



XIT Communications Continues Fiber Overbuild ...

XIT's fiber optic construction crew is busy with multiple fiber projects in the works. The crew in Sunray, Texas, is busy boring and placing conduit. The town is divided into five areas called PONs (Passive Optical Networks). The crew started at XIT's Central Office building located at 400 West 2nd and is currently placing conduit in PON B. This area includes the City Offices, Ag Producers Coop, Britain Library, and Morrison Funeral Home ... to name a few locations. For more details, please refer to the map of PON B in this newsletter. The boundary for PON B is outlined in blue.



... Continued on Page 6

XIT Rebuilds in Kerrick

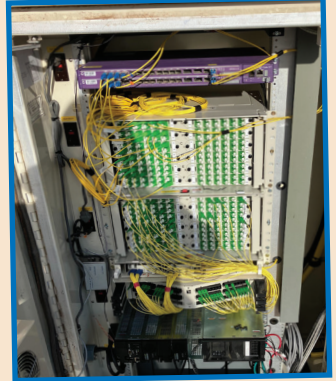
XIT employees have been hard at work rebuilding in Kerrick after an accident occurred on January 26th, 2024, causing the Central Office building to be demolished. As there was nothing left of the building after the wreck, a cabinet had to be brought in to house all of the brand-new electronics. Since getting the cabinet installed, a brand new fence has now been put up surrounding the cabinet!



Before



After



Inside the Cabinet



XIT Communications made a donation to the Dalhart Fire Department for their Annual Chili/Stew Supper. Shown presenting the check to Dalhart Fire Chief, Mario Garcia (middle), is Trena Howell, XIT Sales & Customer Relations Representative (left) and Jeff Heiskell, XIT Construction Worker and Dalhart Fireman (right). XIT is a proud supporter of local organizations and events in the communities we are privileged enough to serve.



XIT Communications Contact Information

If you have any questions or problems with any of your XIT services or your XIT monthly statement, please don't hesitate to contact one of our offices.

<p>Dalhart Headquarters 12324 US Hwy 87 P.O. Box 711 Dalhart, TX 79022 806-384-3311</p>	<p>Dalhart Downtown Office 1624 Tennessee Ave. Dalhart, TX 79022 806-244-3355</p>	<p>Stratford Office 401 North 3rd Stratford, TX 79084 806-366-3355</p>
<p>Vega Customers 806-967-3355</p>	<p>Boys Ranch Customers 806-533-3355</p>	<p>Trouble/Repair Line: Toll Free: Dial "1" & Then 888-858-0886 Local: 806-244-0811</p>

If you prefer, you can also send inquiries by email at customerservice@xitcomm.net.

We are here to assist you in any way we can! We appreciate your business!

XIT Recognizes Newest Retirees

Kathy Bailey



Kathy Bailey's last day at XIT! Pictured here with coworkers (left to right): Louie Dyck, Melissa Gomez, Lori Pruett, Tiffani Helms, Cassidy Kuper, Trena Howell, Kathy Duggan, Avery Vasquez, Jessica Sanchez, Janie Sneller, Maggie Lujan, and Lupe Duarte.

XIT would like to recognize Kathy Bailey, who retired from the Cooperative after almost 27 years of service. Kathy first came to work for XIT on May 12th, 1997. She retired as the Sr. Billing Representative on January 31st, 2024. Thank you, Kathy, for your dedicated years of service and loyalty to the Cooperative. We hope your retirement is filled with all the things you love and more!

Eddie Carter



Eddie Carter's last Annual Meeting! Pictured here with coworkers (left to right): Anthony Encinas, Brian McCoy, David McCollum, Jeff Heiskell, Billy Carter, Gene Phillips, Kelly Brown, Brayden Barrow, James Stroud, Mark Stilwell, Jay Lucero, Chris Conner, Val Diaz, Aaron Chacon, Ethan Garza, Storm Eaton, Kristen Hembree, Marisol Wheeler, Jon Wyatt, and Allen Hyer.

XIT would also like to recognize Eddie Carter, who retired from the Cooperative after 11 years of service. Eddie came to work for XIT on December 5th, 2012. He retired as a Customer Support Representative on March 15th, 2024. Eddie, XIT wants to say thank you for your hard work and dedication to the Cooperative. We wish you a joyous retirement filled with all the things you love!

Congratulations on your retirements Kathy and Eddie!

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!



Get To Know XIT!



XIT Rural Telephone Cooperative, Inc. was established in 1951 to provide rural telephone service to the residents of Dallam, Hartley, and Sherman counties of the Northwest Texas Panhandle.

XIT Wireless went online in June of 1990 and served the counties of Dallam, Hartley, Oldham, Deaf Smith, Sherman, and Moore in the Texas Panhandle, and was in service until the sale to AT&T Wireless on November 15, 2011.

XITNET was organized in May of 1996 to provide residents of Dallam, Hartley, Sherman, and Moore counties with local access to the Internet. Initially, this was done through a re-seller. In 1999, XIT became an Internet Service Provider (ISP) by establishing its own connection directly to the Internet.

XIT began offering paging service (XIT Paging) in December of 1996, which has since been replaced with wireless technology.

In 1997, XIT became an interexchange provider offering long-distance service within our serving area and outside of this area where we have a presence.

XIT Communications was one of the first companies nationwide to offer Competitive Local Exchange Carrier (CLEC) services utilizing its own facilities when local service was offered in January of 1998 to the residents of Dalhart and Stratford. XIT Communications has since expanded its local services to Hartley and Channing (March 2004), Boys Ranch (April 2005) and Vega (2007).

The summer of 1999, XIT produced the first publication of the XIT Communications' Regional Telephone Directory, offering a higher quality, community oriented, regional directory to the area we serve. Area customers benefit by placing advertising in the alpha and yellow pages of the directory.

In May 2000, the first scholarships were awarded through the XIT Rural Telephone Educational Program. Each year XIT awards a minimum of \$10,000 in scholarships to local area high school seniors whose parents are members of XIT Rural Telephone Cooperative, Inc.

XIT launched its XITv Cable and high-speed Internet using VDSL technology in the cities of Dalhart, Stratford and Texline in 2001. XITv and VDSL services were offered in the towns of Hartley, Channing, Boys Ranch and Vega. High speed Internet, using ADSL technology became available to the rural areas in February 2003. XIT acquired the local TV cable company in Vega, Vega Cablevision, in April of 2006.

XIT Launched IPTV service in 2010 with HD, DVR, and even faster broadband Internet services.

XIT Rural Telephone Completed Fiber-to-the-Home in 2016 to XIT Rural Telephone markets to bring faster Internet and digital IPTV services. XIT added watchTVeverywhere to our IPTV services.

XIT Communications converted the Vega market to fiber in 2017, bringing its customers high-speed broadband Internet and IPTV services. XIT Communications upgraded to Innovative TV service in 2019 that features whole-home DVR, cloud DVR storage and Restart Live TV.

As of August 21st, 2023, XIT Communications is proud to say that we no longer have any copper, and all of our service area is on fiber! This service area includes Rural Exchanges:

Bunkerhill, Coldwater, Kerrick, Lutz, Middlewater, Stevens, and Texline. Also included in our service area are CLEC Markets: Boys Ranch, Channing, Dalhart, Hartley, Stratford, and Vega. Moving forward, XIT Communications will be expanding our service area. Expansion will start in Sunray and move into Fritch next!





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 5:00 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 run, 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 5:00 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. **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 and will reflect on your next month's invoice.

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!

Thank you for your cooperation!

Springtime Yard Projects? Dial 811 Before You Dig!

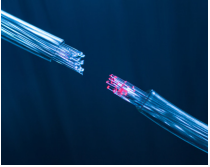


With summer soon to be in full swing here's a friendly reminder when doing any home improvement projects or digging 16" or deeper on private property or any public right-of-way, you need to first contact Texas One Call Center at least 2 business days prior to starting your project. A technician will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

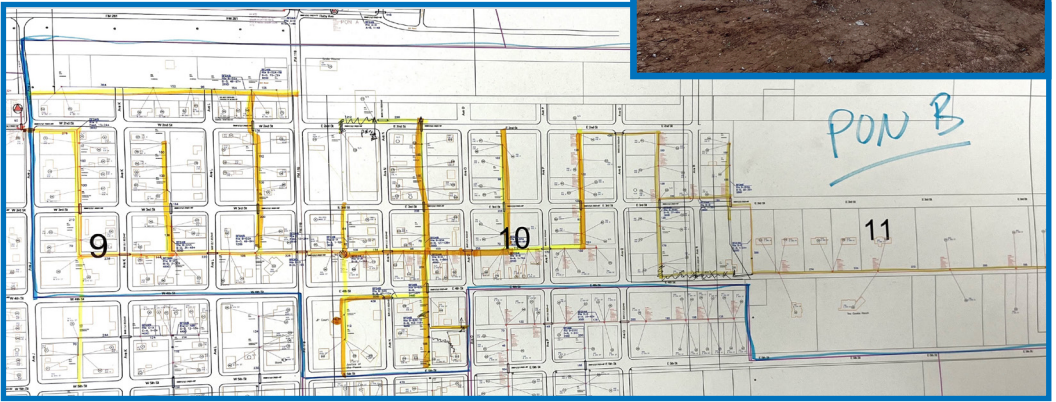


The central office building in Fritch, Texas, located at 280 Matador Road, is nearing completion. The outside of the building is completed. A fence will be built to enclose the structure. Power lines have recently been built to the facility. Now, to get all the electronics installed inside.

The central office near Borger, Texas, is located at 48 Chickasaw Street. The first area to be served by this location will be the Beverly Hills Addition.



Fiber gets you MOVIN'!



What's Cookin' at XIT

Lemon Meringue Pie by Cathy Taylor



Pie Filling Ingredients

- 1 c. sugar
- 1 Tbsp. butter
- 1 1/4 c. water
- 1/4 c. cornstarch
- 3 Tbsp. cold water
- 6 Tbsp. fresh lemon juice
- 1 tsp. lemon rind, grated
- 3 egg yolks
- 2 Tbsp. milk
- 1 baked pie shell

Combine sugar, water, and butter and heat until sugar dissolves. Add cornstarch blended with cold water and cook slowly until clear, about 8 minutes. Add lemon juice and rind, cook for 2 minutes. Beat egg yolks and milk, then add slowly to pan. Bring to a boil. Cool mixture and pour into a baked pie shell. Then Make Meringue.

Meringue Ingredients

- 3 egg whites
- Dash of salt
- 1/4 tsp. cream of tartar
- 6 Tbsp. sugar

Beat egg whites until foamy. Add salt and cream of tartar and beat till it forms stiff peaks. Add sugar a tablespoon at a time and beat until it forms stiff peaks. Spread on cooled filling, sealing to edge. Bake at 350 degrees for 12-15 minutes.

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!



BRICK STREET COMMUNITY CENTER

Come One, Come All!

XIT Communications is sponsoring a Luncheon at Brick Street Community Center! Meals will be \$15.00 per person. Dine-in and Drive-thru available!



What's on the menu? The meal will consist of delicious fried chicken, mashed potatoes, gravy, salad, and chocolate 4-layer dessert to finish it off!

When? April 30th, 2024! Open from 11:30 a.m. to 1:00 p.m.

Where? The Brick Street Community Center - 610 Denrock Ave in Dalhart TX!



*Familiar faces that joined us last year for the luncheon!
We hope to see you again this year!*

Ways To Pay!

XIT Communications offers several convenient ways to pay your bill.

- **Pay In Person** – Come by any XIT office and make your payment. We love to see and visit with our customers! We are open Monday-Friday from 8:00 a.m. to 5:00 p.m.
- **Mail It In** – You can always mail in your payment using the envelope provided with your monthly statement.
- **Drop Box** – You can always drop your payment in one of our payment drop boxes at each office location. This can be done any time of day or night.
- **Auto Bank Draft** – You can have your payment automatically drafted each month right from your checking account. You choose the payment date of either the 10th or 18th of the month to make it convenient for you!
- **Pay Over The Phone** – You can always call in and one of our representatives can take your payment right over the phone.
- **Online Bill Pay** – You can sign up for online bill pay right from our website at www.xit.net.



We thank you for your continued business!



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



Chat With XIT

We are excited to now offer Live Chat as one of the many ways you can communicate with us here at XIT! Now available on our website's home page, www.xit.net.

🗨️
Live Chat

Thank you for contacting XIT Rural Telephone. Please complete this form and click Submit.

First Name *

Last Name *

Phone Number *

Email Address *

Account Number

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.