

Pathways

November 2015



Your pathway to the world

We Wish You a Wonderful Holiday Season

Happy Holidays from Citizens Connected! We hope you enjoy every stage of the season, from the hours you spend decorating, shopping, and baking to the days you devote to family and community festivities.

Will there be cool new devices wrapped and waiting under the tree this year? Remember, Citizens Connected can provide the updated communications services you need to fully enjoy them. Call (715) 237-2605 or stop by our office for details.

Contact

CITIZENS CONNECTED

328 W Main Street / PO Box 127
New Auburn, WI 54757

Phone: (715) 237-2605 or just dial 611

Toll Free: 1-888-815-5550

Email: info@citizens-connected.com

Website: citizens-connected.com

Office Hours:

Mon., Tues., Thurs., and Fri.:

8:00 am to 4:30 pm

Wed.: 8:00 am to 6:30 pm

Office Closures:

November 26 & 27 for Thanksgiving

December 24 at noon

December 25 for Christmas

January 1 for New Year's Day

CEO/General Manager:

Dennis Bachman

Board of Directors:

Lynn Trowbridge, President
Suzanne Perry, Vice President
Francis Langman, Secretary
Donald Newman, Treasurer
Veda Reed, Director
Bryce Harelstad, Director
Wayne Olson, Director



BEING A CITIZENS CONNECTED MEMBER HAS ITS PRIVILEGES!

We recently issued \$400,000 in Citizens Rewards

Citizens Connected held a Customer Appreciation Day on Saturday, October 3 at the New Auburn School. The event began with \$400,000 in Citizens Rewards being available for members who had service in 1997, 1998, and 2014.

During the event, members attended Informational sessions that focused on new products and services. Approximately 400 members and their families enjoyed a chicken dinner complete with mashed potatoes and gravy, corn, rolls, and pumpkin bars.

\$4,125 Donated to New Auburn Fire Department

Citizens Connected's Board President, Lynn Trowbridge, presented a \$4,125 donation to Chief Tom Bischel of the New Auburn Fire Department for helping with the chicken dinner at the 2015 Customer Appreciation Day.



Use Skype on Your TV for Family Chats

Sure, you can use your laptop for Skype sessions with Grandma. But there are big reasons to use the biggest screen in your home—your Internet-enabled smart TV—for video chats instead.

Skype on your TV really is the next-best thing to being there. You and your family can relax on the sofa and talk to a life-size image of Grandma, and she'll be able to see and hear each of you. Unlike with a laptop, family members won't have to crowd around a small screen to join the conversation.

In addition to an Internet-enabled smart TV, you'll need the following:

- A Fiber-Fast Internet connection
- A Skype account
- An all-in-one TV camera which includes the Skype app

You can get complete details at www.skype.com/en/download-skype/skype-for-tv.

A fast Internet speed can enhance the quality and performance of Skype calls. Call Citizens Connected to get more information on our Fiber-Fast Internet Paks.



Faster Internet is a Winning Move for Online Gamers

Are there online gamers in your house? If so, ask them how they feel about your home's current Internet speed. A too-slow Internet plan can mean "Game Over" for even highly skilled players. In the midst of a battle, the last thing anybody wants is for the Internet connection to lag, since it can literally kill off a character's chances of winning a game.

For the best chance of success, and to maximize enjoyment, online gamers really need Fiber-Fast Internet service. This is especially key for today's fast-paced video games, since an equally fast connection is required to keep up with the action on the screen. How much speed will they need? That will depend on the total Internet usage taking place in your home, meaning the number of users and devices. But if online gaming is part of the overall picture, Citizens Connected suggests you look at an Internet plan of at least 15 Mbps, with speeds in the 15–25 Mbps range preferred.

Speed is not only an asset during online gaming, but also for related activities. For example, your family members will be able to buy and download games much more quickly with a faster Internet connection.

Another factor to think about is consistency. In other words, online gamers need an Internet connection that's reliable and won't cut out in the middle of a key battle. Citizens Connected has invested heavily in our infrastructure to bring you Internet service your family can count on—whether you're playing a game, streaming a movie, or uploading photos.

To learn more about our Fiber-Fast Internet speeds or arrange an upgrade, call (715) 237-2605.

Results of 2016 Directory Cover Challenge



The winning entry of the 2016 Directory Cover Challenge was submitted by Dorothy Moore from the Long Lake exchange. Her beautiful picture of a boat on shore was taken at Axe Handle Lake.

Dorothy will receive a \$100 credit on her Citizens Connected account and her photo will be featured on the cover of the 2016 Northwoods Regional Directory. Congratulations!

Thank you to everyone who submitted their photos!

Enjoy FREE Movies During Thanksgiving Weekend

As Citizen Connected's way of saying "Thank You!" to our customers, please enjoy FREE movies and premium programs during Thanksgiving weekend:

November 25-29

Channels:

Starz: 320 – 325 & 620 in HD

Encore: 330 – 334

Movieplex: 121

November 26-29

Channels:

HBO: 300 – 305 & 600 in HD

Cinemax: 310 – 313 & 610 in HD



For a Limited Time, Get Movie Passes for Under \$10

starz **encore**

\$7.00 for up to 6 months!

(Save up to \$84)

HBO

\$9.50 for 12 months!

(Save up to \$114)

CINEMAX

\$7.50 for 12 months!

(Save up to \$90)

SHOWTIME

\$8.95 for up to 12 months!

(Save up to \$60)

©2015 Home Box Office, Inc. All rights reserved. HBO® and Cinemax® and service marks are the property of Home Box Office, Inc. STARZ and related service marks are the property of Starz Entertainment, LLC. ©2015 Showtime Networks Inc. All Rights Reserved. SHOWTIME is a registered trademark of Showtime Networks, Inc., a CBS Company.

Fiber-TV powered by Celect Communications

Our "Tech Elves" Can Help With New Devices

Are you expecting Santa to bring a new computer, tablet, or other device this year? Lucky you! But if setting up new technology is not one of your favorite activities (or you don't have the skills to do it correctly) you can get help from Citizens Connected's S.W.A.T. Services Technicians.

Available services include:

- Hardware installation
- Transfer of old files to new computer
- Virus and spyware removal
- Setup of home wireless network
- System update installation
- Computer tune-up and repair
- Hard drive clean-up

Our goal is to take the mystery out of technology. For additional information about these services, call (715) 237-2605.



Download a song in 1 second or less!

Yeah, it's that fast...

FIBER-FAST

FIBER-FAST INTERNET starting at **\$29.99** * PER MONTH IN A BUNDLE



Your pathway to the world

328 W Main Street
PO Box 127
New Auburn, WI 54757
(715) 237-2605
citizens-connected.com

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

The new 2016
Northwoods Regional
Directory will be
arriving in your
mailbox in January!



Free Technology Classes

You're invited to attend any of these classes at the Citizens Connected office.

November

Class: Gear Up for Cyber-Monday
Date: November 17, 2015
Time: 9:00 am & 6:00 pm

Learn the ins and outs as well as tips and tricks of online shopping.

December

Class: eBay and Craigslist
Date: December 15, 2015
Time: 9:00 am & 6:00 pm

Learn how to search for specific items as well as purchase and sell items on eBay and Craigslist.

January

Class: Basic Concepts of
Google Docs/Drive
Date: January 19, 2016
Time: 9:00 am & 6:00 pm

Learn how to get started creating documents, spreadsheets, and presentations with Google Docs.



This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director Office of Adjudication, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.