

XIT Connections

XXVIII, Number 2, Spring 2022



VOIP ... You Want It? ...We've Got It!

As new technologies become available, XIT strives to provide the latest and greatest to our customers. We featured in our Summer 2021 Newsletter that XIT had launched our providing of VOIP systems and wanted to remind you that VOIP is one our newest services we offer.

Dalhart ISD was XIT Communications' first VOIP customer. They are a testament to the advantages of having the VOIP system. During a conversation with Brad Powell, IT Supervisor for Dalhart Independent School District, he stated that the management of the system is easier and having the directory built into your phone right there makes it more efficient when finding a person's name or number to call within their system. He also stated that he does not have to spend a ton of time working within their system either. According to Brad, once DISD reached the installation phase in the process of getting their VOIP system, the installation process went smoothly.

The possibilities with VOIP are endless. Just like DISD, if you have multiple businesses or locations, we can link each location together with our system. You can have your system customized to your exact needs, along with personalized features such as the background of your desk phones. Another perk with VOIP is the ability to move your phone to active jacks within your location, without having most times to request a truck roll, saving you money. The VOIP system doesn't require any bulky equipment or hardware since we use your existing computer network to make it all work. XIT VOIP runs in an environment controlled by us with a battery and generator backup for high availability and is also backed up nightly and replicated off-site for disaster protection. One can access their network remotely from the touch of an application on a phone, tablet, or computer. This means you can work from virtually anywhere. To begin the process of subscribing to our VOIP services, give us a call today at 806-384-3311!

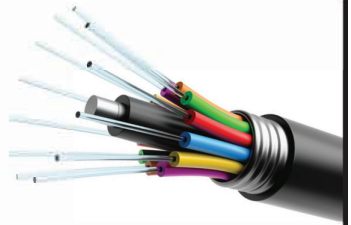


The photo above shows the ability to customize your background with XIT's VOIP phone system.



**Rural Telephone
Cooperative, Inc.
Communications**

**XIT Rural Telephone Cooperative, Inc.
and XIT Communications**



- X** Today, XIT Communications is nearly completed converting all homes and businesses to fiber optic technology in Dalhart and have neared completing fiber construction to Stratford. We are beginning the conversion phase in Stratford. XIT then plans to convert Hartley, Channing and Boys Ranch areas to fiber optics.
- X** XIT Communications upgraded to Innovative IPTV service in 2019 that features whole-home DVR, cloud DVR storage, and Restart Live TV.
- X** XIT Communications converted the Vega market to fiber in 2017, bringing its customers high-speed broadband Internet and IPTV services.
- X** XIT Rural Telephone completed Fiber-to-the-Home in 2016 to XIT Rural markets to bring faster Internet and digital IPTV services. XIT added watchTVeverywhere to our IPTV services.
- X** XIT brought digital cable TV to Dalhart in 2001, before upgrading the system again in 2011 to bring state-of-the-art, high-speed broadband Internet, HD and DVR services to town.
- X** XIT started the XIT Regional Telephone Directory back in 1999. We are committed to bringing a higher-quality, community-oriented directory to the areas we serve.
- X** XIT Communications went into the local exchange competition in 1998, bringing quality phone, Internet and TV services to Dalhart & Stratford. We are still the only local provider today!
- X** XIT Rural Telephone Cooperative, Inc. was the very first to offer telephone service to rural residents in Dallam, Hartley & Sherman Counties in 1951. 71+ years and still going strong!



**Dalhart
Headquarters
12324 US Hwy 87
www.xit.net
806-384-3311**

**XIT Customer Care
1624 Tennessee Ave
www.xit.net
806-244-3355**



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! We appreciate your cooperation!

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

XIT Rural Telephone Cooperative and 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!

Advantages of XIT's VOIP Phone System:

- A rich, modern phone system,
- Lower upfront costs,
- No equipment at your location, except phones. We use your existing computer network to make the VOIP system work.
- Lower monthly cost for phone services. The VOIP system uses SIP Trunks instead of phone lines.
- Ability to connect to your system remotely using an app on a smartphone, tablet, or computer. This means you can take and place calls, check your voicemail, etc. remotely.
- Once operational, your VOIP system maintenance can be done remotely at little to no cost.
- The VOIP system is delivered on XIT's fiber network for high quality,
- The phone system runs in an XIT controlled environment with battery and generator backup for high availability,
- The system is automatically backed up every night and the backup is replicated offsite for disaster protection.



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

XIT Communications Offers Online Bill Pay

Like most consumers in today's world, we all enjoy the convenient things that society offers us. XIT Communications offers Online Bill Pay where our customers can set up online payments, turn in trouble tickets, view invoices, and more! To take advantage of the Online Bill Pay Services we offer, follow the instructions below.



XIT'S ONLINE BILL PAY INSTRUCTIONS

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

- Go to the www.xit.net website 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 to show 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.
- **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**.



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!



Meet the Team @ XIT!



Roxie Hughes: Roxie Hughes grew up in Sweetwater, TX. She graduated from Sweetwater High School in 2007 and moved to Dalhart in 2013. She is married to Tommy Hughes, Chief Deputy of Hartley County, and together they have 7 kids; Kylee, Lindzy, Rhyllie, Alyssa, Lilly, Ethan, and Zaydan. Roxie enjoys movie nights with her family, swimming, and hanging outside together. She has been a Customer Service Clerk at our DCCC location since January 17, 2022.

Melissa Gomez: Melissa Gomez grew up her whole life in Dalhart and was a graduate of Dalhart High School. She is married to Eddie Gomez, who works for TKO Gas in Dalhart. Together, they have 3 kids; Bryant, Arian, and Jocelyn. In her spare time, Melissa enjoys watching travel baseball games and playing outside with her children. She has also been a Customer Service Clerk at our DCCC location since January 17, 2022.



Welcome to XIT Roxie and Melissa!

Come one, Come All!

May 25th, XIT Communications will be sponsoring the Noon Luncheon at the Dalhart Senior Center!



What's Cookin' at XIT

Lemon-Poppy Seed Zucchini Bread by Sandra Dixon

- | | |
|-----------------------|-----------------------|
| 1 c butter (softened) | ¼ tsp baking soda |
| 2 2/3 c sugar | 1 c sour cream |
| 6 eggs | 2 c shredded zucchini |
| 3 c flour | 2 Tbsp lemon zest |
| 1 tsp salt | 4 tsp poppy seeds |



Preheat the oven to 325 degrees. Beat butter until creamy. Gradually add sugar, beating until light and fluffy. Add eggs, one at a time. Sift together flour, salt and baking soda. Add to butter mixture alternately with sour cream. Beat until blended; stir in the zucchini, lemon zest, and poppy seeds. Spoon into greased and floured bread pans. Makes 2 loaves: 9-3/4 x 5-3/4 or 3 loaves: 8-3/4 x 4-3/4. Bake at 325 degrees for 40-45 minutes.

XIT Fiber + You!

XIT Communications is nearly complete in the conversion to fiber optic services in the town of Dalhart. Our crews are working to finish bringing fiber optics to every home and business in Dalhart, before wrapping up the construction phase in Stratford. We then plan to construct to and convert Hartley, Channing and Boys Ranch areas with fiber optics.



Once construction is completed, this fiber technology will greatly enhance the quality of all our customers communications services. Fast, reliable Internet is not just something you need, but you deserve! This means everyone will receive higher Internet speeds for faster downloads than ever before, at the same retail rate they were paying for much slower speeds.

XIT is investing so much into this project because we believe by investing in our communities we can deliver the best in telecommunications services for our friends and neighbors. Just like you, we live and work here too so we want the best communications services money can buy! We are thrilled to offer these terrific services to our customers!

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 or change in clarity. This means faster Internet speeds, not only now, but well into the future too!

If you are an existing XIT customer, you will be notified when the fiber is available at your location so we can get you switched over. If you don't have any XIT services, but want to get in on fiber optic services, please call to get set up for services so we can convert you when we get to your area!

Contact Us Now For 2022 XIT Directory Advertising!

Directory sales have begun for the 2022 XIT Communications Regional Telephone Directory. Our directory offers an economical way to advertise and build your business! With your purchase of advertising in our directory, XIT will also put your advertising information on IPTV Channel One. We have advertising for any need and budget.

If you are interested in purchasing advertising in our directory, please contact our Marketing Department at 1-806-384-3311 or toll free to 1-800-232-3312. Our deadline for print is quickly approaching, so give us a call today!



Texas 811

As most people do, you will likely begin to start outdoor projects as the weather warms up. Before beginning any projects, such as planting trees or shrubs, building a new fence, or anything involving digging or trenching deeper than 16 inches, you should call Texas 811 to put in a free line locate. Not only can you unintentionally cause damage to buried cables, or other lines, but you can also cost yourself financially with hefty charges for repairing damaged utilities. Make sure you call in at least 2 business days prior to beginning your outdoor spring projects to give Texas 811 the necessary time to relay your request to any utility company that could be affected.



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

CALL BEFORE YOU DIG



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 Communications Contact Information

Headquarters

806-384-3311
FAX: 806-384-3340
12324 US Hwy 87,
Dalhart, TX 79022

Downtown

806-244-3355
FAX: 806-244-3355
1624 Tennessee Ave,
Dalhart, TX 79022

Stratford

806-366-3355
FAX: 806-366-4913
401 N 3rd St,
Stratford, TX 79022

Boys Ranch customers can call 806-533-3355

Vega customers can call 806-967-3355

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www.xit.net



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City of Stratford... Converted to XIT's NEW Fiber

XIT's installation crew arrived recently at the Stratford City Hall to convert the city offices from the old copper plant to the new fiber optics. Crews are busy in Stratford ... working just as fast as they can to get all of Stratford converted.



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.