

XIT Connections

XXIII, Number 4, Fall 2021



EVERYBODY LOVES A PARADE... IT'S TIME FOR THE 2021 VETERANS' DAY PARADE

Mark your calendars for Thursday, November 11th! Line the streets! Wave your flags! Sing the Service Songs! Clap your hands and cheer! It's going to be a celebration like never before ... as we gather to show our love and appreciation and pay tribute to each and every veteran who fought so hard for the freedoms that we enjoy as Americans.

With the COVID Pandemic and extremely cold weather, our local event was cancelled for 2 years.



Please join us to make this year's event one that we won't soon forget! We encourage and invite everyone from surrounding communities to come to Dalhart and help us celebrate!

What is the meaning of Veteran Day?

Veteran Day occurs on November 11 every year in the United States in honor of the "eleventh hour of the eleventh day of the eleventh month" of 1918 that signaled the end of World War I, known as Armistice Day ... Veterans' Day commemorates veterans of ALL WARS. Armistice Day was renamed Veterans' Day in 1954.

When's the LOCAL celebration?

The day is Thursday, November 11, 2021

Where is the celebration?

Denrock Street and United Methodist Church n Dalhart, Texas

Celebration starts with the parade at 10:00 a.m.

... Continued on Page 2





The morning begins with the lineup of the Veterans' Day Parade starting at Dalhart's City Hall and extending the length of Rock Island Street in Dalhart, Texas. Lineup will start promptly at 9:00 a.m. The parade lineup is being coordinated by XIT Communications' Marketing Department. Entry forms are available upon request. The parade will be set up in Sections A, B and C ... with each participant being assigned a Section and a Number within that section. Tentative deadline for entries is November 4th at 5:00 p.m.



The XIT Rangers will provide a trailer for Veterans to ride on for the parade and will also provide lunch for the Veterans after the program is over. The luncheon will be at the Rangers' Club House.

Parade will end at the Central United Methodist Church ... where the Program will begin at approximately 11:00 a.m.



Master of Ceremonies:

C.J. Unruh,
Army Veteran

Speaker:

Reverend Glendon Pyle,
Navy Veteran, Korea

Welcome:

Dalhart Mayor, Justin
Moore and CUMC Pastor,
Josh Stueve

Patriotic Tribute:

Dalhart Christian
Academy

Pledge to the Flag:

St. Anthony's School

Color Guard:

Boy Scouts

National Anthem & Taps:

Dalhart Golden Wolf Band



*You won't want to miss this event!
We hope to see you there!*



Attention All XIT Rural Telephone and XIT Communications Customers ...

XIT Rural Telephone Cooperative and XIT Communications have always strived to provide our customers with the latest and greatest technology that is available. We are proud to announce that we have the capabilities to offer VOIP services to our customers!

What is VOIP?

VOIP stands for Voice Over Internet Protocol.

What are some benefits to using a VOIP system?

VOIP allows our customers to use what would traditionally be considered “plain old telephone service” through the Internet. This means more accessibility to our customers since they can access their phone line remotely, just as many people are needing to do in today’s world. Having a VOIP phone system allows more freedom to work from virtually anywhere!

For more insight on how you can become a VOIP customer, or to start the process of receiving a quote, please contact us today at 806-384-3311!

Features of the XIT Directory

Did you know that within the XIT Communications Regional Directory, there are many types of information to be accessed at your fingertips? The following information can be found within our directory in addition to White Page and Yellow Page listings:

- Page 1: Emergency Numbers; Fire and Police
- Page 2: Emergency numbers; Sheriff, Ambulance, and Road Condition Numbers
- Page 3: Important Numbers
- Page 4: Index
- Pages 5-6: Where to Reach XIT
- Pages 7-9: Doing Business with XIT
- Page 10: Lata Information
- Page 11: Local Calling
- Page 12: Area Code Information
- Page 13: Long Distance
- Pages 14-15: Area Code Lists
- Pages 16-17: Area Code Map
- Pages 18-19: International Calling Codes
- Pages 20-28: County & City Government Offices
- Pages 29-32: State Government Offices
- Pages 33-35: Special Help Programs
- Pages 36- 51: Customer Rights
- Page 52: XIT Services by Area
- Pages 53-56: Custom Calling Features



Trouble With Your XIT Service?

At XIT Communications, we strive to provide our customers with the highest quality service we can offer at a competitive price to our customers. If ever you feel that your internet, or any service, is not working as it should, please give one of our offices a call so we can remedy the issue in a timely manner. Our Customer Service department is trained in troubleshooting the problem if at all possible from our offices. If troubleshooting does not resolve the issue, our Customer Service will escalate the ticket on for further assistance to you. *We thank you for your business!*



7TH ANNUAL RISE & SHINE BREAKFAST FOOD DRIVE

**PLEASE NOTE DROP OFF LOCATIONS!
DO NOT DROP OFF BAGS AT XIT OFFICES!**

October 15 - December 31



RISE & SHINE TO FIGHT HUNGER!

- Pick up breakfast food items from the store.
- Drop off items to one of the food pantries listed below. You will be given a FREE reusable tote bag as our Thank You!

Breakfast items will support the following area food pantries:

The Pantry of Stratford: Drop off at Southside at 217 E. Texas Ave.

Monday - Saturday from 9:00 a.m. to 7:00 p.m.

The Food Pantry at Lincoln Street Baptist Church: Drop off at Food Pantry at

1019 Lincoln St. on Fridays from 8:30 a.m. to 10:30 a.m. or call the Parsonage at 249-2372 to set up a different time to drop off items.

Texline Food Pantry: Drop off at Texline Community Center at 300 S 3rd St.

Monday - Friday from 9:00 a.m. to 1:00 p.m.

Taylor's Vega Market: You can leave groceries purchased for the Food Drive at Taylor's Vega Market

Oldham County Chamber of Commerce, Vega: You can take donations to the Oldham County Chamber of Commerce.

We will give you a FREE reusable tote as our Thank You when you bring in your donated food items!

Suggested Breakfast Items:

Oatmeal	Syrup
Whole-Grain Cereals	Cereal Bars
Hot Cereals	Fruit Juice Packs
Cream of Wheat	Canned or Dried Fruits
Grits	Jam
Gravy Mixes	Powdered Milk
Muffin Mixes	Coffee
Pancake Mixes	Hot Chocolate
Granola Bars	Pop-Tarts



WE SALUTE OUR XIT VETERANS:



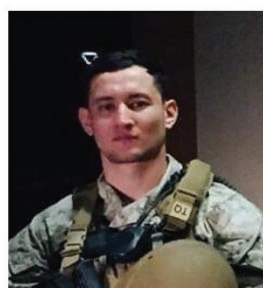
JOE LANG

United States Air Force
1977-1981
Bombing & Navigational
Computers Technician
Awarded USAF Training
Ribbon & USAF Good
Conduct Medal



MARK STILWELL

United States Navy
1989 - 1993
Radiomen 3rd Class
Petty Officer
Awarded Shellback
Certificate



VALENTIN DIAZ

United States Marine Corp
2014-2019
Combat Engineer Sergeant
Awarded National Defense
Ribbon, Global War on
Terrorism Ribbon, 3 Over Seas
Ribbons, Good Conduct Ribbon,
1st Class Pistol Ribbon, Marine
Security Guard Ribbon and Rifle
Badge.



Reminder: 10-Digit Dialing Now Mandatory

To complete all local calls, you will need to dial the area code + telephone number (806-XXX-XXXX). This applies to all calls within the 806-area code that are currently dialed with seven digits.

As of October 24, 2021, you must dial 10-digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. You will have to hang up and dial again using the area code plus the 7-digit number.

What's Cookin' at XIT

Chicken & Noodle Casserole by Helen Lowrey

1 can cream of chicken soup
4 chicken thighs, cooked and chopped
1 c. shredded parmesan cheese

1 c. milk
1 ½ c. frozen mixed vegetables
1 c. egg noodles



Boil egg noodles and cook vegetables with noodles the last few minutes. Noodles should be soft. Mix everything in one skillet and cook until heated through. Add salt and pepper to taste and then add shredded cheese.

Find more great recipes in the XIT Country Cookin' Cookbooks for sale at any of our XIT locations for just \$14.95 + tax. There are two editions to choose from. They make great gifts for anniversaries, birthdays and weddings!

XIT Controller Charlotte Burkhalter Retires

On Friday, October 1, 2021, Charlotte Burkhalter retired from her position of Controller for XIT Rural Telephone Cooperative, Inc. and its affiliate companies after 27 plus years of service to the organization.

Charlotte was employed, initially, by XIT Rural Telephone as an entry-level, Customer Service Representative at the young age of eighteen years old. This was on January 2, 1979. In fact, she was the only Customer Service Representative at the time. Her strong work ethic and intellectual strengths resulted in a promotion to Data Processing Clerk ... a position she held until May of 1982, at which time, her family moved from the area to Lubbock, Texas. While in the Lubbock area, Charlotte worked for Poka Lambro Telephone Cooperative. When the opportunity presented itself, XIT gladly rehired Charlotte on September 5, 1989, as a Billing Clerk. Shortly afterwards, she was promoted to the Billing Manager.



XIT General Manager, Allen Hyer, presents Charlotte Burkhalter with parting gifts upon her retirement as Controller from XIT Rural Telephone Cooperative after 27 plus years.



Former XIT Office Manager/Bookkeeper, Ruby V. Smith (Right), visits XIT's headquarters to see Charlotte Burkhalter off on her last day at XIT. Ruby served the Cooperative for 33½ years before her retirement in 1986. Ruby also can be credited with hiring Charlotte in January of 1979. Pictured (left) is Tiffani Helms, who will assume Charlotte's duties over XIT's Accounting Department.

ing skills to analyze and balance the monthly for management and the Board of Directors. Using her computer skills, she systematically performed software upgrades and the implementation of new operating system releases, which saved the company thousands of dollars. Her expertise afforded her the opportunity to provide training not only for XIT's employees, but also for other communication companies. She was hired by XIT's billing software vendor to travel to Alaska to perform training because of her advanced knowledge of the system. Charlotte worked in this position until January 12, 2005, when she moved from the area.

Approximately eight years later, and on February 18, 2013, Charlotte would return to XIT Rural Telephone with an Accounting Degree and as its Controller over XIT's Accounting Department. This is a position she held until her retirement on October 1st of this year.

Charlotte was always willing to tackle any task. She was a self-starter, and always paid great attention to the details and accuracy of her work. She also had artistic and creative abilities and can be credited with designing company logos, newsletter mastheads and the like. Back in the day, employees could be found in the breakroom gathered around one of her beautifully decorated and tasty cakes.

In a nutshell, Charlotte, was a well-rounded individual with many talents and served XIT Rural Telephone very well. We congratulate her upon her retirement and send well wishes her way!



Former XIT Office Manager/Bookkeeper, Ruby V. Smith (Left); Retiree Charlotte Burkhalter (Center); and General Manager, Allen Hyer, (Right) reminisce while examining XIT's original General Ledger dated back to the early 1950s and one of the first entrees made in the ledger by Ruby Smith.



Do you have a talent for photography, or did you happen to catch the perfect image at the right time? Have you taken a photo that was truly worth a thousand words? If so, you might be just the person the XIT Communications' Marketing Department is looking for! We have already begun searching for the perfect picture for our 2022 XIT Communications Regional Telephone Directory cover. If your picture is selected, you have the chance of winning some extra cash and bragging rights for being a published photographer. XIT Communications will use the selected directory cover photo in mailings, our Annual Meeting booklet, and more. If you have a photo or photographs you would like to submit, please send them to marketing@xitcomm.net. We look forward to seeing your submissions!

Reminders of XIT Billing Policies

XIT Rural Telephone Cooperative, Inc. and XIT Communications would like to remind our customers of some important policies regarding our billing process.



- XIT sends out invoices at the beginning of each month for the full month's charges. Should you have services installed after bills are sent out, your prorations for time you had service will be added to your next invoice.
- Bills are due on the 18th of each month. If the 18th falls on a weekend, or holiday, the bills are due the following business day by 5 P.M. If we do not receive payment by 5 P.M. on the due date, your payment is considered late, and you will be subjected to a late fee and a reminder notice.
- We mail reminder notices the morning following our billing due date. If payment was not received by the time that the reminder notices were ran, you will receive a late notice.
- We notify our customers in the late notice the last day that they will be able to pay before entering a non-pay suspension status. We require payment to be received by 5 P.M. on the date listed in the reminder notice.
- If payment is not received by 5 P.M. the day payment is needed, but before disconnects are started, you may also be required to pay our administration fee.
- Once your account reaches a non-pay inactive status, payment of the past due amount and any applicable reconnection fees must be paid to resume your service. If no payment is received to reconnect your service, you will become exposed to our final disconnection process.

XIT always does its best to provide our customers with the best customer service possible. If ever a situation arises regarding the billing or payment of your account, please contact us as soon as possible as our Customer Service and Billing Departments will do their best to help set up payment arrangements!

XIT Location Transfer Policy

XIT Communications and XIT Rural Telephone Cooperative, Inc. customers need to provide XIT with at least a 2-week notice when moving into a new home or transferring service to a new location within XIT's service area. By providing us with prior notice, XIT can get the location transfer on the installation schedule so we can get your services hooked up at the new location in a timely manner. No credit will be issued for loss of service due to no prior move notification by the customer, so please make note of this policy.





is a quarterly publication for XIT Rural Telephone Cooperative, Inc. Members and XIT Communications Customers.

Direct correspondence to: XIT Connections Attn: Marketing Department P.O. Box 711 Dalhart, TX 79022

or e-mail to xitcom@xit.net

www.xit.net



PRESORTED
STANDARD
US POSTAGE PAID
PANHANDLE
PRESORT
SERVICES, LTD

12324 US Highway 87
Dalhart, TX 79022



CPNI and YOU

What is CPNI? Customer Proprietary Network Information is data considered classified by the FCC. This information may include your charges, services, telecommunications history, and other account information. In other words, CPNI entails private information about your service with us.

XIT Rural Telephone Cooperative, Inc. and XIT Communications are required by the FCC (The Federal Communications Commission, a government entity) to attach CPNI information to our customer accounts. This provides a safeguard for our customers against unauthorized charges and fraud in a time where these occur frequently.

XIT takes every precaution to ensure we provide the greatest protection to our customers and their personal information. You can help us by making sure your CPNI information is up to date at any given time. Our Customer Service Clerks and Representatives are required to request that your shared secret password or the answer to your shared secret question be provided when you call in to gain information or make changes to your account. You should give anyone who is authorized to access information from your account or make changes on your behalf this information.

At your earliest convenience, please give us a call to ensure we have the proper CPNI safeguards set up for you!



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 <https://www.ascr.usda.gov/ad-3027-usda-program-discrimination-complaint-form>, 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 USDA, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Stop 9410, Washington, D.C. 20250-9410, or fax (202) 690-7442 or email at program.intake@usda.gov.