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NEWSLETTER

FIBER INTERNET 

\$70 PER MONTH	» 100MB <i>Best for "Families"</i>
\$80 PER MONTH	» 500MB <i>Best for "Gamers & Streamers"</i>
\$90 PER MONTH	» 1GB <i>Best for Large Number of Users & Streaming Multiple Devices</i>

**Free email accounts (up to 5) with any of our Internet Plans!*
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Lightning Damage



Did you know when lightning hits your house, you may be responsible for damage to 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 your insurance.

To help prevent such a loss, Citizens Mutual has a surge protector for sale. This Belkin surge suppressor features a high 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 sell these protectors at our cost of \$33.95 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.



The city of Pulaski received an AUREON Grant to help with the City Park.

ADDITIONAL INTERNET SERVICES

- \$6.95 PER MONTH** >> **SECURIT^{PLUS}**
Basic Internet Security
- \$9.95 PER MONTH** >> **PROTECT^{PLUS}**
Full Internet Security. Keep your memories & files safe. 50GB & up to 4 Devices.
- \$10 PER MONTH** >> **MANAGED HOME SOLUTION**
Recommended if you have multiple devices.

With the managed home solution you receive a premium WIFI 6 wireless router, router support, and troubleshooting for your home network. You will also have access to the Command IQ App!

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Nominating Committee Minutes

Citizens Mutual Telephone Cooperative

February 8, 2022

The meeting of the Nominating Committee of the Citizens Mutual Telephone Cooperative was held on Tuesday, February 8, 2022 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: Larry Miller, Ralph Hopkins, Tiffany Danley, Terry Hoteck, Diana Davis, Rhonda Eakins, Dave Hopkins, and Mike Rysdam. Also present were Vince Tyson, General Manager of the corporation, and Johnathon Tuvera, Business 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, Dave Hopkins was elected as chairperson.

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

Upon motion duly made, seconded and voted upon, the Nominating Committee voted to place all incumbent directors on the election ballot.

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

Bloomfield City Exchange

Angie Shipley
Sherrie Lawson
Kim Burton

Mark Exchange

Dean Houglund
Dave Davis
Becky Hopkins

At-Large

Gary French
Jane Doerscher
Derrick Wettstein

Upon motion duly made and seconded, the meeting was adjourned at 6:45 p.m.

Attested to by Diana Davis, Nominating Committee Chair

Video Rates to Increase April 1, 2022

Due to the continuing rising costs being charged by the cable networks, Citizens Mutual will be increasing the price of video basic by \$7.05 per month and Economy Lineup by \$3.05 effective April 1, 2022. Please know that the Board of Directors and employees of Citizens Mutual do everything we can to keep costs down.

We are happy to announce that we will add a new channel, NewsMax, which has been a common request by our members. While we are generally cautious about adding new channels to help manage the cost, we also understand that this is a dynamic business and our channel lineup needs to reflect the needs of our members. You can find NewsMax on channels 261 (high definition) and 67 (standard definition) beginning April 1.

Should you find the increasing cost of cable television to be too high, you can always consider switching to a streaming video service such as Netflix, Hulu, Amazon Prime Video, 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. If you choose to disconnect your video service in place of a higher internet speed, Citizens Mutual will give you a complimentary Amazon Fire Stick.

Being a cooperative, the most important thing to us is our members. 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.

Welcome to citizens mutual



Drakesville

John Gingerich	19200 Beechwood Ave.	722-3306
T Corner Furniture	16961 Jade Ave.	722-3876

Bloomfield

Kincart Ag LLC	606 S Railroad St.	664-1004
Diamond Line	107 W Jefferson St.	664-3910
Gisela Eaton	504 Goode St.	664-3077

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, “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.

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, 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.