

Pathways

October 2011 Issue



2011 Customer Appreciation Day...

This year's Customer Appreciation Day was held on Saturday, October 1, at the New Auburn School. The day's activities began with \$223,678.00 in capital credit checks being available for customers who had service in 1995, 1996, and 2010 with pick-up starting at 9:30am. Any refund amount under \$5.00 was not issued. If you were unable to attend the event, your refund check was mailed to you.

Informational sessions were presented that focused on Technology Gadgets & Gizmos and Internet Speeds. Members who attended were made aware of the technology that is available as well as what internet speeds can do for them. All members who attended a session received a prize and also qualified for a grand prize. This year's winners were Carol Buchholtz and Ann Luebke.

During the event, Wayne Olson, Board President, presented a check for \$3,850.00 to Chief Ernie Sylvester of the New Auburn Fire Department for preparing & serving the Chicken Dinner. Members enjoyed the Chicken Dinner complete with potato salad, coleslaw, baked beans, and rolls. Bug Jars were available for the kids to decorate and take home. The kids also enjoyed playing the Wii Games and having their pictures taken in the "Bug Wagon".

Members were able to sign up for drawings for Phone, Internet, Digital TV, and S.W.A.T. services. Winning the one month of FREE local service was Pam North; the Wireless Router was Roger Rivard; the \$20.00 credit towards PPV was Mike Kramer; and the PC Tune-Up was Audrey Unterschuetz. Congratulations to you all!!

We would like to give out a special thank you to the New Auburn School, custodian Dan Hanson, the New Auburn Fire Department, Employees, Board of Directors, and family members for helping make this day a success.



CEO/General Manager

Dennis Bachman

Board of Directors

Wayne Olson President

Suzanne Perry Vice President

Lynn Trowbridge Secretary

Robert Eggleston Treasurer

Veda Reed Director

Donald Newman Director

Patricia North Director

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

Internet Help Desk

Phone: (715) 237-HELP

Hours: 7 Days a Week/24 Hours a Day

Our Mission

At Citizens Connected, we are committed to enhancing the quality of life by providing reliable, leading-edge technology, and exceptional customer service to ensure the long-term thrivability, adaptability, and growth of the Cooperative and the communities in which we live.

Messages

**Our Office will be closed
in observance
of Thanksgiving on
November 24th & 25th.**

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. Winners in the month of September were:

Herman & Inez Brandstatter

Steven & Melody Park

William & Joyce Gilberts-Barten

Randall & Renee Waterhouse

Duane & Lois Pederson

David & Korie Lentz

David & Carol Blaeser

Martin & Clara Lambright

Kathleen Paul

Ervin & Sharon Amundson

Congratulations to you all!!

Be aware of Jamaica 876 Scam...

Have you received a phone call telling you that you've won the Jamaican lottery and that all you have to do is pay the fees to release your funds?

The only problem is there is no Jamaican lottery! This is a scam that has been going on for several years and recently a few of our members have received the calls.

According to reports, the caller will have a heavy Jamaican accent and will tell you that you need to send money to claim your winnings for the Jamaican lottery. In some cases, they will ask you to call an 876 number, which is NOT a toll-free number, it is actually a number where International Rates apply.

If you receive a call that you suspect is a scam, you can report it to the Federal Communications Commission online at www.ftccomplaintassistant.gov or by calling 1-877-382-4357.

Technology Classes

Social Networking Tips & Tricks for a Safer Web
November 15, 2011
9:00am & 6:00pm

During this class you'll learn:

- How to reduce your chances of infection
- How to limit risks from identity thieves
- How to protect your online reputation
- How to protect yourself & your loved ones
- & MUCH MORE

This class is FREE and will run approximately an hour. Limit of 20 people per class. Minimum of 5. You can register for this class by contacting our Corporate Office at (715)237-2605.

Employees celebrate Anniversaries...

We would like to thank Tim Kusilek & Claudia Kressin for their years of service with Citizens. Tim, the Plant Manager recently celebrated his 5th year while Claudia, Assistant Bookkeeper celebrated her 15th year.



Congratulations Claudia & Tim!!

Digital TV... powered by Celect Communications

NEW CHANNELS

CNN HD 424

NAME CHANGES

As of October 4, HD Theater will be referred to as Velocity.

Special Offers

Sign up for the HBO Pass today and get the first month FREE. Then when you keep the HBO Pass for \$13.95 per month you'll get the Cinemax Pass FREE for 6 months! After the 6 months you can continue to receive the Cinemax Pass for \$13.95 per month. The offer is good thru December 31, 2011.



National Emergency Alert System Test to be conducted...

The U.S. Department of Homeland Security's Federal Emergency Management Agency (FEMA) and the Federal Communications Commission (FCC) will conduct the first nationwide test of the Emergency Alert System (EAS) on Wednesday, November 9 at 1:00 p.m. (Central). An audio message saying "This is a test" will be played on both radio and television stations. The message may last up to three and a half minutes.

The Nationwide EAS Test will help the federal partners and EAS participants determine the reliability of the system and its effectiveness in notifying the public of emergencies and potential dangers nationally and regionally.

As the Federal, State, tribal, territorial, and local governments prepare for and test their capabilities, this event serves as a reminder that everyone should establish an emergency preparedness kit and emergency plan for themselves, their families, communities, and businesses.

For more information, you can visit www.Ready.gov.

Get your photos printed at Citizens...

Now you can get your pictures developed with quality prints using the SONY SnapLab right at our Corporate Office in New Auburn! With a wide variety of sizes (4 x 6's up to 8 x 10's) and features including borders and cropping, you will be able to customize your prints. Simply bring in your pictures on a CD, DVD, USB Memory Device, xD Picture Card, Memory Stick, SD or MultiMedia Card and let the fun begin!

Be sure to keep Citizens' SONY SnapLab in mind when it comes to doing your holiday greeting cards!



Your pathway to the world

Citizens Telephone Cooperative, Inc.
PO Box 127
328 W Main St
New Auburn, WI 54757

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PAID
New Auburn, WI
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What's Inside

Customer Appreciation
Day Recap

Jamaica 876 Phone Scam

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Employee Anniversaries

National EAS Test

Life just got easier
with **faster**
broadband internet
speeds now
up to **25MB**