



XIT Communications

XXIII, Number 2, Spring 2020

XIT Takes COVID-19 Pandemic Seriously ... Works to Keep Everyone Connected

During this time of social distancing and state requested stay-at-home quarantine for the Coronavirus, XIT Communications has been going above and beyond any formal federal requests to keep our schools, essential businesses and communities connected with high-speed broadband telecommunications service.

XIT has recently deployed several free-use Wi-Fi “hotspots” in order to make access more widely available for our communities. There are four locations in Dalhart ... two locations in Texline and one location in Hartley. Hot spot locations are being added in Stratford as prime locations are determined. The first will be installed at the XIT Communications’ office. Other locations will be added in other areas as needed. These hotspots allow students to access their school networks for classes and homework, as well as the Internet to do any necessary research. XIT is also working closely with the schools in its service area to ensure students who don’t normally have access to the Internet are provided with this service. Local churches are able to stream their church services with technology provided to them by XIT Communications.

Being a utility company, XIT Communications is considered an “Essential Business”. Although our lobbies are closed to the public, our drive-up windows are open and manned by XIT employees. Customers can use our night drops and on-line bill pay options to assist in the practice of social distancing. We are taking service calls and dispatching our technicians on an as-needed basis. While they are taking every precaution available to them, they do face exposure risks as they continue to do the work of providing vital services to XIT’s customers. Please help us keep them safe and healthy.

XIT has joined the FCC’s “Keep Americans Connected Pledge”, which assures its customers that they will not lose their broadband/telephone connectivity in these trying adverse circumstances. For the next 60 days, XIT will not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic. XIT will waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic. XIT will open its Wi-Fi hotspots to any person who needs them.

During this time ... let’s all work together to keep each other safe.

Serving the Northwest Texas Panhandle Since 1951

Your Photo Could Be On Our Cover!

The Texas Panhandle is a great place to work, live and raise a family! Being a part of a small town means knowing and caring for your neighbors, attending community gatherings and just being a part of the community. It is a special place like no other! XIT is looking for photos that capture life in the Texas Panhandle. Each year, XIT is on the lookout for unique, colorful and inviting photos for the XIT Communications Regional Telephone Directory Photo Contest, and this year is no exception! Photos can be of animals, gatherings, activities, buildings, people or things that highlight our special part of the world and showcase the life and spirit of the Texas Panhandle.

The winner will receive a check for \$200 in addition to their photo being on the cover of 10,000 directories distributed in XIT's local area. All photos should be taken in portrait layout and must be in color.

The deadline for the 2021 directory photo contest is Friday, December 2, 2020. Any photos received after this date will automatically be entered in the contest for the next year.

All entries must include the photographer's name, address and a contact phone number, as well as a description of each photo. The winner agrees to allow XIT to use the photo for advertising purposes, in addition to featuring it on the directory cover. All photos submitted become the property of XIT Communications.

Photos can be submitted online to xitcom@xit.net or mailed to: XIT Communications, Attn: Photo Contest, P.O. Box 711, Dalhart, TX 79022. If submitting photos by mail, please be sure they are at least 5" x 7" in size.

Shutterbugs ... get your cameras clicking and enter the XIT Communications Regional Directory Photo Contest today! You can submit as many photos as you like! We can't wait to see the photos you submit!



2020 XIT Regional Telephone Directory

Directory Advertising

Directory sales are still underway for the 2020 XIT Communications' Regional Telephone Directory. If your business is interested in advertising in this year's directory, contact the XIT Marketing Department at 384-3311. It is the perfect way to reach your customers where they live and do business! XIT's directory is convenient with large print, extensive city/county government sections, Amarillo/Canyon listings and white and yellow page advertising. XIT wants to be the directory of choice that you will reach for again and again!

Directory advertising is economical and very easy to get set up. So, don't wait! The deadline for this year's directory is approaching quickly! Give us a call today!

HURRY!
DEADLINE IS SOON!

If you currently have Internet service with another provider, go to XIT's website and check your current Internet speed! Go to www.xit.net and click on the Test Your Internet Connection Speed Now Link on the left side of the main page. If you are not getting the speed you are paying for, you need XIT's Internet service. Give us a call!

Dalhart: 384-3311 or 244-3355

Boys Ranch: 533-3355



Stratford: 366-3355

Vega: 967-3355

Payment Night Drops

With the Corona Pandemic continuing, XIT would like to remind you that we have payment drop boxes at each of our XIT office locations. If you need to drop off a payment before or after hours, or even during office hours, this can be done easily! Using the drop box is quick and convenient. Just drive up and drop the payment off and be on your way ... without getting out of your car or possibly having to wait at the drive-up window.

XIT Ahead of the Curve ...

Long before this pandemic happened, XIT was and still is already deep into the deployment of fiber for its customers and infrastructure. Fiber optic communications is a technology that uses light pulses to transfer information from one point to another through an optical fiber made of glass. The light forms an electromagnetic wave to carry the services long distances without distortion, loss of data, or change in clarity. Fiber construction is either aerial or buried ... depending on the area to be constructed. The buried construction can be really slow down the crowded alleyways where multiple utilities are already buried or where boring is required. Fiber technology offers very low maintenance compared to copper.

So, why is XIT investing millions of dollars in the communities it serves to replace its copper plant with fiber? The answer is simple. We believe in investing in our communities to deliver telecommunications services that will enhance the quality of life where we all live and work ... video conferencing ... telemedicine ... online classes ... streaming video ... entertainment ... and much more. Once Dalhart is completed, the construction crew will move to Stratford where a complete fiber overbuild will be done. Upon the completion of Stratford, fiber construction will continue to Hartley, Channing and Boys Ranch. XIT has already completed fiber conversion in its over 3,000 square miles of rural service area, including the town of Texline. The small town of Vega has also been converted to fiber.

During this time when our lives have been turned upside down, FIBER has allowed XIT to provide Wi-Fi hotspots so that students can keep up with their schoolwork. Churches have been provided higher Internet speeds so that they can stream their church services. Business owners and employees can work from home using VPN connections ... ZOOM ... SLACK and other applications.

Yes, XIT is ahead of the curve! Hopefully soon, we will be able to get back to some form of normalcy. Until then ... let's make sure we do everything possible to keep each other safe and healthy while enjoying the benefits of fiber optics.



NOW YOU CAN watchTVEverywhere

ON YOUR MOBILE DEVICES, LAPTOP, TABLET OR PC ...

AND IT'S **FREE** TO ALL XIT IPTV CUSTOMERS!

WatchTVEverywhere (WTVE) provides streaming access to top rated shows and movies from over 80 different networks. You can watch WTVE anywhere you can receive an Internet connection. Best of all, it's included with your XIT Communications' IPTV subscription. If you already have our IPTV services, register online at www.xit.net and click on the WTVE link to get started.

Go to WWW.XIT.NET for more info!



Stingray Music on XIT's IPTV Service

Are you a big music lover? Do you like to listen to music while cleaning house, paying the bills, making cookies with the kids or just sitting outside on the patio? Then, check out XIT's Stingray Music Channels on our IPTV service! You can listen to all your favorite music genres with no interruptions or commercials, anytime of the day or night.

Stingray Music Channels are included in both the Limited Basic Pak and the Xpanded Pak at no charge on Channels 900-949.

900 Hit List	917 Classic Rock	934 The Light
901 Dance Clubbin'	918 Pop Adult	935 Today's Latin Pop
902 Eclectic Electronic	919 Bluegrass	936 Latino Urbana
903 The Chill Lounge	920 Popular Classical	937 Retro Latino
904 Urban Beats	921 Maximum Party	938 Latino Tropical
905 Jazz Now	922 Rock En Espanol	939 Romance Latino
906 Hip-Hop	923 Kid's Stuff	940 Holiday Hits
907 Groove	924 Folk Roots	941 Broadway
908 Classic R&B & Soul	925 Y2K	942 The Spa
909 Soul Storm	926 Nothin' But 90's	943 Smooth Jazz
910 Gospel	927 Everything 80's	944 Jazz Masters
911 Jammin'	928 Flashback 70's	945 The Blues
912 Rock	929 Jukebox Oldies	946 Swinging Standards
913 Heavy Metal	930 Hot Country	947 Easy Listening
914 Rock Alternative	931 Alt Country/Americana	948 Classic Masters
915 Adult Alternative	932 No Fences	949 Chamber Music
916 Alt Rock Classics	933 Country Classics	

If you are away from the TV, you can also stream over the web for FREE! Go to <https://music.stingray.com> and sign up for free. If you already subscribe to WatchTVEverywhere, you can use your login and password to access the Stingray Music Website.

XIT's Online Bill Pay Instructions

To sign up for XIT's Online Bill Pay, please follow these instructions:

Go to www.xit.net and click on **Online Bill Pay Link** on left side of screen.



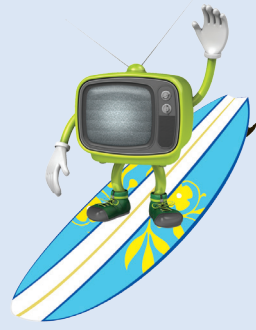
- The Log In Screen will come up.
- Click on **Register Here**
- Enter the Invoice Number (not Account Number) and the Amount Due from your current XIT Communications/XIT Rural Telephone invoice.
- Click on the Recaptcha Box **'I'm Not a Robot'** and then click on the screens showing what the Recaptcha is asking for to verify you are not a robot. Once you do this, the box will show a green check mark and allow you to click **Continue**.
- Enter your Email Address (which will be your User ID).
- Enter a Password. (Password must contain at least 6 characters and one number, uppercase letter or special character.)
- Enter Password again to Confirm Password.
- Pick one of the security questions by clicking on the drop-down menu and choosing a question. Provide the answer to the question.
- Next, **Click Register**
- The screen will show Account Created and it will say **'Success! Your account has successfully been created'**.
- You will receive an email to verify your email address.
- When you receive the email, click on the link in the email to verify your address.
- You will get a screen showing Email Verification and it will say **Success! Your email address has been successfully verified**.
- You can now log into the account by clicking **Redirect to Login**.

Once you log on, you will see several different options available to you on the Dashboard. The account will open on the Overview Screen. This shows your current balance, payments/credits, if you have auto pay, and if the bill has been paid or not.

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SMART SURFING

Stargirl is a new DC Comics superheroes series that is premiering on Tuesday, May 19, at 7:00 p.m. on The CW Network, Channel 15. Stargirl is about a high school sophomore, Courtney Whitmore, played by Brec Bassinger, as she enters the Justice Society of America. Whitmore has just moved to Blue Valley, Nebraska after her mother remarries Pat Dugan, played by Luke Wilson. She gains an incredibly powerful staff which she then uses to fight off evil, while she inspires an unlikely group of young superheroes who assist her to stop the villains of the past. If you like DC comic series, you will want to check this one out!



Love Island Season 2 is a reality dating show which will premiere on Thursday, May 21, at 7:00 p.m. on CBS, on XIT's IPTV Channel 10/510 in HD. The show, hosted by Arielle Vandenberg, features a new cast of islanders who are looking for love. The participants try to make a love connection by going on romantic adventures and getting to know each other in a laid-back setting. If you watched the first season in 2019, you won't want to miss the upcoming, returning series.

The Quiz is a three-night drama event premiering on Monday, May 25, through Wednesday, May 27, at 8:00 p.m. on AMC, Channel 62. Michael Sheen plays British gameshow host Chris Tarrant, who was the original host of the British version of 'Who Wants to Be A Millionaire'. The show focuses on game show participant Charles Ingram, played by Matthew Macfadyen, and his wife, Diana, played by Sian Clifford. Charles, who won the million-pounds grand prize, was accused of cheating to win the money with the help of his wife and another accomplice, Tecwen Whittock, played by Michael Jibson, back in 2001 when the game show was at its peak. The Quiz showcases the trial and lets the audience draw their own conclusion on what really transpired.

XIT 's Online Bill Pay ...

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Click on the additional options on the Dashboard to view:

- **Usage:** Shows phone calls and other usage information.
- **Invoices:** You can download or view your invoices. Taxes, fees and surcharge information is on this screen.
- **Directory:** You can search for phone numbers in the XIT Communications Directory Database.
- **Pay Bill:** Allows you to pay your invoice by credit card.
- **Auto Pay:** Allows you to set up recurring credit card or bank payments for your account.
- **Payment History:** Shows the payments that have been made on the account.

In Account Settings:

- **Under the Account Heading:** If you have more than one XIT account, you can add and manage multiple XIT accounts under this one account.

Under the General Heading:

- **Choose Invoice Preference:** Paper bill only, paper bill & web bill, or web bill only.
- **Change Password**
- **Change User Name/Primary Email Address**
- **Add Additional Email Addresses**
- **Change Security Question/Answer**

Under Payment Heading: Manage/Add your payment options.

Account Trouble Ticket: Submit and file a trouble ticket on any of your active services without having to call in.

Log Out

Any problems or questions with online billing can be directed to XIT Customer Care at 806-384-3311.

Call 811 Before You Dig This Spring

Spring is a special time of year here in the Texas Panhandle and many people can't wait to get outdoors and work in their yards. We all love the beauty of pretty flowers and trees! However, there is nothing worse than digging into your yard to plant a new tree, only to find you cut an underground cable by accident! That not only ruins the day and halts your project, but can hurt your pocketbook too!

Make sure before planting a tree, fixing a fence or doing any home improvement projects, if you are digging 16" or deeper on private property or any public right-of-way, that you call the Texas One Call Center first at least 2 business days prior to digging. Someone will come out and locate all underground utility lines free of charge and mark them for you. Accidental line cuts can be costly for you to repair and can cause area utility outages for you and your neighbors.



**Know what's below.
Call before you dig.**

**Be safe and smart ...
Dial 811 before you dig this spring!**

Staying Safe During Storm Season

Most folks rely on cell phones and cordless phones these days to stay in touch with friends and family. However, these types of phones may not work if the electricity goes out due to high winds or a bad thunderstorm.

One thing to always have on hand is a corded landline phone. In the event of a power outage, the backup battery will provide you phone service when cell phones may not work! This can give you peace-of-mind in case of health or other types of emergencies! You can dial 911 and emergency officials can find your location quickly, which can be the difference between life and death! They are more reliable than cell phones because you don't have to worry about a low battery, dropped calls, misplaced phones or no service issues!

For safety's sake, we recommend you have on hand a corded landline phone, along with flashlights and an emergency radio. Stay safe!

All Vega & Boys Ranch XIT Customers

XIT Communications may not have a store in your town, but that does not mean that XIT Communications doesn't care about our customer's needs in Vega and Boys Ranch! You can always reach XIT by calling our local telephone numbers:

Vega Number 967-3355

Boys Ranch Number 533-3355

You can call us for new service, upgrades, trouble issues, questions on invoices or anything else that comes up! XIT is here for you, and we appreciate your business!

What's Cookin' at XIT

Spicy Hamburger Soup by Jennifer Gergen

1 lb. hamburger meat
2-10 oz. cans Ro-Tel
4 small cans chopped green chilies
16 oz. can crushed tomatoes
2 c. cubed potatoes

3 Tbsp. chili powder
1 tsp. garlic salt
1 tsp. onion salt
1 can hominy or corn
2 chopped jalapeno peppers



Brown meat in a large saucepan. Stir in all other ingredients and simmer, covered, for 2 hours, stirring occasionally. Add a small amount of water if needed.

Find even more great recipes in the XIT Country Cookin' Cookbooks (2 editions available) for sale at any of our XIT locations for just \$14.95 + tax. They make great birthday, wedding and anniversary gifts!

Lifeline Assistance is Available

Low-income residents that qualify for the Lifeline Program can get federal assistance with paying their telephone or Internet bill.

Lifeline is available for both XIT Rural Telephone Cooperative, Inc. and XIT Communications residents and provides a monthly discount on basic telephone or Internet service.



- If you use the Federal Lifeline discount for Internet service, you must subscribe to a 20/3 Mbps or higher Internet package to be eligible for the discount.
- There is only one discount allowed per household for either telephone or Internet, but not for both.
- Subscribers will need to recertify once a year.

In order to receive Federal Lifeline assistance, you or someone in your household must participate in at least one of the following programs: Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Medicaid, Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit Program, or your annual household income must be at or below 135% of the federal poverty guidelines. Additional assistance may be available for residents of Tribal lands.

A Texas Lifeline discount may be available if a Texas resident's current total household income is at or below 150% of the federal poverty guidelines. A resident is also qualified if they are current receiving: Medicaid, Low-Income Home Energy Assistance Program support, SNAP, Federal Public Housing Assistance, Supplemental Security Income (SSI), Health Benefit Coverage under Children Health Plan (CHIP) under Chapter 62 support, National School Lunch Program-Free Lunch Program, or Temporary Assistance for Needy Families (TANF). At this time, the State of Texas does not provide a Lifeline credit for Internet service.

For more information, or to sign up for the Lifeline program, either contact the Texas Low Income Administrator (LIDA) at 1-866-454-8387 or go online to www.puc.state.tx.us/consumer/lowincome/assistance.aspx.

Kayla Beecher is shown picking up a gift basket for the Dalhart Christian Academy. Due to the COVID-19 Pandemic, the DCA luncheon was cancelled. The auction was still conducted and was held on Facebook Live. This is the main fundraiser for the school. XIT Communications is a proud supporter of our local schools.



XIT Communications made a donation to the Dalhart Fire Department for their annual chili/stew supper. Shown presenting the check to Dalhart Fire Chief, Curtis Brown (left), is Trena Howell, XIT Sales & Customer Relations Representative. XIT is a proud supporter of local organizations and events in the communities we are privileged to serve.

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

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or e-mail to xitcom@xit.net

www.xit.net



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Texas and National Do-Not-Call Registries

The Texas-No-Call List and National Do-Not -Call Registries help to address the issue of unwanted telemarketing calls on your home or wireless telephones. These registries apply to most telemarketing phone calls, with the exception of charities, political ads, surveys, debit collection calls or any businesses with whom you have a relationship. Both the Federal government and the State of Texas have telemarketing rules that allow consumers to give notice to telemarketers that they do not wish to be contacted by them.

It is FREE to register for the National Do-Not-Call List and it never expires, go to the website at www.DoNotCall.gov. Once you register on the site, your telephone number(s) will stay on the list until you take them off. Just make sure to use a valid email address because it is needed to verify the registration process. You can also register by phone by calling 1-888-382-1222 (TTY 1-866-290-4236) from the phone you are registering. Telemarketers have 31 days to remove your numbers from their call lists.

You can register for the Texas-No-Call List online at www.texasnocall.com. It is free to register and can be done anytime. You can also register by mail by going to the website and printing out the registration form, then mailing it to Texas-No-Call, 711 Atlantic Ave. 6th Floor, Boston, MA 02111. Your number(s) will remain on the list for 3 years before you will need to re-register.



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.