

XIT Connections

XXIII, Number 3, Summer 2021



XIT Fiber Optics Update

In effort to provide our customers with the latest and greatest technology, XIT has been in the process of installing and converting our customers to fiber optics. This is a lengthy project, which entails many items to be completed for us to consider our customers fiber ready and



An XIT crew member is pictured above working on a customer's aerial fiber.

ready for conversion. Our contractors install the fiber; aerial, or buried. Once fiber has been constructed to a location, we must put the equipment at the premise that will bring the service into the location and convert its signal off the fiber. From that point, testing must be done to make sure everything is working through the fiber properly. Once it is determined that the fiber constructed to a location can provide a stable signal, XIT will begin the process of converting our customers' services from copper. Currently, we have constructed to 100% of the town of Dalhart and are working on converting our customers over in that market. In Stratford, we are in phase 3 of the construction process, and no areas are ready for conversion as of this time. We are proud of the success we have had thus far with our fiber project and are eager for the opportunity this allows us to provide YOU with the best service possible!



XIT Lobbies have re-opened! You are more than welcome to come inside for assistance from one of our representatives.

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!**

CPNI and YOU



What is CPNI? Customer Proprietary Network Information is data considered classified information 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!

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 invoice the next billing period.
- 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. Our Customer Service and Billing Departments will do their best to help set up payment arrangements! Thank you!



XIT Communications donated drawstring back packs, water bottles, frisbees, and stuffed horses to the Little Mr. & Miss XIT Pageant scheduled on Saturday, July 24, 2021. Pictured are the 2019 Little Mr. & Miss XIT, Ky Green & Anna Pollard with Breanne Beller McCollum of XIT Communications' Marketing Department.

Reverse Number Lookup on Website

Want to locate a local phone number quickly and easily? XIT has Reverse Number Lookup on our website for quick phone number retrieval. Just go to XIT's website at www.xit.net and click on the Reverse Lookup Link on the left side of the page. You can locate a phone number from the numerical listings to see who the number belongs to. Or, if you need to find a telephone number, simply press the Control Key + F Key to bring up a search box. Type in the person's last name, then the first name and the listing will appear highlighted in blue. Non-published and non-listed numbers are not listed.

The Reverse Number Lookup is updated each year with the current listings from the XIT Communications Regional Telephone Directory. It is just another way that XIT can make our customers' lives more convenient!

**XIT'S REVERSE TELEPHONE
NUMBER LOOKUP IS HERE!**

Do you have a telephone number,
but need a name?
Want to know who a phone number
belongs to?
Then click on the link below and give
XIT's Reverse Lookup a try!
It's Fast & Easy!

REVERSE LOOKUP LINK

Watch TV Everywhere

Attention all XIT TV subscribers! As an XIT Communications cable television customer, XIT has an exciting and convenient way for you to enjoy TV – ON THE GO – on your computer, tablet, smartphone or any other compatible device.

Watch TV Everywhere (WTVE) streams some of your favorite channels and programming, including live TV and full episodes of current TV shows, right to your device, any time day or night! It works anywhere in the U.S. where you can access an Internet signal - at the office, hotel, airport, backyard, vacation home or anywhere else your day may take you. As long as you subscribe to a channel on your XIT TV package at home, you will be able to watch the channel on WTVE, if it is available on the WTVE platform. The WTVE service is FREE to all XIT TV subscribers!

Registration is easy; just go to our website at www.xit.net and click on the Watch TV Everywhere Link. Click the Register button at the top and follow the simple registration instructions. Once you are registered, you can access the Watch TV Everywhere platform anytime. Just go to www.watchtveverywhere.com. Click on XIT Communications from the drop-down menu of providers, then log into the platform to watch TV!

If you use a smartphone or tablet on a wireless data plan to Watch TV Everywhere, make sure to check with your wireless provider about the size and cost of your data plan. WTVE programs transmit a lot of data, and XIT has no way to notify you if you exceed your data plan limits, so please be careful. You are responsible for all charges billed to you by your mobile carrier.

Make sure to log in often as new channels will be added as they are launched by the networks. Many of the networks are expanding their viewing and programming choices, and many offer live feeds. ABC and NBC offer full episodes of many of their TV shows, but do not offer live feeds because XIT is not an owned and operated station of the networks. NBC does offer some live content for special events. These decisions are up to the individual networks. When new channels or programming are added, they will automatically appear in your WTVE platform when you log in.

If you have any trouble registering or have additional questions, please give us a call. We will be happy to assist you! Enjoy Watch TV Everywhere from XIT Communications!



Mandatory 10-Digit Dialing Coming to Multiple States/Area Codes

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

In order for 988 to work in the 806-area code, 10-digit local dialing must first be implemented. The way local calls are dialed will need to change from 7-digit dialing to 10-digit dialing.

What will be the new dialing procedure?

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.

When will the change begin?

The change will be rolled out over the next few months

Since April 24, 2021, you should be dialing 10 digits (**area code + telephone number**) for all local calls. If you forget and dial just 7 digits, your call will still be completed as dialed.

Beginning 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.

Beginning July 16, 2022, dialing “988” will route your call to the **National Suicide Prevention and Mental Health Crisis Lifeline**.

What will you need to do?

In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are life safety systems or medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, fire or burglar alarm and security systems or gates, speed dialers, mobile or other wireless phone contact lists, call forwarding settings, voicemail services and other similar functions. Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

What will remain the same?

- Your telephone number, including the current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the dialing change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all long-distance calls.
- You can still dial just three (3) digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their three-digit codes.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8256).

Who may you contact with questions?

If you have any questions regarding the information provided in this notice, please call (XIT Rural Telephone/XIT Communications at 806-384-3311 or access XIT's website at www.xit.net. For further information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

Meet the Team @ XIT!



Ethan Garza: Ethan was born in Dalhart, TX to Jeff and Janie Sneller. He has five siblings that he says he would not trade for the world. Ethan was a 2019 graduate of Dalhart High School and is currently an electrical engineering student at West Texas A&M University in Canyon, TX. Ethan has been working for XIT Communications in the engineering department as summer help and will continue on as a full time employee of XIT. When asked what he enjoys about employment at XIT, he stated that he enjoys the personalities

of his coworkers which make for an interesting day, every day. In his spare time, Ethan enjoys riding his longboard and going fishing. *Welcome to XIT, Ethan!*



Anthony Encinias: Anthony was born and raised in Dalhart, TX. He is also graduate of Dalhart High School. Anthony is married to his wife, Danette Encinias and together, they have 2 kids: Kaiven and Layla. Anthony is employed by XIT as a Repair and Installation Technician. In his spare time, Anthony enjoys spending time with his family, golfing, boating, and cooking out on the grill. *Welcome to XIT, Anthony!*



Carla Harper: Carla was born in Dumas, TX and raised in Dalhart, TX. She is a graduate of Dalhart High School and attended college at Amarillo College and Frank Phillips College, Dalhart Campus. She is married to Shawn Harper who works as a pipeline welder and together they have 4 kids: Baylee, Hayden, Kalleigh, and Case Harper. In her spare time, Carla enjoys traveling and see the places her husband's job will take them. They also like to ride dirt bikes, enduro race, motor cross race, fish, and camp. When asked what she enjoys about working for XIT,

Carla stated that she has enjoyed working for XIT so far and mentioned that we are a family-oriented company that takes good care of its employees. *Welcome to XIT, Carla!*

What's Cookin' at XIT

Hodge Podge by Denise Potter

1 ½ lbs. ground beef
2 – 15 oz. cans of ranch style beans
3 – 10 oz. cans Campbell's Minestrone Soup
1 ¼ C chopped celery
1 ¼ C chopped onion

1 can of Ro-Tel tomatoes
1 Tbsp. Worcestershire Sauce
1 ½ tsp. chili powder
1 C water
Tabasco Sauce to taste



Sauté meat with onion and celery. Drain off fat. Add the rest of the ingredients and simmer in a Dutch oven for 25 minutes or less. Great when served with tortillas and cheese.

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

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!

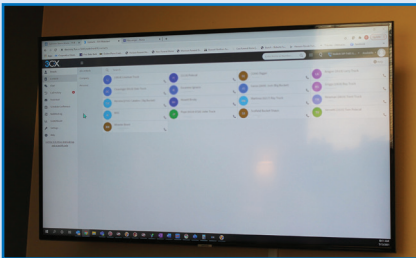
XIT VOIP + YOU!

Rita Blanca Electric Co-op. Rita Blanca Electric Co-op is the sister company of XIT Rural Telephone Co-op, Inc. Just like XIT, since Rita Blanca Electric Co-op is a cooperative company, its members pay a membership fee to take part ownership in the company. Before 1945, electricity was an envied utility to those who lived in the Northwestern Texas Panhandle. In that year, the Rita Blanca Electric Co-op was formed. Due to the work of the original members and board of directors of this company, this luxury during that time was made possible. After electricity became available in this area, a few members of the Rita Blanca Electric Co-op found telephone service to be another desired utility, which later led to the formation of the XIT Rural Telephone Co-op in 1951. Today, Rita Blanca Electric Co-op serves rural customers in Dallam and Hartley Counties, as well as parts of Sherman, Hansford, Moore, Hutchison, Potter, and Oldham Counties.

Earlier this month, we had the pleasure of meeting with Grace Subealdea and Erick Badillo at RBEC. When asked what they like about the 3CX VOIP system that XIT currently offers, Grace Subealdea stated that the 3CX system has helped their employees in the transition to start working from home due to the Pandemic. They currently use the system in every way it is available stated Grace. Erick Badillo mentioned that they have a “hybrid system” now due to the VOIP system and they have explored using the system on the mobile phone app, desk phones, and iPads. With the 3CX system, they can even monitor the incoming calls from a screen in their offices and customize the desk phones. Erick mentioned that having their VOIP system through XIT allows them a more reliable system. Previously, they explored their own version of a VOIP system and found that when the service was not tied to XIT along with their internet, their own version of the VOIP phones kept bogging down their bandwidth. Erick Badillo pointed out that by having their system through XIT, you are able to turn in a service call for trouble and have a person physically come to the location to resolve the problem.



With the 3CX system, you can customize the screensaver on your desktop phone with your company logo as shown here.



This picture shows the 3CX system being viewed in the Billing Supervisor’s office on a TV screen. Having our VOIP system allows supervisors to monitor incoming phone calls to all lines set up on the system, or to certain ring groups; shown in this image is the ring group containing the direct lines set up for RBEC trucks.

Thank you, Grace, Erick, and RBEC for choosing XIT!

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!



2021 XIT Communications Regional Directories Available

XIT is pleased to announce that the 2021 XIT Communications Regional Directories have hit the press and should become available soon! As we have done in years past, we will mail out one copy to each address within our service area, free of charge to you. Should you need additional copies, please stop by or call one of our three locations.

At XIT, we strive to make our directory the most accurate and up to date one around! We proof each XIT customer listing to ensure it is correct and listed properly. XIT also obtains listings from other telephone providers to make our book complete. Based on our agreements with these providers, XIT cannot make any changes to these listings. So, if there is an error in your directory listing, and you are not an XIT Communications or XIT Rural Telephone subscriber, you must call your provider to have them correct your listing.

We hope you enjoy this year's directory and find it helpful in accessing information quickly!



The 2021 Directory Cover Photo was submitted by Whitelea Mason of Dalhart, Texas. Pictured is her son, Richard Koe Mason.

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



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



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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!

Dalhart
806-244-3355
1624 Tennessee Ave,
Dalhart

Headquarters
806-384-3311
12324 US Hwy 87,
Dalhart

Stratford
806-366-3355
401 N 3rd St,
Stratford

Boys Ranch customers can call 806-533-3355.
Vega customers can call 806-967-3355.

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