referred to as FXX.

As of September 26, 2013, Investigation Discovery will be moving from channel 109 to channel 95.

Fall Sun Spot Outages...

During afternoon programming, from October 4th through October 14th, you may experience brief tiling and fade-outs on your Digital TV service. This occurs in the spring and fall when the sun directly lines up with the satellite we are receiving programming from.

We apologize for any inconvenience. These outages are experienced by all TV service providers and are unavoidable.

Digital TV How Tos...

If you find a program that will be showing at a later time or date, you can use the Reminder or Autotune features to make sure you don't miss it!

Using the Set Reminder option will prompt a box to pop-up on your screen at the start time of the desired program. To set a Reminder:

1. Once you have found the program you'd like to watch in the Guide, press OK
2. Using the Directional Arrows, highlight Set Reminder and press OK.
3. In the Guide next to the program you will see a  icon.
4. At the time the program begins, you will see a box moving on your screen with the following information: PROGRAM REMINDER. (Station Name) Press info to view details.
5. Pressing the info button will give you a brief description on the programming.

Using the Set Autotune option will automatically transfer you to the desired program. To set Autotune:

1. Once you have found the program you'd like to watch in the Guide, press OK
2. Using the Directional Arrows, highlight Set Autotune and press OK.
3. In the Guide next to the program you will see a  icon.
4. When the program begins, you will see a box pop-up on your screen with the Program Name as well as the Channel Number. You will be able to Tune In to the program or Cancel the Autotune.

COMING SOON...

New TV Guide

On October 1, 2013, Celect Communications will be switching to a new TV Guide.

If you have a DVR, you will need to reschedule any future recordings.

Capital Credits...

Being a cooperative was once a popular way to start a business. When Citizens was formed in 1952, it implemented the cooperative model and still remains so today. Everyone who has services through Citizens is considered a member of the Cooperative. As members, you are owners who have a voice in how the cooperative operates and also share in the profits of the cooperative.

The profits of the Coop are allocated to members in the form of Capital Credits. Your allocation is based on a formula of the cooperative's net margin and how much you spend with the coop.

Each year you receive an allocation statement showing the amount you have earned and the amount that was credited to your Capital Credit account. Capital Credits accumulate in your name and are refunded by action of the Cooperative's Board of Directors in accordance with the cooperative's bylaws and as the financial condition of the Cooperative warrants.

The accrued capital credits are yours - in the event of death, they become part of your estate. Be sure to put the allocation notice in with your important papers so it can be addressed at that time. In the event of a Divorce, the capital credits should be addressed as part of the settlement.

Even if you move out of the service area, the Capital Credits remain in your account until paid out by the Cooperative's Board of Directors. To receive future retirement payouts, please be sure to keep Citizens updated with your current address.

2013 Customer Appreciation Day

Saturday, October 19, 2013

New Auburn School

9:30am - 1:00pm

Schedule of Events:

- 9:30am - 1:00pm:** Pick up your Capital Credit Check
Sign up for Prize Drawings
Activities for the Kids
- 10:00am - 10:30am:** Informational Sessions: Digital TV
Tablets, PCs, & Routers
- 10:45am - 11:15am:** Informational Sessions: New Features
Home & Business Monitoring Services
- 11:00am - 1:00pm:** FREE Chicken Dinner prepared by the
New Auburn Fire Department (**NO CARRYOUTS**)

REGISTER TO WIN!

Phone Service
22" LED TV
Samsung Tablet

Upcoming **FREE** Technology Classes...

SEPTEMBER

Pinterest

September 17, 2013
9:00am & 6:00pm

During this class, you'll get an overview of the virtual pinboard that lets you organize and share all the things you find on the web. Plus you'll learn how to sign up and create your own Pinterest Board!

Bring your laptop if you have one!

OCTOBER

Informational Sessions

October 19, 2013
New Auburn School
10:00am - 11:15am

During the Customer Appreciation Day, you will be able to attend mini sessions on Digital TV; New Features; Tablets, PCs, & Routers; and Home & Business Monitoring Services.

Check out page 3 of this Newsletter for times!

These classes are FREE and will run approximately an hour unless otherwise noted. Limit of 20 people per class. Minimum of 5. You can register for either class by contacting our Corporate Office by phone at (715)237-2605 or send an e-mail to swat@citizens-tel.net.

TECH SPOT...

Why won't my printer work?

If there are no error messages pointing you to the problem, check to be sure that the printer is still connected, via USB or Ethernet cable or—if a wireless model—that the Wi-Fi is enabled and that you're connected to the right network. The printer driver and software needs to be installed on the computer you want to print from.

It's possible that the driver has become corrupted; it should be reinstalled; check the manufacturer's download page for the latest version. If it still doesn't work, check out the troubleshooting section in the printer's User Manual, and if need be, contact tech support.

If you are still unable to access the printer, please contact one of our SWAT Services Technicians at (715)237-HELP or swat@citizens-tel.net.

Having problems with your computer, printer, or gadget?

Citizens S.W.A.T. Technicians are here to help!



Contact us at (715)237-HELP or swat@citizens-tel.net

NEW SERVICES...

On ALERT

Emergency Device for Independent Living



Care That's Always There

Living alone can be an uneasy situation, especially for elderly individuals living with medical difficulties. Citizens ON ALERT service is a simple, cost-effective solution that allows individuals the satisfaction of independent living with the peace-of-mind that comes in knowing there's always someone to help.

Thoughtful care is immediate with Citizens ON ALERT service. When a medical emergency arises, a simple touch to the button on either a phone or wireless transmitter instantly connects you or a loved one to a professional central station operator (CSO) who will quickly assess the individuals needs and send the appropriate help...immediately!

Get Citizens ON ALERT, the Care That's Always There.

COMING SOON...

YOUR TV EVERYWHERE

With Celect Access from Citizens, you can watch your favorite shows AND control your DVR recordings when you are away from home on multiple devices including computers, smartphones, tablets, and more!

By using an internet-connected device, you will gain access to:

- Watch your live TV channels*
- Schedule and manage your DVR recordings
- Search the program guide

Watch for more information in the near future!



Digital TV powered by Celect Communications

*Some Restrictions Apply. No programming fees apply.



YOUR BUSINESS. PROTECTED.

- ✓ **MONITORING SERVICES**
- ✓ **SURVEILLANCE CAMERAS**
- ✓ **PROFESSIONAL INSTALLATION**
- ✓ **LOCAL TECHNICAL SUPPORT**

For Monitoring Services Call (715)237-2605.

Feature of the Month...

The Caller ID calling feature allows you to view the Name and the Number of the person or company trying to reach you. Caller ID only displays on a phone that supports the feature and if the number is available at the time the call is placed.

For only \$4.00/month, with Caller ID Name and Number you can always see who called even when they don't leave a message giving you the option of calling them back or waiting for them to call again. This is also a great way to save phone numbers to your address book or calling lists.

Find out who's calling without taking your eyes off the TV!

You are in the middle of watching "The Game of the Century", batting team down by 3, with bases loaded and 2 outs. The phone rings. Do you answer the phone and miss the history making play **OR** Do you possibly miss the most important phone call of your life!

When you subscribe to Caller ID and Digital TV service thru Citizens, you have the option of having the Caller ID show up right on your TV screen. This way you can determine if you want to talk now or return the call at a more convenient time.



Citizens has over 20 custom calling features to help simplify your life! For more information on this and other calling features, contact our Corporate Office at (715)237-2605.

Help Wanted: Accounting Manager

Citizens is seeking a highly motivated individual with proven managerial and accounting experience. Minimal education requirements include a Bachelor's degree in accounting with four to five years experience. Two years in telephony and a CPA preferred. If you or someone you know are interested in this position more information can be found on our website at www.citizens-tel.net/JobOpportunities.html

Reduce clutter with eBill...

With the school year beginning, your counters are getting filled with notes, homework, permission slips, calendars, and those cherished drawings in addition to those pesky bills you receive every month.

To help reduce the clutter on your counters and make sure you get your bills paid on time, you can opt to receive your Citizens statements electronically. Each month when your statement is available you will receive an e-mail notification. You can then log-in to your Citizens account at your convenience to view present and past statements.

You can schedule an e-mail reminder to your electronic calendar prompting you to pay your bill **OR** you can set-up your payment to be taken directly out of your checking, savings, or credit card every month - it's all up to you.

To help you save time, money, and counter space, sign up for eBill today!

GO GREEN



**View & pay your bills online at
www.citizens-tel.net!**



Your pathway to the world

Citizens Connected
PO Box 127
328 W Main St
New Auburn, WI 54757

PRSRT STD
U.S. POSTAGE
PAID
New Auburn, WI
Permit No. 5

What's Inside

Co-op Month Celebrations

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Save the Date...

***2013 Customer Appreciation Day
Saturday, October 19th
New Auburn School
9:30am - 1:00pm***

**There's something for the whole family.
Look inside for more info!**