

# 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!

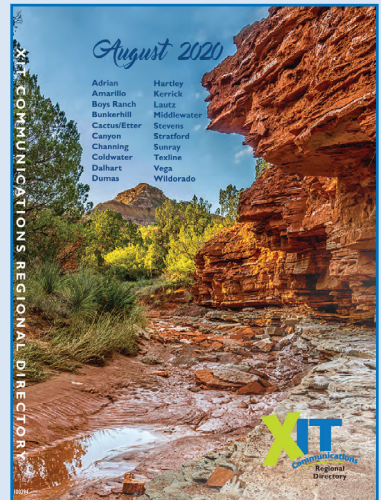
## XIT Directory Advertising Available Now

The 2021 XIT Communications' Regional Telephone Directory advertising sales have begun! Now is the time to think about what you want to advertise in the XIT yellow and/or white pages! Advertising where you customers live, work and play is just a smart choice for all businesses! Call the XIT Marketing Department at 384-3311 or 1-800-232-3312 to set up a time to discuss all of the advertising options available to your business! We have packages and rates to fit every budget. Directory advertising is convenient, easy-to-do and let's people find your business quickly and easily in one location.

The XIT Regional Directory is the perfect size with large, easy-to-read print, has extensive city and county government sections, International area and calling codes, white and yellow page advertising, and Amarillo/Canyon listings in the back! It is the one directory that has it all! Perfect size to put in your car or truck, by the phone at home or in the drawer at the office for convenience and easy access.

The new directory is published each year in July and is delivered by mail shortly thereafter to everyone in XIT's coverage area. Copies of last year's directory (shown above) are still available at any XIT office location if you are needing some.

Directory advertising is a super way to advertise your services and is easy on the pocketbook. We have packages to fit every budget and every advertising need. Give us a call and let us help you with your business advertising.



## What's Cookin' at XIT

Chicken Pot Pie by Sharon Wilson

2-15 oz. cans mixed vegetables, drained  
10 3/4 oz. can cream of potato soup  
1/4 c. milk  
2 c. cooked chicken, turkey or beef

1/4 tsp. thyme  
1/4. tsp. pepper  
2-9" frozen ready to bake crusts



Preheat oven to 375 degrees. In a medium bowl, combine all ingredients except crusts and mix together well. Fit one crust into a 9" pie pan and pour vegetable/meat mixture into crust. Top with remaining crust. Crimp edges to seal and slit top with 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.

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!

# Lobbies Remained Closed at XIT Offices

Just a reminder to our customers that the lobbies at all XIT offices remain closed at this time due to the Covid-19 Pandemic. We apologize for any inconvenience this may cause our customers. We are doing our best to keep our employees and customers safe during these trying times. You can still conduct business at any of our drive-up windows, by mail or by telephone. We also offer online bill pay for paying your bill and viewing your invoice. Go to our website at [www.xit.net](http://www.xit.net) and click on the Online Bill Pay Link on the left side of the home page to get started.

Below are the office numbers and locations for the XIT offices to contact us directly:

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

*We appreciate your patience and cooperation during this difficult time!*



## Lifeline Assistance Available

Low-income residents can get help to pay their Internet or telephone bill through the Federal Lifeline Assistance Program by providing a discount for one of the services in the home.

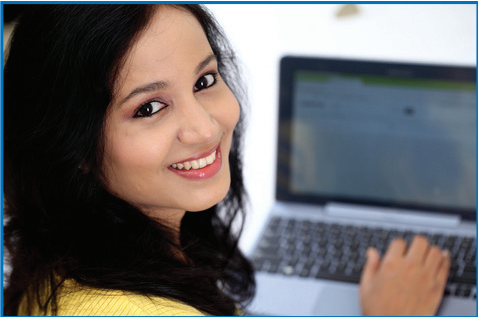
If you qualify for the Federal Lifeline discount, you can use it for Internet or telephone service. If you use it for Internet service, you must subscribe to a 25/3 Mbps or higher Internet package and have usage of at least 1024 GB per month to qualify for the federal discount. If wanting credit for bundled services, at least one (either telephone or Internet)

of the services must meet the minimum service standards to qualify.

There is only one discount allowed per household, and subscribers will need to recertify once a year.

In order to receive the Federal Lifeline Assistance, 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. Additional assistance may be available for residents of Tribal lands.

A Texas Lifeline discount may be available if a Texas resident's current total household income is at or below 150% of the federal poverty guidelines. A resident is also qualified if they are currently receiving: Medicaid, Low-Income Home Energy Assistant Program support, SNAP, Federal Public Housing Assistance, Supplemental Security Income (SSI), Health Benefit Coverage under the Children's Health Plan (CHIP) under Chapter 62 support, National School Lunch Program-Free Lunch Program, or Temporary Assistance for Needy Families (TANF). At this time, the State of Texas does not provide a Lifeline credit for Internet service.



For more information or to sign up for the Lifeline Program, either contact the Texas Low Income Administrator (LIDA) at 1-866-454-8387 or online at [www.puc.state.tx.us/consumer/lowincome/assistance.aspx](http://www.puc.state.tx.us/consumer/lowincome/assistance.aspx).

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](mailto:xitcom@xit.net)

[www.xit.net](http://www.xit.net)



12324 US Highway 87  
Dalhart, TX 79022

PRESORTED  
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PANHANDLE  
PRESORT  
SERVICES, LTD

## XIT Directory Photo Contest

Have you taken a unique and colorful photo that you just love and would like to share with people? Do you have several? If so, you need to enter the 2022 XIT Regional Directory Photo Contest! We have already selected a photo for the upcoming 2021 directory and are now taking photos for the next year's contest!

Entries are accepted all year long and there is no limit to the number of photos you can submit! Photos need to be in color (no black and white accepted) and in portrait (vertical) layout in the highest resolution.

The winner will get bragging rights and \$200.00! The photo will adorn the cover of the 2022 directory which is mailed to all addresses in the XIT coverage area.

Make sure to include your name, contact information and a detailed description of each photo submitted. Photos can be emailed to XIT at [xitcom@xit.net](mailto:xitcom@xit.net) or mailed to XIT Communications, Attn: Marketing Department, P.O. Box 711, Dalhart, TX 79022.

So, get those cameras snapping and start sending in the photos you love! We can't wait to see all the wonderful photos that are submitted!



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](mailto:program.intake@usda.gov).



# XIT Connections

XXIII, Number 1, Winter 2021



This beautiful and peaceful winter photo was taken by Tanner Murphy of Dalhart, Texas. The photo is a windmill on the Buzz Summerour Ranch back in the winter of 2016. Murphy works for the Cliff Skiles Ranch and the photo was taken on the ranch, which is next to the Summerour Ranch.

## XIT Directory Photo Contest Winner Selected

XIT Communications has announced that Whitlea Mason from Dalhart, Texas, is the winner of the 2021 XIT Communications' Regional Telephone Directory Photo Contest! Whitlea won \$200, and her photo will be on the cover of more than 8,200 directories that will be distributed within our coverage area in July 2021.

The winning photo features Richard Koe Mason who is the son of James (JR) and Whitlea Mason of Dalhart, Texas. The photo was taken in May 2020 at the Mason Farms in Amistad, New Mexico. His parents were doing a one-year-old birthday photo shoot for Richard's upcoming birthday. According to his mother, Whitlea, "we were trying to get him to wave to us and he just wouldn't do it. Then, all of a sudden, he just started waving, which made for the perfect picture." Thank you Whitlea for submitting the photo to us!

Richard is the grandson of Larry and Nina Mason and Bill and Angela Woolley, all of Dalhart, Texas.

A special Thank You to everyone who took the time to submit photographs for this year's contest! Please keep in mind, photos can be submitted all year long by emailing them to [xitcom@xit.net](mailto:xitcom@xit.net). Be sure to include your name, address, contact number and a description of each photo submitted. There is no limit to the number of photos you can submit. We just ask that the photos be bright, vibrant and colorful. Please take photos in the highest resolution available, and we ask that all photos be in color, no black and white photos will be accepted.

Even if your photo does not make the directory cover, XIT may still use it for the cover of one of our quarterly newsletters. We can't wait to see all the photos submitted!



# The Facts About TV Rate Increases You Need to Know

We, here at XIT, appreciate every customer we have who subscribes to our communications services! Unlike Internet and telephone, XIT and other cable providers do not fully control the rates that our customers pay for TV services. We would like to take this opportunity to give our IPTV customers some information that will be helpful in understanding TV rates. XIT Communications continues to try to keep our TV rates as low as we possibly can for our customers. Here are some interesting facts that you may not know about TV rates:



First, XIT and other cable TV providers pay the channel owners a monthly fee, per subscriber, for almost every channel that is carried on our TV programming lineup. Each year, there are price increases for these channels. Local retransmission broadcast channels (like Amarillo Channels 4, 7, 10, 14) carry the largest pricing increases! The channel owners dictate what the cable providers are required to pay so we can continue to offer their channels to our customers. We usually sign 2-3 year agreements in which there is a price increase each year. If the channel owners don't get the cable providers to meet their demands for the increased rates, they threaten to pull their signals so their channels will go dark to our subscribers. This is a vicious cycle that XIT and other providers continue to fight every year. We are trying to provide our customers with reasonable rates for TV service, but we are at the mercy of the network owners and don't always have a lot of control.

Secondly, when cable providers renew contracts with the channel owners, the agreements usually always include yearly price increases. This is in addition to requirements for certain carriage obligations for the channels. This means they require cable providers to carry channels that we may not necessarily need or even want! We not only have to carry these channels that may not be popular to the viewers, but we have to pay a subscriber fee for each one of these channels too. This means we are required to carry channels that our customers don't watch!

Another fact is that the channel owners have carriage obligations that the cable providers must meet. They can dictate exactly where a channel has to appear in the providers channel lineup, and on what package we have to put that channel on. This is in addition to the large price increases they are already demanding. Again, this is something we don't have control over as a cable provider.

Lastly, during contract negotiations, the channel owners don't always play nice. If the network channel owner wants to put pressure on the cable provider to sign the contract, they can choose to have their channels "go black" until the agreement is finalized. We, as cable providers, have no control over this as many customers may think. The

channel owners can even remote into our TV system and add scrollers (many times without our knowledge ahead of time) across the channel telling subscribers to "call their cable provider if they don't want the channel to go dark". This makes it sound like it is the cable providers fault for the channel going off, not the fact that the channel owners have pulled their channels and have outrageous demands that we are just trying to negotiate down. Please remember ... a cable provider never wants or requests for channels to go dark – this is the owners decision!



XIT Communications is always committed to providing our customers with the services you want at affordable prices. We will continue to work with National Advocacy Associations, the FCC, and the U.S. Congress to try to bring relief to all TV customers. XIT is on your side! We want to be your preferred communications provider!



# XIT Service Awards

This year, XIT Rural Telephone Cooperative, Inc. is honoring seven of its board of directors and employees who have reached milestones in their service to the Cooperative. Due to Covid-19 the usual celebratory luncheon was not able to be held this year. Here are this year's recipients:

**Walter E. Lasley** – 30 Year Award  
Lasley is Vice President of the XIT Board. He represents Sherman County.

**Mary B. Brazell** – 30 Year Award  
Brazell is a Marketing Representative at the XIT headquarters office. Mary will be retiring on April 1st from the Cooperative. Thank you Mary for your years of service.

**Sherry Steffen** – 25 Year Award  
Steffen is a Customer Service Representative at the XIT headquarters office. Sherry retired on January 15th from the Cooperative. Thank you Sherry for your years of service.

**Gared McBryde** – 10 Year Award  
McBryde is a director on the XIT Board. He represents Sherman County.

**Nick Olson** – 10 Year Award  
Olson is a director on the XIT Board. He represents Hartley County.

**Clint Wheeler** – 10 Year Award  
Wheeler is a Switch/IT Support Technician at the XIT headquarters office.

**Larry Kemp** – 5 Year Award  
Kemp is a director on the XIT Board. He represents Hartley County.



XIT employees receiving service awards this year include (left to right): Sherry Steffen, 25-year award; Mary Brazell, 30-year award; and Clint Wheeler, 10-year award.



Nick Olson (right) is shown receiving his 10-year service award for being on the XIT Telephone Board of Directors from XIT Board President, J.W. McCellan, Jr.



Larry Kemp



Gared McBryde



Walter E. Lasley

***Congratulations to all the recipients! Thank you for your service and dedication!***



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

Just a reminder that before doing any home improvement projects and are digging 16" or deeper on private property or any public right-of-way, you need to call the Texas One Call Center at least 2 business days prior to digging. A technician will come and locate all underground utility lines free of charge and mark them for you. Accidental line cuts can be costly for you to repair and can cause area utility outages for you and your neighbors. Be safe and smart ... Dial 811 before you dig!

# XIT Concludes Breakfast Food Drive

XIT Communications wrapped up it's 6th Annual Rise & Shine Breakfast Food Drive on December 31st. The food drive ran from October 1-December 31, 2020. The drive started in coordination with National Coop Month, which is celebrated each October. This year, due to the Covid-19 Pandemic still in full swing, we had to do things a little differently since our XIT lobbies are still closed to the public. Instead of participants bringing the breakfast food directly to our XIT offices to drop off, we arranged with the food pantries for people to deliver the breakfast food directly to them instead.

The food pantries that participated in this year's drive include The Pantry of Stratford, Texline Food Pantry, Vega Food Pantry/UMC, and The Food Pantry at Lincoln Street Baptist Church. There were delivery locations and times set up by the pantries for people to drop off their donations. There were approximately 100+ bags in total of food donated to all of the food pantries this year. The counts were wonderful, and all food donated is much appreciated and desperately needed, even more so this year due to the pandemic.

Each person who donated to the food drive this year was given an XIT reusable tote bag when they dropped off their food items. This was XIT's way of saying "Thank You" for participating in this year's drive and helping numerous families in our local communities to put food on their tables. Without such kind and caring members of our communities, we could not conduct these annual food drives.

The pantries accept food donations all year long! There is such a need this year for assistance that XIT really wants to encourage donating food as much as possible. It is such a blessing to the needy families and elderly in our communities.

***Thank You from the bottom of our hearts for your generosity!***



The Vega Food Drive was a huge success this year. 53 bags of food, 1 case of toilet paper and 1 case of paper towels were collected.

## More Speed ... More Freedom!

XIT Communications is currently wrapping up fiber optic construction in Dalhart, and as time allows, we are converting customers who are still on copper over to the new fiber technology. Fiber construction in Stratford is set to begin February 1st. Hartley, Channing and Boys Ranch are to follow. So, what does fiber optic technology and even faster Internet speeds mean to you? It means doing more of what you love online without lagging, slowing down, buffering or interruptions! It means a smooth, consistent connection, anytime day or night.



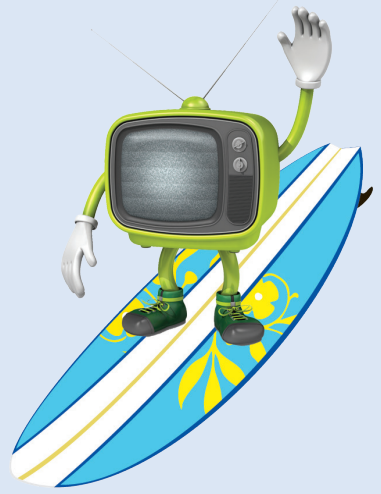
Here are some of the things you can do with a fiber optic connection:

- Stream your favorite TV shows, sports games and movies and watch as much as you want, even on multiple devices at the same time.
- Get your gaming team together and play online all day or night without buffering, lags or interruptions to the action. Don't miss out on the fun!
- Connect multiple online devices to your network without slowing anyone down! You can stream a movie, your son can play online gaming, your daughter can Face-time a friend and your husband can surf for a new ride, all without any slowdowns! And, with homes having so many connected devices including doorbells, video cameras, lights, etc. you don't have to worry about not having enough Internet to run it all!

XIT knows a fast, reliable Internet connection is a necessity in today's society! That is why we continually upgrade our system so we can offer the best in communication services to our friends and neighbors. We are committed to keeping our customers' online experiences the best they can possibly be. Call us today at 244-3355 or 384-3311 to get started!

# Smart Surfing

**Super Bowl's Greatest Commercials 2021** will be shown on Wednesday, February 3rd at 7:00 p.m., on CBS, Channel 10/510 in HD. No one watches the Super Bowl just for the game! Let's face it, it's a lot about the commercials! The show will feature an interactive count-down special where viewers can vote live for their top ad from the past 20 years. Should be a fun evening of entertainment to watch!



**Whitney Houston & Bobbie Kristina: Didn't We Almost Have It All** is a documentary premiering on Lifetime, Channel 46/546 in HD, on Saturday, February 6, at 7:00 p.m. The documentary focuses on the lives of Whitney Houston and her daughter, Bobbie Kristina Brown, and features interviews with family and friends who were close to them, along with a look at the parallels between their two deaths in 2012 and 2015. Both suffered from addiction. If you liked Whitney Houston you will want to check this show out.

**I Survived a Crime** is a new series premiering on A&E Network, Channel 90/590 in HD, beginning on February 17 at 9:00 p.m. The show is hosted by Gio Benitez and takes the viewers on a journey into what happens when you are the victim of a vicious crime. It spotlights people who have overcome deadly situations and make it out alive! It takes viewers through to when the victim first perceives danger, through the attack with footage from security cameras, dash cams, phones and hidden cameras, all the way through the lasting effects of the crime. If you like real-life suspense this show is for you!

## watchTVEverywhere

**ON YOUR MOBILE DEVICES, LAPTOP, TABLET OR PC ...  
AND IT'S FREE TO XIT IPTV CUSTOMERS!**

WatchTVEverywhere (WTVE) provides streaming access to TV shows, news, movies and sports from over 80 different networks! You can watch WTVE anywhere you can access an Internet connection. Best of all, it's included FREE with any XIT Communications IPTV subscription! If you already have XIT IPTV go to the website below and click on the WTVE link to get started. WTVE is great for watching TV on the road, in the airport, hotels, or even your own backyard! Enjoy!

**Go to [WWW.XIT.NET](http://WWW.XIT.NET) for more info!**