



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

Charli Burton is Heading to Washington D.C.



Citizens Mutual will be sponsoring Charli Burton as she attends the 2023 Foundation for Rural Service (FRS) Youth Tour in Washington, D.C. May 31 – June 4, 2023. Citizens Mutual will also be sending Todd Newcomb (Citizens Mutual employee) as a chaperone.

They will be joining over 100 other high schools students from around the United States to learn about the role of telecommunications in rural America. Youth receive a first hand look at how the legislative and regulatory decisions are made.

In addition to the educational components of the trip, the students also tour Mount Vernon, Smithsonian Museums, Union Station and the National Cathedral just to mention a few.

Citizens Mutual is dedicated to our members and sponsoring this trip for local students is one way of expressing commitment.

Citizens Mutual Paying out over \$440,332

Citizens Mutual Telephone Cooperative is pleased to announce the payment of capital credits to the customers who had services during the calendar years of 1997 and/or 2022. The payments were mailed the first of June.

The Board of Directors place value on returning a portion of all allocated patronage capital to our more recent or current customers as well as our long-standing customers. The total dollar amount of capital credits that was paid out exceeds \$440,332.

This capital represents an investment in the telephone cooperative by its members and provides funding for capital improvements and operations while helping to reduce reliance on debt financing.

Citizens Mutual is pleased to return to its customers a portion of their capital investment in the cooperative while continuing to meet our investment goals for improvements.



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: 877-735-1007
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.

The National "Do Not Call" List

A national Do-Not-Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost, either by telephone or via the internet. To register by phone, call 1-888-382-1222. For TTY, call 1-866-290-4236.

You must call from the telephone number you wish to register, or obtain additional information, via the internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective three months following your registration. Your number will remain on the registry for five years, at which time you may re-enter your number on the list. You can also remove your name from the list at any time.

Companies may still call if you've recently done business with the company, or if you've given the company written permission to call you. However, if you ask a company not to call you again, it must honor your request. Record the date of your request.

Public Wi-Fi

When using Public Wi-Fi consider the following measures to protect your information.

- Don't access your personal or financial information.
- Only used fully encrypted websites.
- Look for HTTPS at the beginning of the address.
- Use different passwords.
- Pay attention to pop-up warnings.
- Don't leave your device unattended in a public space.

**Please take a moment to check out this great read from the FTC
on How to Safely Use Public Wi-Fi.**

<https://consumer.ftc.gov/articles/how-safely-use-public-wi-fi-networks>

Save with Paperless Billing

When you sign up for paperless billing and autopay we will add a \$2.00 credit each month to your bill.

You will get an email each month telling you when your bill is ready. It will then be deducted from your checking account or credit card on the 20th of each month.



Start today, go to: www.mycmtech.com

Register your username and password (you will need your account number off your most current statement).

- Manage Account
- Invoice Preference
- Web Bill Only

Go to: Set up Automatic Payments and follow the steps to have your payment automatically taken out of your account each month.

If you have any questions, please contact our business office at 641-664-2074.

The logo features the FCC logo on the left, followed by the text "Helping Households Connect" in a bold, black, sans-serif font. The background of the logo is a yellow-to-white gradient.

FCC Helping Households Connect



The Affordable Connectivity Program (ACP) is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, health-care and more. The benefit provides a discount of up to \$30 per month toward internet service for eligible households and is limited to one monthly service discount.

Who is eligible for the Affordable Connectivity Program?

A household is eligible if a member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the federal poverty guidelines; or
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2022-2023 school year;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.

Applicants should submit an application online at [ACPbenefit.org](https://www.acpbenefit.org)

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

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

Join us for our Annual Meeting

June 15, 2023 at the Mutchler Center

Food served at 6 pm.

Business Meeting begins at 7pm.