

# XIT Connections

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Volume XIV Number 1 Summer 2012



Photo taken by Jennifer McDaniel of Dalhart, Texas. She captured these beautiful sunflower oil flowers on Ronald Meyer's farm east of Dalhart.

## Say Goodbye to Slow ... Get the advantage with superfast High Speed Internet from XIT!

The Internet ... whether you love it or hate it ... it is the way of the world these days! Just think about how often you use the Internet at home, work or school for email, social networking, shopping, and for booking airfare, hotels, watching videos, gaming or doing research for a term paper. Having fast, reliable Internet makes what you do easier! That's why XIT has invested millions of dollars to make our Internet the fastest, most responsive and reliable in our area.

Other service providers may spend their time trying to talk you into believing that they are somehow more reliable, or that their slower speeds are actually fast. XIT Communications truly delivers superfast Internet speeds that you can count on and use every day. What the other guys won't tell you is that you may be sharing your High Speed Internet bandwidth with your neighbors, and when everyone is online, there are slowdowns ... what we call "traffic jams" ... too many folks on the Internet superhighway and everything slows to a snail's pace. So, beware of the advertising hype of these providers. They advertise speeds that they can not deliver!

XIT is committed to our customers. If you purchase a specific Internet speed from us, we are going to provide it, and you won't be sharing bandwidth with anyone in your neighborhood. We encourage you to go to our website and test your Internet speed from our homepage, whether you have our Internet or not. Test it, find out what you have! XIT offers true High Speed Internet with speeds up to 20 MB. Even higher speeds are available through special arrangements. XIT has a speed that will meet your needs and a plan that fits your budget.

We want you to be able to watch that streaming video of your kids and grandkids, or work on that big project your boss just dumped on you! XIT is going to deliver the service and a better overall experience because we have local customer service and experienced local technicians to help you get connected. You'll know the people that you are dealing with because XIT is the only hometown service provider. Our goal is simple: to bring you the best communications network anywhere. Not just today's best, but tomorrow's best as well! That's why we are continually investing in our network.

Connecting people is our business ... so let our team get you connected today with lightening fast High Speed Internet from XIT Communications and *live life in the Fast Lane!*

Coming Soon 2012 XIT Regional Directory! See Page 2 for details!



Serving the Northwest Texas Panhandle Since 1951

# Trouble Reporting:

When you experience trouble with ANY of your XIT services, please contact XIT immediately. We take all trouble calls very seriously! Please don't assume that we are aware of a problem without reporting it. We can't fix it, if we don't know it's not working. *Trouble issues can be reported to any of our retail or business offices or call 806-244-0811 in Dalhart, or toll free 1-888-858-0886.* Often times our customer service team can help you resolve your issues when you call in. If not, a trouble ticket will be generated to have a technician see about your issue, and if needed, come to your location. Your satisfaction is important to us, so please give us a call if you encounter any problems!



## Cyberbullying ... Is it happening to someone you know?

Cyberbullying is just what it sounds like ... someone bullying through Internet applications such as instant messaging (IM), social networking sites and cell phones. It can start easily with something as simple as a rumor or a photo and then quickly spread out of control in the blink of an eye. And, since the Internet is world-wide, a photo that is posted in Texas on one day, can end up being watched by someone in England the next day. Cyberbullying victims can be of any age or gender and can be targeted at anytime and anyplace. School age children and teens seem to be the largest group of victims targeted by this type of abuse.

Some common forms of cyberbullying include:

- Flaming and Trolling - Sending or posting hostile messages intended to “inflare” the emotions of others.
- Happy-Slapping - Recording someone being harassed or bullied and then posting the video online for public viewing.
- Photoshopping - Altering digital images so that the main subject is placed in a compromising or embarrassing situation.
- Physical Threats - sending messages that involve treats to a person's well being.
- Rumor Spreading – Spreading rumors through e-mails, text messages or social networking sites to harm someone.

Signs to watch for that someone you know may be a victim of cyberbullying ...

- Avoids the computer, cell phone and other devices or appears stressed when receiving e-mails, instant messages or text messages
- Withdraws from family and friends or reluctant to attend school or social functions
- Has declining grades in school
- Sleeping habits and appetite changes
- Low self-esteem including fear and depression

No one should be the victim to this type of abuse whether young or old. If you know of someone who is being bullied, assist them in getting some form of help from either their parents, teachers or law enforcement officials. Let's do our part to make cyberbullying a thing of the past!

## XIT Communications Regional Phone Directory

The 2012 XIT Communications Regional Phone Directory will be arriving in late July. Beth Bowles had the prize winning photo that is featured on the cover of our new directory, “Beautiful Butterfly”. Beth is from Adrian, Texas, and we congratulate her on her outstanding photograph.

XIT strives to make our directory the most accurate directory in the area. We carefully proof each XIT local phone subscriber's listing to ensure it is correct. During the proofing process, if an error is noticed, it is corrected before publication. XIT also offers customers the ability to publish foreign telephone listings in our directory for a low cost of \$4.95 per month. If you would like to publish your wireless phone number or any other number, come by one of our offices and sign up today.

The XIT Communications Regional Directory does include directory listings that are not subscribers of XIT's local phone service. XIT obtains these listings from other telephone providers in the area. Based on the agreement between XIT and the other provider, XIT cannot make any corrections to these listings. If there is an error in your directory listing, and you are not a subscriber of XIT Communications, you must call your provider to have them correct your directory listing.

## Stratford & Texline Hamburger And Hot Doggin' Customer Appreciation Lunches



A good time was enjoyed by all at XIT's Hamburger and Hot Doggin' Appreciation Lunches recently held for our customers in the Stratford and Texline areas. Customers enjoyed a delicious free lunch of hamburgers and hot dogs with all the fixin's, chips, drinks and Blue Bell ice cream for dessert. We served more than 350 folks in Stratford and over 120 folks in Texline – A big thank you to all who came out to the lunches!

Drawings for a Samsung 32" TV were held at each appreciation lunch with Kay Mires from Stratford and Dora Guerrero from Texline being our lucky winners. Congratulations to them both!

***Dalhart Appreciation Lunch is next on the agenda!  
So Dalhart folks watch your mailboxes!***



Kay Mires of Stratford was the winner of the 32" TV at XIT's Stratford Customer Appreciation Lunch held recently. Shown here from left to right are Darla Anderson, Kay Mires and Lupe Duarte.



The winner of the 32" TV at XIT's Texline Customer Appreciation Lunch was Dora Guerrero of Texline.

## KFDA Summer Celebration

XIT Communications will be participating in the KFDA Summer Celebration to be held in Stratford on Monday, July 23rd. Live broadcasts of the evening news at 5PM and 10PM will be from the lawn at the First State Bank in Stratford and many other activities are planned. Your XIT team will be serving tea and lemonade in glow-in-the-dark cups and handing out glow necklaces to the kiddos. So come by and see us. We are looking forward to a fun time!

XIT also had the chance to make a commercial that will be running on KFDA Channel 10. We thought you might like to see what went into the making of the commercial. We had a lot of fun shooting, and the end result was great! Thanks to Cassadie Lock from Channel 10 for your help! A special thanks to everyone in the community who participated in the making of our commercial. Watch for our commercial running on KFDA Channel 10!

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### KFDA Summer Celebration Photos

TOP LEFT: Filming at our XIT Communications office in Stratford was the first stop. Our technicians Brian McCoy, Mark Stilwell & Yvonne Miller are shown helping Dick Chumley with a remote control question.

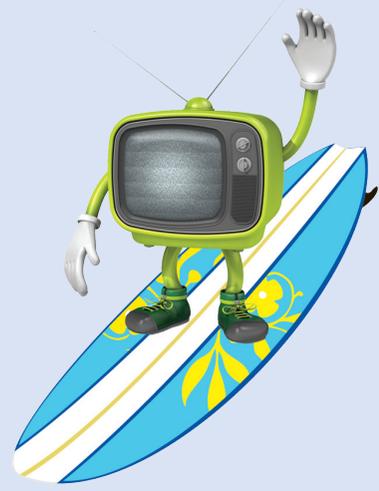
TOP RIGHT: Next, we also stopped at Judge Terri Carter's office at the Sherman County Court House so Mark Stilwell could show Judge Carter about some features on her phone. Shown filming is Cassadie Lock.

BOTTOM LEFT: Here Lupe Duarte from our Stratford store is showing Dick Chumley some of the features available on our XITv IPTV menu options. Cassadie Lock is filming.

BOTTOM RIGHT: Lastly, a photo opportunity presented itself at a ped as Yvonne Miller and Brian McCoy did some maintenance. Cassadie Lock is shown filming.

# SMART SURFING...

X PLAY is a new show on the G4 Network on XITv Channel 84, which showcases the world of gaming and how it affects the rest of our media world from TV to movies, music, magazines and the web. They give an overview of the Electronic Entertainment Expo (E3) held recently, and a run-down of the top 5 must-see new products that will be coming out on the market that include: Call of Duty-Black Ops II, Assassins Creed II, Xbox Smartglass, The Last of Us and Wii U, which is a new entertainment hub. Hosted by Blair Herter and Morgan Webb, XPLAY is showing weeknights at 5:30PM on G4. Check it out if you are interested in the fast paced world of gaming!



## CALLING ALL YOUNG ADULTS & COLLEGE STUDENTS ...

As of August 1, 2012 XITV's Music Choice lineup will have a channel name change with the introduction of MCU (Music Choice University), to XITv Channel 902. This channel will be designed to appeal to young adults and college students, ages 18-24. You will get all of your favorite current music, plus access to artist experiences, live recorded music, dedicated programming and more. The channel will contain hour-long themed programming like Frat Party, Toga Tuesdays and Morning Sessions. This new venue will be replacing MC MixTape which is currently on XITv channel 902. Watch for this change and enjoy the new "hot" venue!

## More Spanish Karaoke Music...

XIT has been working with our content provider to increase the number of Spanish Karaoke songs available on our Video On Demand (VOD) menu. Karaoke is FREE, and it is FUN! You can find more than 45 Spanish Karaoke songs in the Musica Latino and Spanish Categories. And, Spanish music is also found throughout our menu based on the music genre of the song. It's time to try Karaoke. Just follow these easy steps using your XITv IPTV Remote:

Menu > VOD > Free On Demand > Music > Karaoke > Musica Latino or Spanish or whatever genre of music you prefer.

Be a singing star right in your own livingroom with FREE karaoke from XIT!

Siga estos pasos faciles!

Menu > VOD > Gratis en Demanda > Musica > Karaoke > Seleccione Genero > Seleccione Cancion > Rente > Ingrese su numero de PIN para comprar a NINGUN COSTO.

Sea un cantante en su propia casa!

Vea y cante sus canciones favoritas cuantas veces quiera!

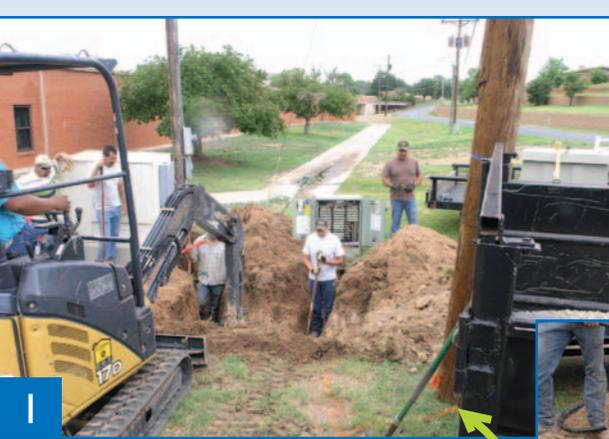
## KFDA Summer cont...

*Continued from page 3*



# Boys Ranch Fiber Expansion

This new fiber cabinet will allow XIT to offer not only telephone service, but also high speed Internet and IPTV service to the folks in Boys Ranch.



1 A crew from Robertson Ditching of Dumas is shown digging a hole for the new Boys Ranch fiber cabinet. A vault which holds the buried equipment is placed underground, while the cabinet will be located above the ground.



2 Next, they are laying the copper and fiber lines in the ground. The black cable is the copper line, the orange cables will carry the fiber optics and an electrical line which will connect to the utility pole for power.



3 A crew member driving a ground rod into the ground. This is done for lightning protection. The four rods are then grounded around the vault and a copper line is run around the parameter of the vault and to the equipment.



4 The hole is then filled with gravel to protect the cables and wiring from rodents and to give the vault stability for the cabinet to be placed on top of it.

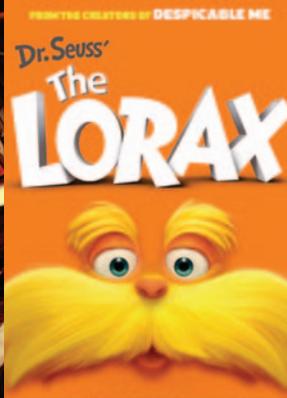
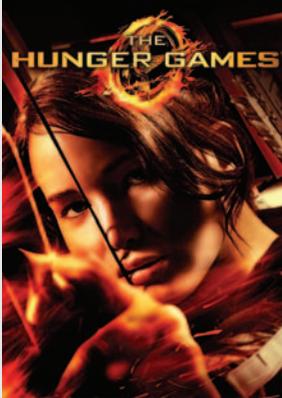


5 Then the concrete vault is placed in the ground to protect all the cables and wiring from weathering and moisture.

Getting  
closer!



6 The vault lid is then placed on top and all of the lines are run through the top where they can connect into the cabinet above.



Coming in August!

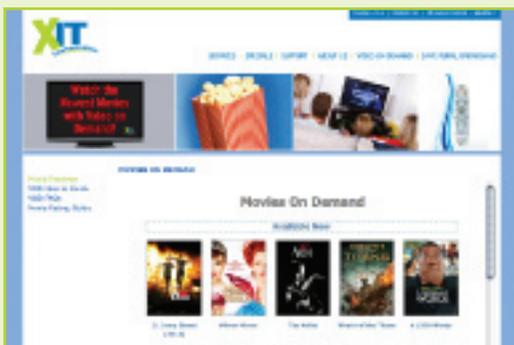
Available Now

## Video on Demand HIT MOVIES for your home theater!

There's always something good on TV, when you have Video on Demand (VOD) from XIT. We have such a wonderful variety of great movies. There truly is something for everyone in the family. Technology and availability have changed, and now it's all about convenience. What's more convenient than sitting on your living room couch and renting the newest movie or your favorite golden oldie movie? Nothing! VOD means no lines, no driving, no scrambling to return and no expensive snacks! It means you can watch a movie when it is convenient for you. It means watching a new movie when it is still new! There's always a learning curve with something new like VOD. We've learned a lot over the past several months, and we want you to know what we know.

[www.XIT.net](http://www.XIT.net)

Did you know you can go to [www.xit.net](http://www.xit.net) and watch a movie preview? You can. Right on our website homepage, just scroll down a bit and you will see "Movies on Demand". Click on the movie poster icon to read about the movie, and then click the blue "Watch Preview" button to preview the movie. This "Movies on Demand" website barker features a sampling of movies in three categories: Available Now, Coming Soon, and Last Chance.



## Boys Ranch...

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7

Here the crew is placing the metal cabinet on top of the vault and connecting all of the copper, power and fiber optic cables and wiring.

## New IPTV service coming soon to Boys Ranch!



8

*It's finished!*

The finished cabinet installed at Boys Ranch. Now ready to be connected to the electricity and final wiring done to turn it up and get it operational.

We have also added a Video on Demand section to our website that provides you with step-by-step instructions on how to set up your PIN number, how to rent a movie, how to access our Karaoke music, movie rating guides and much more. Just click on the Video on Demand tab on the top right-hand side of our website homepage ... to access all the information you'll need to know about our VOD services.

### **Before Netflix and Redbox, Day and Date**

Video on Demand is your own personal movie store. A majority of our VOD movies will land on our menu 28 days before they are available from Netflix and Redbox. Many Warner Brother's Studio movies will hit our VOD menu 8 weeks before they are available on Netflix and Redbox. That's 56 days before Netflix or Redbox. Why would anyone want to wait? See the new movies now!

Day and Date means that a movie will come out on VOD the same day and date that the movie DVD is available. What does this mean to you? It means that now when you may see national TV advertisement regarding a new movie coming out on DVD on a particular date, you'll know it will also be coming out to VOD the same day.

### **JUST IN and JUST IN HD Category**

This category is designed to feature the newest hit movies. Movies that land in the JUST IN Category are movies that grossed \$10 million dollars or more at the box office. These movies will be in our JUST IN and JUST IN HD Category the first three weeks that a new movie hits our VOD menu. And, now our JUST IN Category includes the HD version of new movies, and we have a separate JUST IN HD Category in the HD on Demand section of our VOD Menu.

### **Advanced Search**

The Advanced Search feature allows you to search for a movie by title name, actor or genre. Using your XIT IPTV remote do the following: [Menu > VOD > Search > Advanced Search > ABC > Type in at least one word of the title > Search > OK.](#)

Use the remote arrow/ok keypad to navigate and select letters on the advanced search keyboard. Use the arrows to navigate, the OK button to select a letter or function. The pink eraser icon erases a letter. The space bar icon provides a space between words. The green checkmark saves the word, and after you select it by pressing the OK button, you will go to the final SEARCH option.

### **Rented Movies Category**

Once you rent a VOD movie it goes into the "Rented Movies" category. The movie will be in this category for the 24-48 hour viewing window. This means if you get interrupted while watching a movie and have to pause it, the movie is waiting for you in the "Rented Movies" category. You can re-start the movie right where you left off. Or after you have watched a movie, you can watch it again by going to the "Rented Movies" category. Most of our movies have a 24 to 48 hour viewing window from the time they are purchased. AO (Adults Only) rated movies have a 6 hour viewing window from the time they are rented. The viewing window varies from movie to movie.

### **Rating, Price and SD or HD**

The movie rating and price are clearly listed by the movie title name in our VOD Menu. All movies that are available in HD will also list (HD) along with the title name. If you don't see (HD), then you are renting the SD version of a movie. Remember AO is the Adults Only rating and the movie is not suitable for persons under the age of 18. Most AO rated movies are in the XX Adult category, but some will also be in other regular movie categories and in the Mature Events category.

### **Video on Demand Trouble**

If you have any trouble viewing your Video on Demand movie, we want to know about it! Contact our customer service department and be prepared to provide them with the name of the movie, whether it was rented in SD or HD, date and time the problem occurred and a description of what happened to prevent you from viewing the movie in its entirety. We'll research the problem and issue a credit when warranted.

## **Dalhart Football Games Available**

The 2011 Dalhart Wolves football games can be watched on XIT's Video On Demand at anytime for just \$1.99 each. To watch your Golden Wolves, use your XITv remote control and go to [Menu > VOD > Local > DHS > Select game you want to watch.](#) It's that easy. Enjoy the game!

is a quarterly publication for **XIT Rural Telephone Cooperative, Inc.** members, **XIT Communications** and **XIT Wireless** Customers.

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## STORM ALERT NOTIFICATIONS

With summer and storm season being in full swing, local storm alert notifications by the American Broadcasting System are on the rise. If you encounter a weather alert on your TV while watching a TV show, simply press any button on the remote to remove the alert notification. This will allow you to continue watching your TV show without any viewing interruptions. Be safe and XIT will keep you informed!

## NOTICE TO AT&T WIRELESS CUSTOMERS

Effective May 31, 2012, XIT Communications made the decision to end its dealer agreement with AT&T Wireless. We will no longer sell or carry any wireless phones or accessories in our stores. You can still reach AT&T Customer Care by calling 800-331-0500 or visit an AT&T Wireless store for assistance with any wireless needs you may have now or in the future.

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12324 US Highway 87  
Dalhart, TX 79022



## CPNI: Customer Reminder

XIT customer service team has been actively calling our customers who do not have a CPNI (Customer Proprietary Network Information) password set up on their XIT accounts as of yet. The password is used to protect customer information from being given out without authorization. The CPNI password is now required on all customer accounts (residential or business) so that if anyone calls in to XIT Communications and wants to change or access an account, they must provide the correct CPNI password before the account can be accessed.

If you receive a phone call from one of our customer service team members, please take a moment to visit with them and to get the CPNI password set up so we can get this important information put on your account. If you are not comfortable setting it up over the phone, ask the XIT representative to mail you a form to fill out and then please return it to one of our offices at your earliest convenience. XIT appreciates your help in getting these passwords setup on all accounts. It's for your protection as well as ours!

## ZyXel Modem

Please do not use the reset button on the ZyXel modem. If you need to reboot your ZyXel modem, please unplug it from the power source and **DO NOT** hit the reset button. Hitting the reset button wipes out your modems' configuration!