



XIT

Connections

XIX, Number 3, Summer 2017

2017 XIT Directories Are Available Now!

The 2017 XIT Communications' Regional Telephone Directory has been published, mailed and delivered to everyone in the XIT coverage areas! The directory is full of information, including local city and county government officials, area code listings, state government listings, white and yellow page listings and even Amarillo/Canyon listings in the back of the book. We try to make our telephone directory as inclusive and informative as we can!

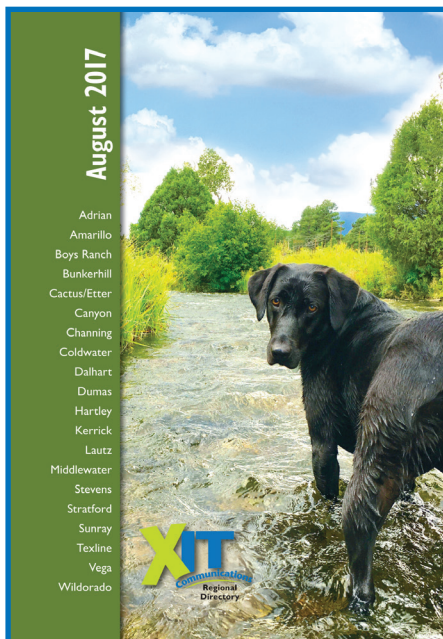
On the cover of this year's directory is a photo of Takoda, a four-year-old British Labrador, as he enjoys a walk down a river bed on the Philmont Boy Scout Ranch in Cimarron, New Mexico, last year. Takoda is a service alert dog, owned by Rod Brashears, of Amarillo. He is trained to alert Rod, who is a severe diabetic, when his blood sugar levels become dangerously low or too high.

On a sad note, Chris Northcutt of Amarillo, who took and submitted the photo to XIT for our directory photo contest, passed away on April 14, 2017, in an automobile accident in Colorado. Chris loved photography and being out in nature, and his beautiful cover photo will be enjoyed by many for years to come!

Additional directories are available at any of the XIT offices in Dalhart and Stratford. Just come by to pick up additional copies for your home, car or office. Copies are also available at the Dalhart Chamber of Commerce Office.

We strive to make the XIT Regional Telephone Directory the most accurate and up-to-date directory that we possibly can! We proof each XIT customer listing to ensure it is correct. XIT also obtains listings from other telephone providers. XIT cannot make any changes to other providers' listings in our directory. If there is an error in your listing and you are an XIT Communication's customer, please give us a call so we can get it corrected for next year's directory. If your listing is with another provider, you will need to contact that provider directly to get the listing corrected.

Enjoy the new 2017 XIT Communication's Regional Telephone Directory! Our hope is that you will find the information valuable and will use it often!



Chris Northcutt

Back to School with Faster Internet

Now is a great time to consider increasing your Internet speed at home now that school is back in session! Students today, more than ever, use the Internet for homework assignments, research papers and assistance with projects. By upgrading your Internet speed, it will not only help them complete their homework quicker, but it will keep the rest of the family happy on their online devices at the same time too! If you've had the same Internet speed for a while, you may want to upgrade your speed to handle the increased number of devices in your current household.

Right now, existing XIT customers can upgrade their Internet speed and receive a FREE Roku 3600 Streaming Stick when they do! The Roku 3600 Streaming Stick is a little bit larger than a typical USB flash drive, and plugs right into the TV. Roku is the king of video streaming, with more entertainment and news apps than the competition.



If you don't have XIT broadband Internet service, you don't have to miss out on the FREE Roku offer. New customers signing up for 6/1 Mbps or higher Internet service with XIT can receive a FREE Roku 3600 Streaming Stick too! Get fast, consistent speeds with always-on, always-ready service! Give us a call today to discuss your needs and our budget-friendly packages! Give us a call at 244-3355 or 384-3311 today!

Beware of the Grandparent Scam

Grandparents are always more than willing to help their grandchildren whenever they can. Unfortunately, scammers are using a tactic commonly called 'the grandparent scam' to take advantage of senior citizens and rob them of their retirement money.

The Attorney General of Texas is warning retirees and senior citizens to be wary of this kind of scam. Scams like these have been happening all around the country for many years now, but the tactics are constantly evolving so the scam is more realistic to its victims.

The call can start with a caller who says something like "Hi Grandma, it's me". They do this in the hopes that the grandparent on the other end of the call will acknowledge the caller with the name of their grandchild, such as "Is this Johnny?" The caller then tells the victim that he (or she) has been in an accident, has gotten arrested, or is stranded and in need of money immediately. The caller will insist that the victim not tell anyone else they called, so the thieves can increase the odds of the scam being successful. If all goes as planned, the victim will wire the money, via a wire transfer, to the scammer long before the grandparents check the story out and realize it is a scam. Never wire any money before checking things out first. It is very difficult to track money that's been given in these forms and nearly impossible to get back!

Scammers can get personal information from family blogs, genealogy websites, social media and other avenues, so some may even know the grandchild's name or where they live to make the call seem more realistic.

If you happen to receive one of these calls, the important thing is to remain calm. Never wire money to anyone without checking things out first. Call your grandchild or their parents to check out the story, even though the caller does not want you to contact anyone. You can also ask the caller some personal questions to verify you are really talking to your grandchild. Ask things like the name of their pet, what school they attend, or the name of their siblings. Many times this will throw off the scammer, and they will hang up.

If you receive one of these scam calls, file a complaint with your local police department. You can also file a report with the Office of the Attorney General of Texas by calling toll-free 1-800-252-8011 or online at www.texasattorneygeneral.gov.



watchTVEverywhere

ATTENTION XIT IPTV CUSTOMERS:

NOW YOU CAN WATCH TV
ON YOUR MOBILE
DEVICES, LAPTOP, TABLET
OR PC ANYWHERE YOU
CAN RECEIVE AN INTERNET
SIGNAL!
BEST OF ALL ...

IT'S FREE TO USE!
Go to www.XIT.net



Reverse Number Lookup

XIT offers an easy way to find the local name or number of phone calls you receive. It is called Reverse Number Lookup, and XIT has it available on our website! Just go to XIT's website at www.XIT.net. Click on the Reverse Lookup Link on the left side of the homepage. Just locate the phone number from the numerical listings to see who the number belongs to. It's just that fast!

Or, do you have a person's name but not their phone number? This can be done too! Press the 'Control Key + F Key' to bring up a search box. Type in the last name, then the first name. The listing will appear highlighted in blue if it is a listed phone number.

Reverse Number Lookup is just another way XIT tries to make our customers' lives easier! The listings are updated each year after the XIT Regional Telephone Directory goes to print. The listings have already been updated for this year. Give Reverse Lookup a try!

Check Your Current Speed at www.xit.net
Click on the speed test link on the left side of our home page.

WHAT INTERNET SPEED IS RIGHT FOR YOU?				
When it comes to talking about Internet speeds, technical terminology and acronyms can confuse most of us. Here is a basic usage chart to show what speeds are needed for different online activities. Keep in mind the more users and devices using the service, the higher speed package is recommended to prevent buffering or lagging.				
Internet Activity	3/1 Mbps	6/1 Mbps	12/2 Mbps	20/2 Mbps
Email	X	X	X	X
Online Shopping	X	X	X	X
Downloading Music	X	X	X	X
Social Networking	X	X	X	X
Sharing Small Photos	X	X	X	X
Online Gaming		X	X	X
Watching TV		X	X	X
Downloading Movies		X	X	X
Streaming SD Video			X	X
Video Chatting			X	X
Streaming HD Video			X	X
Multiple Users & Devices			X	X

Is It Time For You To Go Paperless?

Did you know that XIT offers paperless online billing? As a XIT customer, you can "Go Green" to protect the environment AND make your life easier at the same time!

There are several benefits to using XIT's Online Billing:

- First, you won't get an invoice by snail mail every month! With our paperless billing, a notice will be delivered to you via email when your statement is ready for viewing each month. You can view past statements, payment history, report trouble and make payments, all from the comforts of your home. Having immediate access to your payment history can be extremely beneficial when needing this information at tax time.
- You can pay your monthly bill quickly and easily when you are ready to pay it, even on the weekends or in the middle of the night! No having to buy stamps, drive to the post office or to the XIT office. You can pay with just a few clicks of the mouse.
- XIT offers online bank drafting or credit card drafting. You can choose either a one-time payment or set up recurring monthly payments, whichever works best for you.

You will need to register your account before logging in for the first time. On your computer, go to the XIT website at www.xit.net and click on the bill pay link on the left side of our home page.

You will need to know your XIT Account Number, Account CPNI Password, and Account Name to get started. Input your information, then click the Register Button. It's that simple!

If you encounter any problems or have questions about XIT's online billing, please feel free to contact us at 806-384-3311 or toll-free at 1-800-232-3312. One of our customer service representatives will be happy to assist you! **Go Green with XIT!**



Darrell Dennis, XIT General Manager, presented Cathy Taylor with a retirement pen and pencil set from the National Telephone Cooperative Association (NTCA).



Bill Green is shown receiving a retirement pen and pencil set from the NTCA by Darrell Dennis, XIT General Manager.

XIT Retirement Breakfasts Held

The employees and staff of XIT Rural Telephone Cooperative, Inc. recently celebrated the retirements of Cathy Taylor, now retired XIT Billing Manager, and Bill Green, now retired Combination Technician, with two breakfasts being held at the XIT Headquarters' Office.

Full breakfasts complete with eggs, bacon, sausage, and biscuits and gravy from Hodies BBQ in Dalhart were enjoyed by everyone attending. Cathy retired from XIT after 24 plus years of service on July 5th. Bill retired on August 15th after 16 years of service with XIT.

A cookie and punch reception was also held in the afternoon on June 30th for Cathy. A birthday celebration with cake and ice cream was held in the afternoon on August 11th for Bill's birthday, which happened to fall on the same day as his retirement breakfast was celebrated.



Bill is shown by his fishing themed retirement table at his retirement breakfast.



Signs, well wishes, Cathy's bucket list ideas from the employees and staff were displayed on her retirement table at her breakfast.



Cathy is shown with her farewell candy poster that was presented to her at her retirement breakfast.



Bill, his wife Eden, and son Michael are shown displaying Bill's birthday cake before the celebration. Bill's son Mitchell was not able to attend due to work.

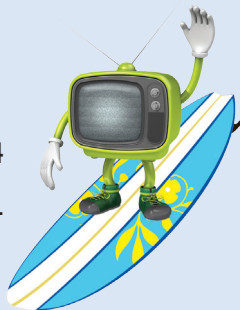
We want to wish both of them much happiness in their retirements!

XIT's Broadband Man (played by Russell Routon, XIT Customer Service Manager) recently was seen at both the XIT Rodeo Parade in Dalhart and the Roundup Parade in Vega. XIT's high-speed Internet service is "always-on, always-ready" to provide customers with the best Internet service around!



SMART SURFING...

The Brave, a heart-pounding new military drama series, will premiere on Monday, September 25th, at 9:00 p.m. on NBC, Channel 4/504 in HD. This series dives into the complex world of America's elite undercover military heroes, led by D.I.A. Deputy Director, Patricia Campbell, played by Anne Heche, and her team of analysts as they use the world's most advanced surveillance technology to defeat our enemies. The show follows Adam Dalton, (played by Mike Vogel), and his squad of highly-trained undercover specialists as they carry out their missions. The preview of this show looks to be the start of a great series!



Young Sheldon is a new series based off of Jim Parson's character, Sheldon Cooper, on the hit TV show The Big Bang Theory. The show follows the life of 9-year-old Sheldon, (played by Iain Armitage), as he navigates childhood in a church-going, football-loving, small town in Texas. Sheldon, with all his idiosyncrasies, has a hard time adjusting to life, due to his superior intelligence seems to always get in his way. If you like The Big Bang Theory, you might enjoy this series too. The show premieres on Monday, September 25th, at 7:30 p.m. on CBS, Channel 10/510 in HD.

Star Trek: Discovery is a new series set to debut with a two-part premiere on Sunday, September 24th, at 7:30 p.m. on Channel 10/510 in HD. The show will feature a new ship, new characters and new missions to explore. The scene is set roughly a decade before the events of the original Star Trek series, and focuses on the Federation-Klingon Cold War. The season will be split into two chapters, the first chapter finishing in November 2017, and the second chapter beginning in January, 2018. If you are a Trekkie or just like the Star Trek Shows, you won't want to miss this series!

Fake Caller ID Spoofing

Here is the scenario ... your telephone rings, you look and recognize the number, so you answer the call. Except, when you pick up the phone, it's actually a sales recording or someone you don't know on the line. Has this been happening to you? It is happening more and more often to people in our communities and across the country. It's known as Caller ID Spoofing!

Why is this happening? Scammers have a new trick in their bag of deception – using fake caller ID information. By using a local phone number, you are more likely to answer their call, and then they can try to scam you! The caller ID displays a local person's name and number, appearing to be from someone you may know. But, when you answer the call, the message can range from recordings such as “there are no problems with your credit card number, but we can give you great interest rates”, to someone live on the line supposedly from your bank trying to scam you out of your hard-earned money.

Don't ever rely on caller ID to verify who is on the line. It can be nearly impossible to tell whether the caller ID information is legitimate or not anymore. Here are a few tips when answering these kinds of calls:

- If you get a strange call from the government, law enforcement or IRS, just hang up. These organizations won't call 'out of the blue' to demand money or account information.
- Don't give out, or even confirm, your personal or financial information to someone who calls.
- Don't wire money or send money using a reloadable card. Do not ever pay someone who calls randomly, even if the caller ID looks real.
- If someone is pressuring you to do something immediately, just hang up. This is a sure sign of a scam.

If you receive a call from a scammer, you can report it by filling out an online complaint to the FCC Consumer Complaint Center at <https://consumercomplaints.fcc.gov>. You can also report it to one of the local law enforcement agencies.

Call Before You Dig!

There are many things that are buried beneath the ground in your yard that most people don't ever think about. But, if you are planning any home improvement projects that involve digging in the near future, you better keep this in mind, many utility lines are located underground, including lines for water, sewer, gas, and communications. Before you begin any project (even small jobs like planting trees or shrubs), call 811 to get utility lines located and marked for free.

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 at least 2 days prior to digging. Digging without calling can disrupt services, harm you or those around you, or even result in costly repairs. For more information, visit www.texas811.org.



IPTV Channel Changes

XIT recently added 2 new HD channels to our HD Tier lineup in May: E! Entertainment HD, Channel 559, and The Golf Channel HD, Channel 518. On July 14, NBC Universal discontinued Universal HD, Channel 678, on XIT's HD Tier. The decision to discontinue the channel was made by the network itself. XIT Communications played no part in the decision to remove the channel.

Lifeline Program Available

Lifeline is a federal support assistance program available to qualifying low-income Texas residents. Lifeline provides assistance in paying your monthly telephone or Internet bill. There is only one Lifeline discount allowed per household for either telephone or Internet, and subscribers have to re-certify once a year.



- If you use the discount for Internet service with XIT, you must subscribe to the 12/2 Mbps or higher Internet package to be eligible for the discount.
- To receive Lifeline, you or someone in your household must participate in at least one of the following programs: Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Medicaid, Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit Program, or your annual household income must be at or below 135% of the federal poverty guidelines.

For more information or to sign up for the program, contact the Texas Low Income Administrator (LIDA) at 1-866-454-8387 or go online to www.puc.state.tx.us/consumer/lowincome/assistance.aspx. Be sure to read through all of the guidelines and qualifications for the program.

What's Cookin' at XIT

Cherry Cheese Torte By Sharon Ruland

1 pkg. graham crackers
½ c. sugar
1 stick margarine, melted
1 pkg. cream cheese, softened

1 c. powdered sugar
8 oz. container Cool Whip
1-2 cans cherry pie filling



Crush graham crackers and mix in sugar. Then, add melted margarine and mix until blended. Press into bottom of 9 x 9 cake pan. Blend together cream cheese and powdered sugar until smooth. Add Cool Whip until well blended. Put into cake pan on graham cracker crust. Top with cherries and refrigerate. You can double the cream cheese, powdered sugar and Cool Whip to make a thicker filling.

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!

Do Not Call Registries Available

Telemarketing seems to be at an all-time high these days, and many people are getting frustrated with all the annoying sales calls. To cut down on these type of calls, both the Federal government and the State of Texas have telemarketing rules that allow consumers to give notice to the telemarketing firms that they do not wish to be contacted by them. However, you still may receive political calls, charitable calls, debt collection calls or telephone survey calls, since these organizations are exempt from the rules.

You can register for the Texas No-Call List FREE by going online to <http://www.texasnocall.com> for instant registration. The site is available 24 hours a day, 7 days a week, 365 days a year.

To register by mail, print off the form on the website and mail to: Texas No Call, 100 Summer Street, Suite 800, Boston, MA. 02110. The numbers registered will remain on the Texas registry for three (3) years from the date that you first sign up. You will need to re-register every 3 years.

You will also want to register for the Federal Do-Not-Call list.

1. Go online to www.donotcall.gov to register online. This website is also available 24/7/365 for your convenience.
2. Call toll-free 1-888-382-1222 to register over the phone. You must call from the phone you want to register.

If you register online, you will receive an email confirmation from donotcall.gov. You must click on the link in the email within 72 hours to complete your registration. There is no charge to register for the Federal Do-Not-Call list, and once you sign up, your numbers will remain on the list indefinitely. They do not expire.



Is Video on Demand Becoming a Thing of the Past?

As some of you may or may not be aware, XIT has discontinued our Video on Demand (VOD) service as of June 1st. But, thanks to newer technology, you can enjoy the same type of VOD movie entertainment through video streaming instead!

So, what do you need to use video streaming? The truth is, not a whole lot. The main thing you need is a high-speed Internet connection so that you get a clear, quality picture with little to no buffering. We recommend a minimum of 6/1 Mbps for homes with only one or two devices, 12/2 Mbps for homes with 4-6 devices and 20/2 Mbps for a home with more than 6 devices for the best viewing possibilities. Higher speeds are always better when streaming video.

The second thing you will need is an Internet-ready TV or a streaming device, like the popular Roku 3600 Streaming Stick, which you can get FREE from XIT when you subscribe to new 6/1 Mbps or higher Internet service. Existing XIT customers can upgrade their current Internet speed and receive a FREE Roku too. It's just that easy!

Lastly, you may want to subscribe to a streaming service like Netflix, Amazon Video or Hulu. By paying a small monthly fee for one of these services, you can have access to a vast array of movies for your viewing pleasure.

When you combine your XIT TV service with streaming video, you get superior entertainment for your money! And, with watchTVeverywhere, which is a FREE service for XIT TV subscribers, you can watch TV anywhere your day takes you! This is an added bonus for XIT TV customers!

If you are not an XIT customer, we'd love for you to give us a try! We have packages for every need and budget! Give us a call today and watch TV with XIT!



Dalhart 244-3355 or 384-3311
Boys Ranch 533-3355

Stratford 366-3355
Vega 967-3355

XIT Connections

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XIT Rural Telephone Cooperative, Inc. was the proud sponsor of the XIT Rodeo Scoreboard for the 81st XIT Rodeo & Reunion, which was held on August 3-5 in Dalhart. Accepting the sponsorship check from Darrell Dennis, XIT Rural Telephone General Manager (fourth from right in back) was Jake Burns, President of the XIT Rodeo Directors. XIT Rodeo Directors and XIT Rural Telephone employees shown in the check presentation photo above include (back left to right): Stewart Rogers, Winston Gilmore, Charlie Griggs, Jake Burns, Darrell Dennis, Clayton Caraway, Seth Maness and Steven Yeager. Those in the front row include (left to right): Kathy Duggan, XIT Rural Telephone Assistant Manager, John Brewer, Christiana Dickson, 2016 XIT Rodeo Queen, Kathy Bailey, XIT Billing Representative, and Trena Howell, XIT Sales & Customer Relations Representative. XIT is the local provider of high-speed broadband Internet, IPTV with HD, DVR and Watch TV Everywhere, and local and long distance telephone services in Dalhart and the surrounding areas.

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/complain_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.