



220 Webbs Mill Road P O Box 137 Floyd, VA 24091 745-2111

NEWS RELEASE

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Contact: Lori Worrell, 745-9568

Citizens Customer Service Battles the Storm of 2009

Floyd, VA – The area's recent snow storm surrounding the Christmas holiday took a toll on many service providers. The employees of Citizens Telephone Cooperative were prepared with generators, chainsaws, and equipment to come to the aid of the customer.

There were a total of 141 trouble tickets submitted from 12/18/09 to 12/21/09 reported Citizens General Manager, Greg Sapp. "The average time from when the trouble ticket was opened until it was closed was 19 hours and 42 minutes. This is remarkable given the near record snowfall and extreme weather conditions." From 12/24/09 to 12/28/09, there were a total of 104 trouble tickets submitted. "The average time from when the trouble ticket was opened until it was closed was 18 hours and 15 minutes. I think this is remarkable given that there were over 2,500 customers in Floyd County without power at one point and many of the technicians had to use chain saws to clear a path to reach customers with service outages" continued Sapp.

"What I like about working at Citizens is the dedication shown by our employees," stated Danny Vaughn, Network Manager. "Our technicians started getting called out Thursday night and worked through Sunday. Some employees did not get home to sleep until Sunday night. You never heard a cross word about not getting to spend Christmas with their families" Vaughn continued.

Citizens is deeply rooted in the spirit of customer service. From 24/7 technical support, to Contingency Business Plans across the company, Citizens is *Dedicated to Customer Service and Committed to Technology*. It's more than a slogan, it's a philosophy.

Citizens brings it all together through the phone line by providing local and long distance telephone service, internet and television service. For more information about Citizens, visit www.citizens.coop.