



114 W. Jefferson, Bloomfield
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NEWSLETTER



Video Rates to Increase April 1, 2020

Due to rising costs being charged by the cable networks, Citizens Mutual will be increasing the price of video service by \$3.00 per month effective April 1, 2020. Please know that the Board of Directors and employees of Citizens Mutual do everything we can to keep costs down.

Over the past several years many customers have been using over-the-top (streaming media over the internet) options for video programming such as Netflix, Hulu, Amazon Prime, and CBS All Access. With an over-the-top solution, you may find just what you want for less. Keep in mind, when streaming video, internet speed matters and you may need a faster connection.

Being a cooperative, the most important thing to us is our customers. Please feel free to call our office with any questions. We are committed to keeping our costs as low as possible while providing the high quality service you expect from your co-op.

Nominating Committee Minutes

Citizens Mutual Telephone Cooperative

February 11, 2020

The meeting of the Nominating Committee of Citizens Mutual Telephone Cooperative was held on Thursday, February 11, 2020 at 6 p.m. in the offices of the corporation in the City of Bloomfield, Davis County, Iowa. The purpose of the meeting was to nominate members of the corporation to be placed upon the official ballot of the company for the annual election of directors; all in accordance with the bylaws of the corporation.

Upon calling the roll, it was noted that the following members were present, to-wit: Mike Rysdam, Diana Davis, Brian Roberts, Larry Miller, Wendy Hopkins, Diana Meredith, Eric Roberts, Dave Hopkins and Tiffany Danley. Also present was Joe Snyder, general manager of the corporation.

The meeting was called to order by the manager, and it was noted that the purpose of the meeting was to place in nomination the names of members of the corporation to be placed upon the official ballot of the company for the annual election of directors; all in accordance with the bylaws of the corporation.

The manager indicated that the first item on the agenda for the meeting was the selection of a chairperson for the remainder of the meeting. Upon motion duly made, seconded and voted upon, Tiffany Danley was elected as chairperson.

Upon motion duly made, seconded and voted upon, Diana Davis was elected to serve as secretary for the meeting.

After discussion and consideration of several names, the Nominating Committee selected nominees to the Board of Directors as follows:

City of Bloomfield		Drakesville Exchange
Phil Norton	Kim Burton	Randy Jones
Rick Krenz	Dee Johnson	Briann Stuchel
Gary Dunlavy	Brian Warning	Chad Horn

Upon motion duly made and seconded the meeting was adjourned at 6:34 p.m.

Attested to by
Tiffany Danley, Nominating Committee Chair

Lightning Damage



Did you know that when lightning hits your house, you may be responsible for damage to modems, routers, set-top boxes, and even phones? If you find that these have taken a hit, we can give you a receipt that shows the cost of the equipment that needs to be turned into you insurance.

To help prevent such a loss, CMTEL has a surge protector with lifetime guaranteed surge protection. This Tripp Lite Surge suppressor features a high 3,240-joule rating to handle even the strongest surges. Integrated phone, network and coaxial line protection allows you to safeguard telephones, modems, ethernet cable, antenna and AC connections with a single unit. This surge suppressor also includes a \$250,000 ultimate Lifetime Insurance for connected equipment. Citizens Mutual will be selling these protectors at our cost of \$38.95 to encourage our customers to add this valuable protection to their equipment.

What is Relay Iowa?

Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Visually Assisted Speech-to-Speech (VA STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.



How does relay work?

Dial 711 or the appropriate toll-free number provided below to connect with Relay Iowa. A Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. To call a Captioned Telephone user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).

How do I apply for specialized equipment?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: www.teleiowa.com or call 800-606-5099 (V/TTY).

Access numbers:

Dial 711 or

TTY: 800-735-2942

Voice: 800-735-2943

VCO: 800-735-4313

Spanish: 800-264-7190

Speech-to-Speech: 877-732-1007

VA STS: 800-855-8440

Customer Care:

English V/TTY: 888-516-4692

Spanish V/TTY: 866-744-7471

IARelay@HamiltonRelay.com

www.RelayIowa.com

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

Managed Home

In today's tech-driven world, routers are everywhere. A router is a networking device that forwards data packets (your internet traffic) between computer networks. Routers perform the traffic-directing functions on the internet.

When a data packet comes in on one of the lines, the router reads the network address information in the packet header to determine the ultimate destination.

You need a router to get internet traffic through your house, but did you know the technology to make those routers operate properly changes all the time?

Like most things in our homes (vehicles, computers), routers need updates and maintenance from time to time. With our Managed Home product, we not only give you a high-end premium router to use but we offer full router support and will keep it updated in order to make your internet experience the best it can be.

Another advantage of our Managed Home product is troubleshooting your home network. If you get a new device (printer, video game, Alexa device) and you cannot connect it to the router, we will offer complimentary assistance over the phone to help you get set up. If we cannot get it connected, we will roll a truck and get it connected on-site free of charge.

To put it simple, think of Managed Home as an internet insurance policy to help keep you up and running smoothly. Simplify your life and have peace of mind with Managed Home today.

Are You





Use the MyTVs app to turn your Apple or Android Device into a Remote Control.

- Perform Remote Control functions
- View and Search the TV Guide Remotely
- Filter Channels on the TV Guide
- Manage Recordings
- Activate Voice Over Commands Functionality



Available on the  App Store

ANDROID APP ON  Google play

Low Income Iowans May Qualify for Telephone/Broadband Assistance

Low-income telephone/broadband assistance is available to qualifying low-income Iowans as part of a federal support program. This program, called “Lifeline Assistance,” is available through Citizens Mutual. “Lifeline Assistance” is a plan that assists qualified low-income Iowans by providing a monthly credit on their telephone/broadband bill.

This telephone/broadband assistance plan is available to qualified Iowans. Citizens Mutual wants to let low-income customers know about this program and encourage those eligible customers to apply.

Iowans whose income is at or below 135 percent of the Federal Poverty Guidelines may be eligible for telephone/broadband assistance. Additionally, Iowans who participate in one or more of the following programs may be eligible for telephone/broadband assistance:

- Medicaid
- SNAP
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Pension Benefits

In addition, you must not currently be receiving Lifeline Assistance, and no other person in your household can be subscribed to the Lifeline Program with any other provider.

Applicants can apply for the lifeline benefit by visiting CheckLifeline.org and submitting an online application.

The Iowa Utilities Board points out that this low-income telephone/broadband assistance plan is important for Iowans and benefits the public by ensuring affordable access to telephone/broadband service for everyone.

Eligible Iowans are encouraged to submit their application and direct questions to Citizens Mutual at 641-664-2074.

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.