



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 wanted to remind you that VoIP is one of the newest services we offer. VoIP stands for Voice Over Internet Protocol. VoIP allows our customers to use what would traditionally be considered "plain old telephone service" through the internet.

XIT Communications has had the pleasure of providing VoIP service to the Hartley County Justice Center, located at 1401 Walnut Avenue in Dalhart Texas, for over two years now. They are a testament to the advantages of having the VoIP system. During a conversation with Beth Moore, Hartley County Justice of the Peace, she stated that she enjoys the VoIP system.

She recognized that when other carriers had issues with systems being down, they had uninterrupted phone service with XIT's VoIP offering!

The possibilities with VoIP are endless. Just like Hartley County, 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, most times without having 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. We provide a dedicated VoIP circuit to our VoIP customers, so you do not have to use your internet bandwidth for phone traffic, which prevents internet slowdowns due to phone traffic.

“When Beth was asked how the installation process went, she responded, ***“The installation process went very smoothly. Billy Carter is a great asset.”*** Beth went on to say, ***“The VoIP system is great for inter office communications. I love that I can easily transfer calls to all the Hartley County offices in the Justice Center and in Channing.”***”

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XIT Communications Offers Online Bill Pay



Like most consumers in today's world, we all enjoy the convenient things of our society. 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**.



We thank you for your continued business!



XIT Communications was recently a proud sponsor of the 2024 Texas Tech Alumni Association - XIT Chapter - Golf Tournament. Pictured here presenting the check to Peter Priestly (middle), is Trena Howell - XIT Sales & Customer Relations Representative (left), and Kathy Duggan - XIT Assistant General Manager (right). Each year, proceeds are put into their scholarship fund and are awarded to graduating seniors! XIT is a proud supporter of local organizations and events in the communities we are privileged enough to serve.





XIT Is A Proud Supporter Of The Community!

XIT Communications recently donated 50 drawstring bags to Dalhart Christian Academy for the Mother & Son Adventure Scavenger Hunt they hosted in the community! Pictured here (left to right) is XIT Customer Sales & Relations Representative - Trena Howell, Kayla Beecher, Kaydence Beecher, Kreed Beecher, Adelyn Hicks, Karsyn Beecher, Faith Hicks, Bella Hicks, & Parker Hicks.

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.

Use our chat to quickly find out:

- Troubleshooting steps for a service issue with a live tech support agent
- If there is an update to an existing support ticket
- If there is a known outage in your area
- Contact information for the local office

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

First Name *

Last Name *

Phone Number *

Email Address *

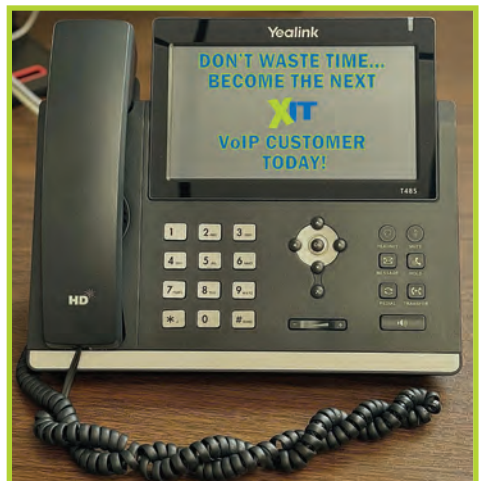
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VoIP ...

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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 smartphone, 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!



XIT Sponsors Brick Street Community Center Luncheon



XIT Communications sponsored the Brick Street Community Center luncheon on April 30th. Fried chicken, mashed potatoes, gravy, green beans, side salad, and a roll were served for the meal with chocolate 4-layer dessert to finish it off. A grand total of 132 meals were served by XIT and Brick Street! XIT Communications gave away two gift baskets and three sets of free lunch tickets to those who registered inside at the luncheon. The winners of the gift baskets were Jerry Sue Smith and Diana Jurajda. The winners of the free meal tickets were Sue Ritchey, James Melius, and Dick Selby.

XIT would like to thank everyone who helped make this meal a success! The Brick Street Center is such a lovely place and Dalhart is a lucky community to have them here!



Lori Pruett & Carol Reynolds



Glenda Cunningham



Misty Mellema & Evelyn Johnson



Jerry Sue Smith



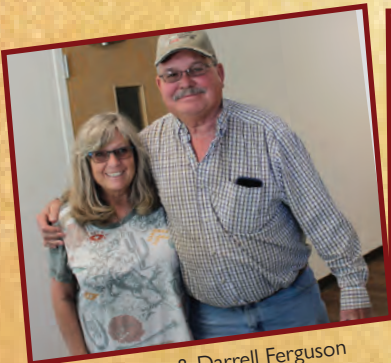
Dick Selby



Diana Jurajda



Sue Ritchey



Sherlon & Darrell Ferguson



James Melius



Beth Moore

Take Advantage of Your XIT IPTV Subscription!

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 70 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.



Discounts Available for Low Income Customers

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. Learn more about the Lifeline Program at www.xit.net



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><i>Dalhart Headquarters</i> 12324 US Hwy 87 P.O. Box 711 Dalhart, TX 79022 806-384-3311</p>	<p><i>Dalhart Downtown Office</i> 1624 Tennessee Ave. Dalhart, TX 79022 806-244-3355</p>	<p><i>Stratford Office</i> 401 North 3rd Stratford, TX 79084 806-366-3355</p>
<p><i>Vega Customers</i> 806-967-3355</p>	<p><i>Boys Ranch Customers</i> 806-533-3355</p>	<p><i>Trouble/Repair Line:</i> 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 Bill Messages

Did you know that XIT puts important notifications on your bill? We do! XIT Rural Telephone Coop and XIT Communications sends out information such as rate changes, scheduled office closures, and other important messages on our invoices.

SLAMMING & CRAMMING ...

If you believe that the local exchange provider or the interexchange carrier named in the bill is not your chosen interexchange carrier, or if you believe this bill includes any unauthorized charges, you may contact: Public Utility Commission of Texas, P.O. Box 13326 Austin Texas, 78711-3326, (512) 936-7120 or toll free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136

"Moving????"

Please provide XIT Communications with at least 2 weeks prior notice when moving and transferring service to a new location within XIT's service area. This is so XIT can get the location transfer on the installation schedule, and we can get your services hooked up at the new location in a timely manner.

No credit will be given for loss of service with no prior notice of the transfer.

Thank you for your cooperation!

"Post Dated Checks"

XIT will no longer accept post dated checks. If more time is needed to pay your bill, please contact one of our offices we will be happy to work with you.

Thank you for your cooperation.

REPORT TROUBLE & REPAIRS DIRECTLY TO XIT

For our customers convenience, XIT has set up direct lines to our Network Operations Center for **REPAIR AND TROUBLE REPORTING**.

For Local Repair and Trouble, dial 806-244-0811.

For customers who cannot dial 806-244-0811 locally, please dial our Toll Free 888-858-0886 number.

THESE NUMBERS ARE FOR REPAIR AND TROUBLE REPORTING ONLY.

Attention Customers:

If you experience ANY TROUBLE with your XIT Services, please call us immediately at 806-384-3311 and report the trouble. We want to resolve any and all problems as quickly as possible. Thank You!



With summer in full swing, here is a friendly reminder from XIT. 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 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.**

What's Cookin' at XIT

Four-Layer Banana Squares by Ann Clark

- 1 ½ c. flaked coconut
- 2 Tbsp. butter or margarine, melted
- 2 sq. (2 oz.) semi-sweet chocolate
- 1 (14 oz.) can sweetened condensed milk
- 2 medium bananas, peeled and mashed (2/3 c.)
- ½ c. flaked coconut
- 1 medium banana
- ¼ c. toasted, slivered almonds, chopped
- 1 (4 ½ oz.) container frozen whipped dessert topping, thawed
- ¼ c. toasted, slivered almonds



In a medium bowl, combine the 1 ½ cups coconut and the melted butter or margarine till well blended; press mixture firmly into bottom of an 8x8x2 inch baking pan. Bake in a 325-degree oven for 15 to 20 minutes or till coconut is golden. Then cool.

In a small saucepan, melt chocolate over medium heat. Stir in condensed milk; cook and stir till mixture is thickened and bubbly. Stir in mashed bananas and the ½ cup coconut. Remove from heat; set aside.

Peel and slice the remaining banana; arrange over crust in pan. Sprinkle the ¼ cup chopped almonds over. Pour chocolate mixture over banana-nut layer, spreading evenly in pan. Cover and chill for 6 hours or overnight.

Before serving, spread the thawed whipped dessert topping atop, sprinkle with the remaining ¼ cup slivered almonds. Cut into squares to serve. Makes 9 servings.

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!

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!



Need Speed? Call XIT!

XIT's HIGH SPEED FIBER INTERNET is FAST! XIT has made major investments in the future of the communities we serve by bringing you the fastest possible Internet at a price you can afford. So, whether it's email, social networking, pictures, videos, shopping or running a business – it can all be done faster with HIGH-SPEED FIBER INTERNET from XIT Communications.

XIT's High Speed Fiber Internet service is also available as part of our Simply Connected, Simply More and Simply Everything service bundles. Phone line required in some markets. Some speeds may not be available in all locations. Some restrictions apply. For more information, give us a call!

Dalhart - 806-384-3311 or 806-244-3355 | **Stratford** - 806-366-3355
Boys Ranch - 806-533-3355 | **Vega** - 806-967-3355

Upgrade Your Business With XIT VoIP!

XIT Rural Telephone Cooperative and Communications are proud to say that we have the capabilities to offer VoIP services to our customers! If you are looking to modernize your phone system and create mobility within your business, XIT's VoIP service is for you!

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. Here at XIT, we provide a dedicated VoIP circuit to our VoIP customers, so you do not have to use your internet bandwidth for phone traffic, which prevents internet slowdowns due to phone traffic. This means more accessibility for our customers since they can access their phone line remotely, just as many people need 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:

- VoIP is a rich, modern phone system.
- No equipment at your location, except phones. We use your existing computer network to make the VoIP system work.
- 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.
- 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!

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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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Dalhart, TX 79022



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!



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.