

# XIT Connections

Volume XVI Number 4, Fall 2014



This photo of a beautiful Monarch butterfly was taken by Laura Rogers who lives southeast of Stratford. The photo was taken last fall at the Roger's home. The Monarch butterfly happens to be the most familiar butterfly in North America.

## 2014 XIT Photo Contest Going On Now

Attention all photo buffs ... XIT Communications is looking for a colorful, pretty and unique photograph for the cover of our 2015 XIT Communication's Regional Telephone Directory. We are looking for a picture that tells a story from the great place we live in ... known as the Texas Panhandle. It can be a scenic view, landscape or a photo of your favorite subject. The winning photographer will receive a check for \$100, in addition to the bragging rights to the cover!

All photos need to be received by Friday, December 12, 2014. There is no limit to the number of entries a person can submit. The photos should be taken in portrait layout (vertical), in the highest resolution available, and not show the faces of the persons in the photos.

The winner agrees to allow XIT the use of the picture for advertising purposes in addition to having it featured on the cover of the directory. XIT will occasionally use some of the photographs for the cover of our quarterly newsletters or other projects.

Photos can be mailed in or submitted via email. All photos will become the property of XIT Communications. Make sure to include your name, address, contact number and information about the photos submitted with your entry. Photos can be emailed in digital format to [xitcom@xit.net](mailto:xitcom@xit.net) or mailed to XIT Communications, Attn: Marketing Department, P.O. Box 711, Dalhart, TX, 79022. If entry is mailed, please make sure photographs are a 5 x 7 size or larger.

Remember the deadline for the 2015 directory is Friday, December 12, 2014! We can't wait to see your beautiful photographs! May the best photographer win!



## Are You Being Spoofed?



Caller ID allows those being called to identify a caller before answering the telephone call. Most households now have this ability on their phones. Caller ID Spoofing is the practice of causing a Caller ID display to show a name and/or phone number that is different from that of the actual caller. Sometimes the number is a local or “known” phone number and sometimes the person being called may even see their own phone number displayed on the Caller ID.

Sometimes Caller ID Spoofing can be used to make prank phone calls or even as a joke by a friend. But other times, it can be used by thieves who are out to obtain personal information from the unsuspecting called person in order to commit fraud or identity theft. Thieves may ask for passwords, social security number or even bank account numbers by pretending to be a bank employee or from a credit card company. Legitimate businesses will never call you over the phone for this information. They normally have your information already in hand.

In the United States, Caller ID Spoofing is generally illegal. The Truth in Caller ID Act of 2009 makes it illegal to cause any caller identification service to knowingly transmit misleading or inaccurate Caller ID information with the intent to defraud, cause harm, or wrongfully obtain anything of value. It does however make an exception for some law enforcement purposes. A penalty of up to \$10,000 for each violation of the rules can be subjected to those breaking the law. Callers do however have the legal ability to choose to be anonymous by blocking all outgoing Caller ID information on their phone lines.

By protecting your personal information, you can help protect yourself against this type of fraud. Do not under any circumstances give out personal information over the phone when a business or company calls asking for it. Simply hang up and call the entity back by using the phone number off a bill or statement, or look it up in the phone book or off of their website. Let them know about the call you received and that you want to check and make sure it was a legitimate call. Chances are it will not be.

If you have Caller ID and receive a call from a telemarketer without the required Caller ID information, or if you suspect that the Caller ID information has been falsified or altered, you can file a complaint with the FCC. There is no charge to file a complaint. You can file your complaint by calling the FCC’s Consumer Center at 1-888-225-5322 or by using an online complaint form found at [www.fcc.gov/complaints](http://www.fcc.gov/complaints).

*Always protect yourself ... and XIT will continue to do our part to protect you too!*

## Updating Your Account Information

Updating your account information with XIT is an ongoing process. If you do not currently have a CPNI password established on your account, would like to update your CPNI password, or if there has been a change in your contact information or mailing address, please contact XIT at your earliest convenience. Our customer service representatives can assist you in updating and reviewing your account to verify all information is correct and up-to-date. This is also important if you disconnect your services, especially for our rural members, since Patronage Capital Credit Checks are mailed to customers for years after an account is deactivated.

XIT and the Federal Communication Commission (FCC) work diligently to make sure your account information is protected and secure at all times. By having a CPNI (Customer Proprietary Network Information) password on your account and current up-to-date information, you further protect yourself by insuring that no unauthorized person can access your account.

Come by any of our offices to update your information or set up/change your CPNI password. We appreciate your business and thank you for assisting us with our effort to maintain the most current and accurate information on your account!



# Protecting Yourself & Your Computer!



Viruses, hoaxes, worms, Trojans and spyware, all commonly known as malware, seem to be an almost everyday occurrence anymore in the world known as The Internet! These programs are designed by “bad guys”, to infect and take control of your computer. Then, once the computer is infected, the bad guys can capture all of your private and confidential information, and even use your computer to attack other computers. It is a vicious cycle, and these hazards can pop up and spread very quickly, causing folks a lot of time and money trying to identify and then fix the damage that has occurred. Some viruses can completely wipe out a hard drive on an unsuspecting victims computer before they are even aware of what is happening to them. Malware, needless to say, can be quite nasty!

It is very important to protect yourself and all of your computer equipment from these malicious programs with reliable, anti-virus software. Anti-virus software detects and attempts to block the bad guys from entering and infecting your computer. Anti-virus software works by referring to a list of known malware that the software vendors create, and if something pops up that matches the information on the known malware list, the software attempts to neutralize it and shut it down. All anti-virus software updates need to run on every machine, every time, in order to identify and look for all the new malware that has been created since the previous update. Do not postpone these updates – this can be hazardous to you, your computer and its operation!

So, what do you need to do to protect yourself? Here is what we suggest:

- Install anti-virus software and even a firewall on all of your computers and run the updates as soon as they are available.
- Keep the operating system and other important software up-to-date and schedule backups on all data periodically.
- When the computer has been turned off or not used for a long period of time, make sure to update the anti-virus to the latest version before returning online.
- Only download files from known and trusted websites. If you are unsure of a websites’ authenticity, research or google the website and name of the company to see if there are any red flags that come up before using the website. This takes a little more time, but is well worth the trouble to prevent a possible debilitating, file-eating virus.
- Make sure to only install one anti-virus program on a computer. Multi anti-virus software may leave you with less protection, not more, by working against each other.
- And lastly, don’t open any email attachments unless you are sure they are legitimate and from a known source, especially those with “zip” or “exe” extensions.

All computers, regardless of their operating system and software, are vulnerable to a malware attack. Your best combatant against an attack is to keep your machine’s software up-to-date and to run a trusted and reliable firewall and anti-virus program.

A good website for reliable and legitimate computer security products and services is the Virus Bulletin, found at [www.virusbtn.com/resources/links/index.xml](http://www.virusbtn.com/resources/links/index.xml). This website also provides information on hoaxes, common viruses and scams, and links to keep up with the latest developments in the malware, spam and security software worlds. Check it out!

## Remember The Reconnection Rules

Any XIT customer who is disconnected for non-payment will be required to pay the reconnect fee and all amounts due on the account with cash, debit or credit card to have their services restored.

Account customers who choose to pay with a check, E-check or online bill pay will not be reconnected from non-pay status for 7 days after XIT receives the payment. This is to allow time for the payment to clear the bank before reconnection of the account is completed!

Remember cash or a debit/credit card are the best forms of payment for immediate reconnection!





Shown here are some of XIT's Dalhart customers enjoying a BBQ lunch at our 2013 Christmas Open House.



Just a few of the friendly folks in Dalhart who joined us for lunch last year at the XIT Christmas Open House at our downtown office.

## **Mark Your Calendar!**

The holiday season will be upon us shortly, and XIT is happy to announce the dates for our Christmas Open Houses! Mark your calendar to come by and enjoy a delicious BBQ meal with all the trimmings; register for our door prizes, and help us in celebrating the 2014 holiday season! We enjoy visiting with our customers every chance we get!

Open houses in Dalhart at both our headquarters and downtown locations will be Friday, December 5th. Our Stratford Open House is set for Friday, December 12th. Invitations will be mailed to all XIT customers, closer to celebration time, to remind everyone! Hope to see you there!

## Trouble Reporting

Are you experiencing trouble with ANY of your XIT Communications' services? If so, please contact us immediately at 244-0811 or 888-858-0886. We take all trouble issues very seriously! Please don't assume that we are aware of the problem without reporting it to us. And, if your problem does not get corrected within a couple days, please contact us again. We are here to serve you, our valued customers!

Many times when a customer calls in, our customer service team can assist and resolve the problem right over the phone, but if not, a trouble ticket will be generated and a technician will be dispatched to your location to fix the problem. Your satisfaction is always important to us, so please give us a call if you have any problems!



Shown above is Lupe Duarte, Customer Service Clerk in XIT's Stratford office. She is just one of the friendly XIT Customer Service Clerks who assist XIT customers if they call in with any trouble issues.

## Call Before You Dig!

XIT wants to remind everyone that Texas law requires that anyone digging 16" or deeper on private property or any public right-of-way to call the Texas One Call Center prior to digging.

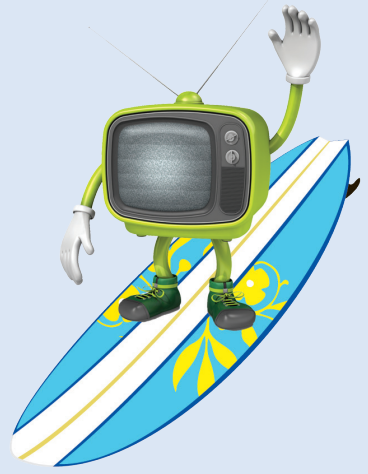
Everyone must call in at least two business days prior to the start of digging. If you have to dig, make sure to call the statewide telephone number: 811. For more information, visit [www.texas811.org](http://www.texas811.org).

**JUST FOR FUN FACTS: 100 YEARS AGO**  
*These fun facts may surprise you!*  
**The year was 1914!**

- Cost of a first-class stamp was 2 cents
- A loaf of bread cost 6 cents.
- The world's first red and green traffic lights were installed in Cleveland.
- The average price for a home was \$4800
- The Panama Canal was officially opened after 10 years of construction
- World War I begins when Austria declares war on Serbia; Germany on Russia and France; and Britain on Germany

# SMART SURFING...

**Cristela** is a new series that will chronicle the life of Cristela, a Mexican-American law school graduate who lands her first big (unpaid) internship at a prestigious law firm. At home though, she is stuck living with her working class family. Her sister is a call center operator at a cable TV company who wants Cristela to get a real job. Her brother-in-law sees her as a freeloader and just wants her to find another place to live, and her mother wants her to settle down. But in her professional career, she is a lady living in the modern world, trying to adapt and embrace a lavish lifestyle. Breakout comedian Cristela Alonza stars in this hilarious comedy about laughing your way down the pathway of life. *Cristela* premiered on Friday, October 10 at 7:30 PM on ABC, Channel 7/507 in HD.



**The Affair** is a dramatic series about the effects of having an extramarital affair. It stars Dominic West as Noah, a New Yorker who begins to have an affair with a local waitress, Allison, (played by Ruth Wilson), while vacationing for the summer in Long Island. Both of them are married. Allison is hitched to a tough cowboy and Noah to his college sweetheart. The series shows the emotional side to their lives, which are turned upside down by the affair. This show debuted on Sunday, October 12 at 9:00 PM, on Showtime, XIT IPTV's Channel 240. If you do not have Showtime, but would like to subscribe, please contact XIT at 806-384-3311 to add to your TV package.

**Happy Endings** features couple Annie (played by Casey Wilson) and Jake (played by Ken Marino), who have just returned from a romantic two-week paradise vacation. Jake is all set to "pop the question" when Annie lets loose on Jake for his inability to commit, since she was expecting him to propose while on vacation. The series shows the long and bumpy road on their way to the altar. As the couple tries to get things to finally go right, they usually end up going all wrong. *Marry me* premiered on Tuesday, October 14, at 8:00 PM on NBC, Channel 4/504 in HD.

**The McCarthy's** is a new series which revolves around a close-knit, Irish Catholic family from Boston whose sports legacy runs deep in the family roots. But, when outspoken father, Arthur (played by Jack McGee), a devoted high school basketball coach, decides to hire his athletically challenged, and openly gay, son Ronny (played by Tyler Ritter) as his new assistant, the other siblings start crying foul over their dad's choice. Check out this new comedy series on CBS starting Thursday, October 30 at 8:00 PM on Channel 10/510 on HD.

## What's Cookin' at XIT

Chicken Pot Pie By Sharon Wilson

2-15 oz. cans mixed vegetables, drained  
10 ¾ oz. can cream of potato soup  
¼ c. milk  
2 c. cooked chicken, turkey or beef

¼ tsp. thyme  
¼ tsp. pepper  
2 9-inch frozen ready to bake crusts



Preheat oven to 375 degrees. In a medium bowl, combine first 6 ingredients together and mix well. Fit one crust into a 9" pie pan and pour vegetable mixture over crust. Top with remaining crust. Crimp edges to seal and slit top with a knife. Bake 50-60 minutes (on lower oven rack) or until crust is golden and filling is hot. Allow pie to cool slightly before cutting into wedges to serve. Makes 8 servings.

This recipe is featured in our 2012 Country Cookin' Cookbook now available for sale at any of our XIT offices for only \$14.95 each. The new cookbook is made up of 600 of the tastiest recipes from the finest cooks in our area! Come by and get yours today!

# Reverse Phone Number Lookup

XIT has a reverse telephone number lookup available on our website for anyone who needs to look up a phone number to see who it belongs to. Go to our website at [www.xit.net](http://www.xit.net). Click on the Reverse Lookup Link on the left side of our homepage and you can look up the number quickly and easily from the list of phone numbers that are in numerical order.

Or, do you have a name and need the phone number? That can be done too! Click on the link and press the Control Key + F to bring up a search box. Type in the last name, then first name and the listing will highlight in blue. It's quick and easy and just another way XIT tries to make our customers' lives more convenient. Give it a try today!

## 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

## One Ring Scam Calls

The "bad guys" are at it again! There is a phone scam happening across the country lately and it is causing havoc to millions of Americans. The scam uses automated dialers to randomly call telephone numbers (mainly wireless phones), and after one or two rings, the system hangs up. The scammers do this in hopes that the person will get curious and call the number back to see who is calling.

When callers dial the number back, they are being connected to international pay-per-call phone numbers, where they are being charged high fees (as high as \$20) when the call is connected by the international hotline. There can be a per-minute fee as well. These calls are usually answered with music or a recording that ask you to hold for an operator. This keeps the caller on the line as long as possible to rack up even more per-minute charges.

The calls look like they are from a number in the United States, but they are actually associated with international phone numbers, mainly in the Caribbean. A list of the area codes being reported in these scams include: 268, 284, 473, 664, 649, 767, 809, 829, 849 and 876.

So, how do you protect yourself from becoming a victim? Simple, do not answer any phone calls from the area codes above, or for that matter, any phone number you do not know or recognize. And whatever you do, do not call the numbers back! Just about every phone these days has voice mail or an answering machine, so if it is a legitimate company or person, they will leave you a voice mail message to call them back. You can also try to limit the amount of calls you get by signing up for the National Do Not Call List ([www.donotcall.gov](http://www.donotcall.gov)) and Texas Do Not Call List ([www.texasnocall.com](http://www.texasnocall.com)). These won't totally protect you, but can cut down on the number of telemarketers and scammers that call you.

If you find you are a victim of this scam, make sure to notify your telephone provider right away to try to resolve the problem. If for some reason you can't resolve the issue with your carrier, you can file a complaint with the FCC by calling 1-888-225-5322 or online at [www.fcc.gov/complaints](http://www.fcc.gov/complaints).



## Do Not Call Registries

Are you receiving a large amount of unsolicited phone calls lately from sales people? If you are, you may want to register your phone numbers with the Texas Do Not Call List. You must register your numbers every three years to keep them on the list. It is free to register online by going to [www.texasnocall.com](http://www.texasnocall.com).

You can also register on the National Do Not Call Registry for no charge and this listing never expires. Call 1-888-382-1222 or go online at [www.donotcall.gov](http://www.donotcall.gov) to register for the National Do Not Call Registry.





## The Perfect Gift!

Are you looking for the perfect gift to give for Christmas, a birthday, an anniversary or just because you want to show someone you care?

Then, XIT has the solution for you! Come by any of our offices and pick up a copy ... or two ... of our XIT Country Cookin' 2nd edition cookbooks. These wonderful cookbooks are filled with over 600 of the tastiest recipes from the finest cooks in our local communities!

The cookbook features yummy recipes like Hawaiian Sunset Cake, Chicken Tetrizzini, Watermelon Fire & Ice Salsa, New England Clam Chowder and many more. The cookbooks are only \$14.95 + tax each. We even have some of the first edition books available for purchase too at the same price.

Make sure to pick up one of each for yourself too! It is the cookbook you will pick up and use again and again. You will be so glad you did! **Enjoy!**



## Try XIT Classifieds

Do you need to sell something but don't have a lot of extra money to spend on advertising these days? Then check out XIT Classifieds online on the web at [www.xitclassifieds.com](http://www.xitclassifieds.com).

XIT Classifieds is a great way to buy, sell or give away goods or services in an easy-to-use and inexpensive venue! Ads can be viewed locally or nationally, allowing you to reach the customer base you want to connect with. And, best of all, you don't even have to leave the house to list an ad! XIT Classifieds has a large selection of categories to choose from to list your for sale items including furniture, campers, farm equipment, health and beauty items and more ... and pictures of the items can be uploaded and displayed.

Setting up an account on XIT Classifieds is quick and easy, and listings can be posted the very same day. Personal accounts are FREE and listings are unlimited! Business accounts are \$3.00 per month and .50 per listing after the first FREE listing. Much cheaper than normal newspaper or magazine advertising rates, and you control how long the ad runs, and you can stop the ad immediately after it's been sold.

So log on at [www.xitclassifieds.com](http://www.xitclassifieds.com) and click on the Sign Up Link to get started. There are even I-Phone and Android apps available for wireless phones, so you can view or change your listings anytime and any place, 24/7. We've made it as easy as possible to advertise or find "stuff" you want by just getting on the Internet.

Give XIT Classifieds a try today and enjoy a new type of online shopping and advertising experience! You will be happy you did!



## Credit Card Drafting Reminder

XIT has several customers who use our automated credit card drafting to pay their monthly XIT bill. This is just one of the many options we have for bill payment. Please remember if you draft your payment by credit card each month, you will need to notify XIT when a new card is issued to you. That way XIT can update the expiration date on the new card in our system. If the expiration date is not updated by XIT in our system, the card will decline when we try to run it for the next payment. You can call the XIT office at 806-384-3311 to update your credit card information.

XIT also has automated bank drafting and online billing for our customer convenience. Check out our website at [www.xit.net](http://www.xit.net) for the online billing and payment link to get started. It's fast, easy and convenient!





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and **XIT Communications**  
Customers.

Direct correspondence to:  
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**Dalhart, TX 79022**

or e-mail to [xitcom@xit.net](mailto:xitcom@xit.net)

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## Karaoke Fun!

Want a great idea for a fun night in? Then, XITv's FREE Karaoke is just what you need! If you are an IPTV customer, you receive Karaoke free as part of your TV package. With over 650 songs to choose from, you can choose songs from your favorite decade, a specific genre, by song title or even favorite artist. The song background music sounds great, and the words are displayed right on the TV screen so even younger children can join in the fun! Everyone can enjoy some fun and laughter as they take their turn singing and performing before their "live" audience. It makes party time a whole lot more entertaining!

So the next time you have a party or small get-together, try out XITv's FREE Karaoke and enjoy a fun evening in on us! To access the free Karaoke, with your **XIT IPTV remote control select Menu > VOD > OK > Free on Demand > OK > Music > OK > Karaoke > OK > Select category of music > OK > Select a Song > Rent >** (System may prompt for your purchase Pin if you have one set up) and Press Buy. There is no purchase fee for Karaoke, so have fun and enjoy!



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 [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), 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 U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).