

XIT Connections

XXXII, Number 3, Summer 2025



FIBER OPTIC UPDATE ... SUNRAY & LAKE MERIDITH AREA

XIT Communications' contractor, 3CK, has finished with mainline fiber construction in Sunray, Texas. XIT's Construction Crew is finishing up splicing ... checking taps ... checking light and burying drops, as requested, to customers' homes and businesses. All 5 PONS (A, B, C, D & E) will soon be ready for service. Call today ... 806-563-0311 to schedule your drop installation.

Fiber construction in Fritch, Texas, area around Lake Meridith ...

With 9 ground crews, XIT's contractor, Gulf Shores, has laid over 100,000 ft. of poly in the ground. The plowing is slower in this area due to rock formations. Remember ... if you want to receive service from XIT, the best time to get your drop constructed to your home or business is while the contractor is in your area. Once the lake area is complete, the construction crews will move into the town of Fritch. If you have any questions, or if we can help you in any way, please call 1-800-232-3312 or 806-384-3311. These numbers route into our headquarters in Dalhart, Texas. Our customer service representatives will be glad to help you.

Once fiber construction is complete in Sunray and Fritch, XIT's contractors and crew will move to Stinnett, Texas, to do a complete fiber overbuild there.





What are FIBER OPTICS?

Fiber Optics are long strands of very pure glass about the diameter of a human hair. They are arranged in bundles called fiber optic cables and use light instead of electricity to carry signals. The light signals represent data, which is capable of traveling at the speed of light. Fiber-to-the-Home (FTTH) is the only technology that will deliver enough bandwidth reliably, and at a low enough cost, to meet consumer demands of the next decade.

ADVANTAGES of a BURIED DROP?

- Fewer trees to cut or obstacles to remove
- Smaller Right-of-Way Requirements
- No Clearance Problems
- No cables crossing roof
- No exposed cables
- Less outages due to fallen trees

Why is Fiber-to-the-Home Important to me?

- Fiber optic cables carry large amounts of information over LONG DISTANCES without losing quality.

Benefits of Fiber?

- Faster Internet Speeds
- Enhanced Voice Services
- Secure & Reliable Connection
- Increased Property Value



FIBER INSTALLATION STEPS ...

STEP 1:

Customer requests fiber service. Customer Service Representative creates and submits the service order to Engineering/Plant.

STEP 2:

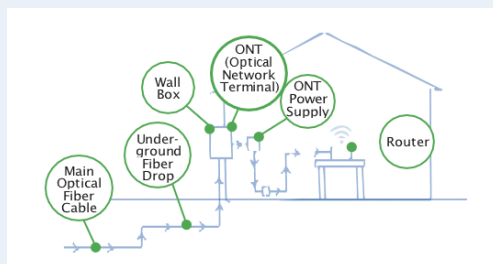
If the mainline fiber is constructed and in place, XIT's Construction Crew/ Contractor will run a fiber drop underground to your home.

STEP 3:

An appointment is then scheduled at your home/business to install the ONT and service.

STEP 4:

Technicians will mount boxes called ONTs (Optical Network Terminals) on each home or business. ONTs convert the pulse of light from fiber into electrical signals.



STEP 5:

Our trained technicians will finish any additional work that is needed at this time. Once your order is complete, it's



**FASTER
INTERNET
SPEEDS
WITH XIT!**

XIT Welcomes New Team Members



Diego Delgado

Installation Repair Technician

Diego joined the XIT Family in May and is working as an Installation Repair Technician. Diego is the son of Alma and Guillermo Delgado. He has six siblings, Karen, Yareth, Dalia, Dante, and Guillermo. Diego was born in Dumas but grew up here in Dalhart where he graduated from Dalhart High School. Diego attended Frank Phillips College where he obtained his Welding Certification. In his free time, Diego enjoys helping out with his family's business – Memo's Party Rentals. We are so thankful to have Diego be a part of the XIT Team!



Orbin Hernandez

Installation Repair Technician

Orbin joined the XIT Family in June and is working as an Installation Repair Technician. Orbin was born in Phoenix, Arizona but raised here in Dalhart. He graduated from Dalhart High School. Orbin is currently enrolled at Frank Phillips College and will be graduating with his Associate's Degree in December 2025. In his free time, Orbin enjoys spending time with his family and significant other, working on home improvement projects, watching and playing sports, and staying active outdoors. Orbin is a great asset to the XIT Team, and we are so thankful to have him!

Welcome to the XIT Family!

Summertime Yard Projects? Dial 811 Before You Dig!



**Know what's below.
Call before you dig.**

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.

XIT Recognizes Newest Retiree

David McCollum

XIT would like to recognize David McCollum, who retired from the Cooperative after over 28 years of service. David first came to work for XIT on April 14th, 1997. He retired as Purchasing Coordinator/Engineering Department on August 1st, 2025. Thank you, David, 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!



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. **XIT is not responsible for any delays in receiving payments through the mail.*
- **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!

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 possible, from our offices. If troubleshooting does not resolve the issue, our Customer Service Team will escalate the ticket on for further assistance to you. ***We thank you for your business!***

XIT Communications Contact Information



Headquarters Office 12324 US Hwy 87 P.O. Box 711 Dalhart, TX 79022 806-384-3311	Dalhart Downtown Office 1624 Tennessee Ave. Dalhart, TX 79022 806-244-3355	Stratford Office 401 North 3rd Stratford, TX 79084 806-366-3355
Vega Local 806-967-3355	Boys Ranch Local 806-533-3355	Sunray Local 806-563-0311
Internet Help Desk Out of Area (Toll Free) 833-968-5828 / Local DID 984-960-3512		

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!

Don't worry! With XIT Communications ... NO DATA CAPS – NO THROTTLING of INTERNET SPEEDS ...

What does “NO DATA CAPS” mean?

“**NO DATA CAP**” Internet means unlimited data usage without limits or slower speeds. This means you can stream, game, download, and browse as much as you want without any restrictions.



What does “NO THROTTLING” mean?

“**NO THROTTLING**” means an Internet Service Provider (ISP) like XIT does not intentionally slow down your internet connection speed based on your data usage, the type of content you're accessing, or other factors. In other words, XIT isn't actively restricting your Internet speeds, even if you're using a lot of data or accessing certain types of content.

Updated Cell Phone Numbers & Email Addresses Needed!

Call today and talk with one of XIT's Customer Service Representatives to update your records on file.

Dalhart – 806-384-3311
Boys Ranch – 806-533-3355
Vega – 806-967-3355

Sunray – 806-563-0311
Beverly Hills/Borger/Fritch –
1- 800-232-3312

What's Cookin' at XIT

Chocolate Cake with Fudge Sauce by *Dianne Hodo*

Cake Ingredients

- 3.4 oz. package Jello chocolate cook & serve pudding mix
- 2 cups milk
- 1 box devil's food cake mix



Whisk pudding mix and milk in Pyrex microwave container. Cook according to directions until pudding begins to thicken. Pour cake mix into pudding mix. Stir until smooth. Spread into a greased 9 x 13 pan and bake at 350 degrees for 30-35 minutes. Cool on wire rack. Then make fudge sauce.

Chocolate Fudge Sauce Ingredients

- 1/2 cup butter
- 1 cup semi-sweet chocolate chips
- 1 can evaporated milk
- 1 box powdered sugar
- 1 tsp. vanilla

In a heavy saucepan, melt butter and chips over low heat. Stir in evaporated milk and sugar until smooth. Bring to a boil over medium heat. Cook and whisk constantly for 8 minutes or until thickened. Remove from heat and stir in vanilla. Sauce will thicken more after removing from heat. Serve warm sauce over cake.

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!

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.

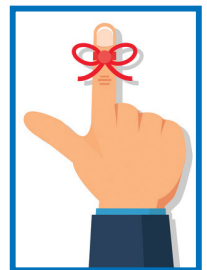
- XIT sends out invoices at the beginning of each month for the full month's charges. Should you have services installed after bills are sent out, your prorations for time you had service will be added to your next invoice.
- Bills are due on the 18th of each month. If the 18th falls on a weekend, or holiday, the bills are due the following business day by 5 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 must be paid to resume your service. If no payment is received to reconnect your service, you will become subject 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!

Friendly Reminder From XIT

When mailing your payment in for your monthly XIT Invoice, we kindly ask that you take mail delays into consideration! While we know our mail carriers work hard to deliver mail in a timely fashion, often delays do happen. Mailing your payment to XIT in advance can help combat these unexpected mail delays. Don't forget we offer other ways to pay, ensuring your payment is posted on time and saving you from receiving a late notice.



Keep Your Contact Information Up To Date With Us!



Here at XIT, keeping in close contact with our customers is important to us! If you have recently called in or stopped by one of our offices, we may have asked you to update your contact information on file. Please know this is just us ensuring we have the correct information on file in case we ever need to get in touch with you! We appreciate your business!



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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



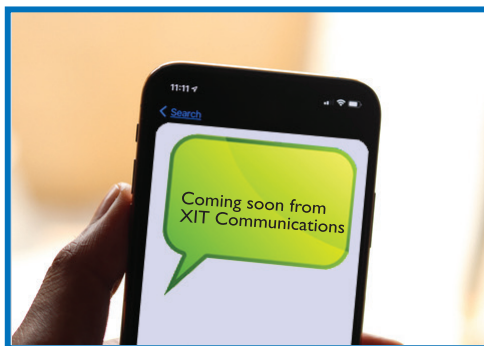
12324 US Highway 87
Dalhart, TX 79022

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SERVICES, LTD

LIVE MESSENGER in the Works ...

You know how your pharmacy texts or emails you that it's time to refill your prescription or you have one that is ready to pick up? Or, your doctor's office reminds you of an upcoming appointment? XIT is in the process of implementing LIVE MESSENGER, an application through our billing system, which will allow XIT a convenient and modern way to notify

our customers of an upcoming service installation ... appointment follow-ups, tech on-the-way tracking, service outage alerts ... updates on your credit card on file and many other automated text messages based on customer activities. **Customers will have the ability to opt in and out of these messages, and the system tracks these notification preferences. For this process to work, XIT will need to ensure that we have your current cell phone number and email address on file. You can simply call XIT at 806-384-3311 or 1-800-232-3312 and provide the necessary information to one of our customer service representatives.**



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.