

XIT Connections

XXIV, Number 2, Summer 2023



This picture of the American Flag was taken at the Rita Blanca Coliseum on September 11th, 2021 by David Schroder of Dalhart.

XIT Sponsors Brickstreet Community Center Luncheon

XIT Communications sponsored the Brickstreet Community Center luncheon on April 18th. Fried chicken, mashed potatoes, green beans, and a roll were served for the meal with Better Than Ever cake as dessert.

XIT Communications gave away several gift baskets and free lunch tickets to those who registered at the luncheon. The winners of the gift baskets were Edna Keel, Jay Wilson, and LaReisha Bragg. The winner of seven free meal tickets was Diana Jurajda.



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Thank you to everyone that came out to support the Brickstreet Community Center and for making the meal a success.



Check Out XIT's Channel One

Wanna get the word out about an upcoming event? XIT's Channel One is the perfect way to inform people about your upcoming event whether it be a class reunion, church event, fundraiser or school program. Channel One will broadcast your event to residents in our local communities quickly and effortlessly. It's a great way to advertise that's easy on the wallet.

There are no fees charged for birthday or anniversary announcements, school functions, church activities, lost and found ads, items to give away or community ads. Personal ads are just \$10 per week and business ads are \$20 per week. Any graphics or photos must be in JPEG format. There may be a small set-up fee depending on the time it takes to build the ad. XIT needs to receive all information at least 24-48 hours prior to the event's start time.

Information can be e-mailed to marketing@xit-comm.net or brought into any of our Customer Care Centers.

Free Summer Meals for Children

With school letting out for the summer, Dalhart ISD is offering FREE breakfast and lunch meals for all children under 18 years of age during the month of June. Meals will be served in person at the following locations:

Dalhart Elementary School Cafeteria
1401 Tennessee Ave.

Dalhart Junior High School Cafeteria
1802 East 16th Street

Breakfast: 7:30 AM – 8:30 AM
Lunch: 11:30 AM – 12:30 PM

Breakfast and lunch will be made available for all students attending summer school at either campus. Dalhart High School summer school students will have the option to stop by either campus to pick up a meal.

Stratford ISD is also offering free breakfast and lunch meals for children ages 2 – 18 from May 30th through June 30th at the following location:

Mary Allen Elementary
501 North Shirley Ave.

Breakfast: 8:00 AM – 9:00 AM
Lunch: 11:30 AM – 1:00 PM

With everyone's help let's assure nobody goes to bed hungry.

Summertime Fun

Now that school is out for the summer and the kids are looking for something to do, they don't have to look very far. With XIT's IPTV or Internet services they have a wide range of channels for entertainment and high-speed Internet for gaming or streaming.

XIT's IPTV offers a large variety of kid-friendly channels including PBS Kids, Laff Television Network, TV Land, Discovery Family Channel, Science Channel, Boomerang, Disney Channel, Cartoon Network, Nickelodeon, Nick Jr., Disney XD, GAC Family, MTV Music Television, Animal Planet, National Geographic Wild, and Disney Junior.

With XIT's high-speed fiber Internet kids can game all day long with no buffering or lag time. With speeds as fast as 50/25, 75/40, 100/50, and 200/100 all the kids can game at the same time and mom can even scroll on Facebook with no slowdowns.

If you're not an XIT IPTV and Internet customer already, you need to give us a call! We have packages and prices for any budget.

XIT HQ Office	806-384-3311
Downtown Office	806-244-3355
Stratford Office	806-366-3355



It's
SUMMER
Time

WatchTVEverywhere
This summer on your mobile devices.
Best of all, 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.



XIT's Newest Employees



Avery Vasquez – *Marketing Representative*
We would like to welcome Avery Vasquez to our XIT Family. Avery was born and raised here in Dalhart and is a graduate of Dalhart High School. She is married to Austin Vasquez. The couple has been married almost two years and have a 10-month-old daughter named Parker. Avery worked for Bowers Prescription Shop for almost five years before coming to XIT. Her parents are Chris and Kasie Ballard of Dalhart. Avery is one of three children. Her siblings are Dylan of Houston and Tessa of Amarillo. Avery is in the XIT Marketing Department. Avery is a great addition to the XIT team.

Maggie Lujan – *Customer Service Clerk*
Maggie came to XIT in February of this year as a Customer Service Clerk at our Downtown Customer Care Center. Maggie was born in Dumas and raised in Dalhart. She graduated from Dalhart High School in 2021 and recently graduated from Frank Phillips College in 2023 with her associate degree in science. She is continuing her studies at West Texas A&M University to obtain a bachelor's degree in business. Maggie is the daughter of Sonia Cordova and has two brothers Alex and Fabian Lujan, all of Dalhart. In her free time her favorite things to do are going out to the golf course with her boyfriend, Gavin, and walking her dog, Ryker. Maggie is a great asset to the XIT Team.



Welcome ladies to the XIT Family!

Food Pantries Need Our Help!

These days with so many people struggling to put food on the table for their families, the food pantries in our communities are in dire need of food and general assistance. If you have a little extra in the way of food or groceries, please consider giving a helping hand to those in need. The pantries will accept any food or monetary donations to assist more families in our communities. Each year starting in October through December we host our local Breakfast Food Drive, but food pantries are in constant need all year long. Any help you can provide will assist in one less child or adult going hungry. Let's all do our part to show compassion and love to our fellow neighbors.



XIT's Policy for Location Transfers

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 notification, 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.

Please note no credit will be issued for loss of service due to no prior move notification by the customer. We appreciate your cooperation!



Lifeline Assistance

Need assistance with paying your Internet or telephone bill? The Lifeline Assistance Programs are available to qualifying low-income residents as part of federal and state support programs.

Lifeline is available from XIT Rural Telephone Cooperative, Inc. and XIT Communications. Lifeline provides a monthly discount on basic telephone from the state of Texas and/or federal program and Internet on the federal level.

If you use the federal discount for Internet, you must subscribe to XIT's 50/25 or higher Internet package to be eligible.

Households can qualify for phone and Internet discounts which are based off of income and program factors for qualification.

Those who qualify for assistance will need to re-certify once a year.

In order to receive Federal Lifeline Assistance for phone and/or Internet, you or someone in your household must participate in at least one of the following programs:

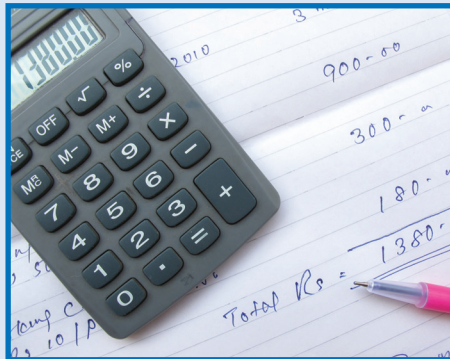
- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veteran's Pension or Survivors Benefit Programs
- Annual Household Income must be at or below 135% of the federal poverty guidelines

To qualify for Texas Lifeline Assistance for telephone, you or someone in your household must participate in at least one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Low Income Energy Assistance Program (LIHEAP)
- Texas State Child Health Plan (CHIP)
- National School Free Lunch Program
- Temporary Assistance for Needy Families (TANF)
- Annual Household Income must be at or below 150% of the federal poverty guidelines

For more information or to sign up for the Texas Lifeline Program contact the Texas Low-income Administrator (LIDA) at 1-866-454-8387 or go online to <https://www.puc.texas.gov/consumer/lowincome/assistance.aspx>.

For information on the Federal Lifeline Program you can call 1-800-234-9473 or go online at www.lifelinesupport.org.



Payment Information to Remember

When making any XIT payments, please remember that payments made after 5:00pm will not be posted until the next business day. Please keep this

in mind especially when making payments the day before disconnects are performed. Payments dropped in the drop-box or paid in the morning of disconnects will be subject to a \$55 administrative fee.

Please don't wait until disconnect day to pay your bill. Any accounts that are disconnected for non-payment will be charged a reconnect fee in order to turn services back on.

Remember XIT offers online bill pay for the convenience of paying on your schedule. Automatic bank drafts and credit card drafting also makes bill paying easier. Paying just a couple days earlier can save you time and money.

Go Paperless with XIT

To make your life easier did you know that XIT offers paperless online billing? As an XIT Customer you can GO GREEN and make your life easier and your mailbox emptier! Go to the XIT website at www.XIT.net and click on the bill pay link on the left side of the page. You will need to have your XIT invoice for reference when you sign up. GO GREEN with XIT!



Beware of Scams

We would just like to give out a friendly reminder to our XIT customers that XIT Rural Telephone Cooperative, Inc. and XIT Communications will NEVER request personal information by telephone, text, or email. If we require customer information to be updated or XIT has a question regarding information, we will mail a letter requesting that you contact us or come by one of our offices. XIT takes customer information and confidentiality very seriously to protect our customers. If you ever have any questions about receiving requests from XIT, please contact us at 806-384-3311. We are happy to answer any of your questions. Be safe and be smart!

Have an XIT Newsletter Story Idea?

Here at XIT Communications, we are always looking for great story ideas for the XIT Connections Newsletters. Is there anything you'd like to see in the newsletter that we haven't covered? We want our newsletter chalked full of helpful information and tips that make your life easier!

If you have a story or current important community event coming up, shoot us an email or give us a phone call. Please provide us with as much detailed information as possible.

If you have a unique local photo that you would like to share for our Newsletter cover, you can submit that to us as well. Just make sure to provide us with information about the photo along with your contact information. You can email any ideas to our Marketing Department at marketing@xitcomm.net.

Although we can't promise we will do a story on every idea we receive ... we can tell you we will look at each idea presented.

We here at XIT appreciate all of our customers and we hope that if you're not an XIT customer already, that you will give us a try. Give us a call today at 806-244-3355 or 806-384-3311 in Dalhart; 806-366-3355 in Stratford; 806-533-3355 in Boys Ranch; or 806-967-3355 in Vega to talk to one of our friendly customer care representatives.



What's Cookin' at XIT

Spicy Chicken Casserole by Treva Carmichael

- 2 cans whole green chiles
- 10 ½ oz. can of Chicken-a-la-King
- 1 pkg. flour tortillas
- 1 can cream of chicken soup
- 5-6 c. grated cheese



Place 1 whole green chili in the center of each flour tortilla and cover with grated cheese. Roll tortilla and place upside down (so it will not unroll) in a baking dish. Tortillas should be side by side in the dish. Mix Chicken-a-la-King and cream of chicken soup together and pour over tortillas. Cover with remaining grated cheese. Bake at 350 degrees for 20 minutes.

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.



Important Notices from XIT

The Texas Universal Service Fund (TXUSF) assessment rate has been reduced from 24% to 12% effective July 1, 2023.

As of June 1st, 2023, Restore Fees will no longer be collected at the time of restoring your suspended services. All Restore & Admin fees will be billed to the account & will reflect on your next month's invoice.

A partir de Junio 1, 2023, el recargo de reconexión no se le cobrara en el momento de restaurar sus servicios. Todos los recargos serán agregados a su cuenta y se reflejarán en la factura del próximo mes.

Reporting Service Trouble to XIT

When experiencing any issues with your XIT services, please know we are here to help! We value our customers and want to resolve any problems as quickly as possible. We understand how frustrating it can be when your services are not working properly. You can contact XIT at 806-384-3311 or 806-244-0811 to report any trouble issues.



When you call in to report issues, please provide as much information as possible about what you are encountering. Many times, when you call in any trouble issues a customer service representative can walk you through fixing the issue while on the phone. If they can't resolve the issue, a trouble ticket will be created, and a technician may be dispatched to your location for assistance.

If you have an Internet issue, you can contact our help desk toll free at 1-800-687-0780 for assistance. If they are not able to resolve your issue, then please contact XIT directly for help. If you have any billing questions, please contact one of XIT's retail offices for assistance. **XIT is here to assist our customers in any way possible.**



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

all underground utility lines and mark them free of charge. Accidental line cuts can be costly to repair and cause outages for you and your neighbors. Be safe and smart... dial 811 before you dig.

With summer soon to be in full swing here's a friendly reminder when doing any home improvement projects or digging 16" or deeper on private property or any public right-of-way, you need to first contact Texas One Call Center at least 2 business days prior to starting your project. A technician will be dispatched to locate

What is CPNI?

Customer Proprietary Network Information - This information may include the data collected by telecommunications companies about a consumer's telephone calls. It includes the time, date, duration and destination number of each call, the type of network a consumer subscribes to, and any other information that appears on the consumer's telephone bill. 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 for 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 this information to anyone who is authorized to access information from your account or make changes on your behalf.

Please give us a call to ensure we have the proper CPNI safeguards set up to help keep you and your account safe!

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

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www.xit.net



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NEED SPEED?

These days the Internet plays such a vital part of everyday life, in work or play. Whether working from home, streaming movie night with the family, surfing Facebook or joining in with some friends for online gaming, XIT has the fastest speeds available so their whole family can enjoy the internet at the same time. With XIT's conversion to fiber, you can get the speed you need and stay in budget. XIT can ensure our customers will have the freedom to do whatever they want with no buffering or lag times. This means MORE for the whole family.

- MORE devices
- MORE music and videos
- MORE gaming
- MORE streaming and surfing

With speeds that leave our competitors behind, XIT provides fiber Internet with no data limits or overages. XIT has got you covered! Give us a call today at 806-384-3311 for Internet speeds and pricing in your area.

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.