



2022 XIT Directory Photo Contest Winner Selected

XIT Communications has announced that Cassidy Burns of Clayton, NM is the winner of the 2022 XIT Directory Photo Contest. Cassidy won \$200, bragging rights, and her published image in more than 8000 directories and other XIT marketing material. The winning photo features a precious granddad and his grandson petting a horse during family portraits.

Cassidy (Horn) Burns lives on a ranch near Clayton, NM with her husband, Josh. In addition to her photography, Cassidy manages websites and social media for small businesses. She grew up on a ranch that her parents still live on in Hartley County. Her mother, Amy, is the owner of Rockin A Design on main street in Dalhart.



***A special THANK YOU and CONGRATULATIONS
to this year's winner, Cassidy Burns!***



Facts About TV Rate Increases You Need to Know

At XIT, we 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 packages. We would like to take this opportunity to give our IPTV customers some information. If you have ever wondered why your IPTV portion of your bill increases every year, please read on. TV rates increase from the networks each year and while XIT tries to keep our TV rates as low as we possibly can, but we can't absorb all of the increased rates that come from the networks, along with all of the other normal operating expenses we incur. Here are some interesting facts that you may not know about TV rate increases:

- XIT and other cable TV providers pay the network channel owners a monthly charge, 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 network channel owners dictate what the cable providers are required to pay so we can continue to offer their channels to our customers. 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 the 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.
- When cable providers renew contracts with the network channel owners, the agreements always come in the form of yearly price increases. This is in addition to requirements for certain carriage obligations for the channels. That 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.
- Another fact is that the network channel owners have carriage obligations that the cable providers must meet. They can dictate where a channel must appear in the providers channel lineup, and on what package we have to put that channel on. Again, this is something we don't have control over as a cable provider.
- During contract negotiations, the network 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. As cable providers, we have no control over this as many customers may think. The channel owners can remote into our TV system and add scrollers 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 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 network owners decision.

XIT Communications is always committed to providing our customers with the services you want at reasonable 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 consumers.



XIT Conducts Breakfast Food Drive

XIT Communications wrapped up it's 7th Annual Rise & Shine Breakfast Food Drive on December 31st. The food drive ran from October 15 -December 31, 2021. The drive starts in coordination with National Coop Month, which is celebrated each October. This year since our XIT lobbies were still closed to the public for part of the drive, 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
- 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 80 bags in total of food donated to all of the food pantries this year. The counts were down from previous years, but all food donated is much appreciated and desperately needed, even more so this year due to the ongoing 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.

On behalf of the participating pantries and recipients of your donations, thank you!

State and National Do-Not-Call Registries

Are you tired of receiving calls from telemarketers to your landline phone soliciting? You can register on the Texas No Call List and National Do-Not-Call Registries to prevent receiving these calls. Most call registry lists are protected by your registering, except charities, political ads, surveys, debt collections, or businesses that you have dealt with. By registering, you can notify telemarketers that you wish not to be contacted by them.



The registries are free and can be done any time. To register under the National Do-Not-Call List, visit www.donotcall.gov or call 1-888-382-1222. Once registry has been completed, you will be on the list until you request to be removed. To register under the Texas No-Call List, visit www.texasnocall.com. Under the Texas No-Call List, your registry will remain on the list for 3 years and you will need to re-register.



**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 Service Awards

This year, XIT Rural Telephone Cooperative, Inc. is honoring four of its board of directors and employees who have reached milestones in their service to the Cooperative. Here are this year's recipients:



Steve Baskin
15-Year Award



Marisol Wheeler
10-Year Award



Marcia French
10-Year Award



Gene Phillips
5-Year Award

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



Please join us in welcoming our two new contracted installers from Alamon. Jay Flores (left) and David Trejo (right) will be assisting our company in completing fiber conversions within the city of Dalhart. Once Dalhart's conversions are completed, we will begin the conversion process in Stratford. As of right now, all mainline construction in Stratford is complete. Before we can convert our Stratford customers, drops must be installed and testing performed. Once we near your conversion, a representative will contact you for scheduling your appointment.

***Thank you for your patience!
Welcome to XIT, Jay and David!***

After serving 28 years of employment with XIT, Joe Lang has retired!

Joe became employed by XIT on January 31, 1994. He started at XIT working in construction and transitioned into Installation and Repair as a technician. He was promoted into the Engineering Department and eventually was named the Engineering Manager.

After retirement, Joe will travel with his wife and spend more time with his grand kids.



Thank you for your dedicated years of service, Joe and congratulations on your retirement!



XIT Rural Telephone presented Joe Lang with a check on his last date of employment. Pictured left to right: Tiffani Helms (Accounting Supervisor) David McCollum (Purchasing Coordinator) Joe Lang (retiring Engineering Manager) Kathy Duggan (Assistant General Manager) Kristen Hembree (Engineering Assistant) and Ethan Garza (Warehouseman).

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 run, 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 and any applicable reconnection fees must be paid to resume your service. If no payment is received to reconnect your service, you will become exposed to our final disconnection process.

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Do you have a talent for photography, or did you happen to catch the perfect image at the right time? Have you taken a photo that was truly worth a thousand words? If so, you might be just the person the XIT Communications' Marketing Department is looking for! We have been searching for the perfect picture for our 2023 XIT Communications Regional Telephone Directory cover. If your picture is selected, you have the chance of winning some extra cash and bragging rights for being a published photographer. XIT Com-

munications will use the selected directory cover photo in mailings, our Annual Meeting booklet, and more. If you have a photo or photographs you would like to submit, please send them to marketing@xitcomm.net. We look forward to seeing your submissions!

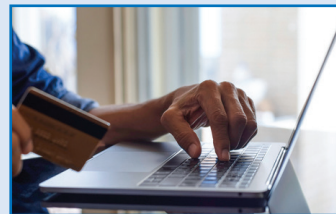
WIN!
Cash and Bragging Rights

XIT Reconnection Reminders

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 if they want to have their services restored immediately.

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

Remember, cash or a debit/credit card are the best ways to pay for immediate reconnection of your XIT services.



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!

What's Cookin' at XIT

Easy Chicken Tortilla Soup by M'Lea Allison

- 1 pkg. frozen chicken breasts
- 1 pkg. taco seasoning
- 8 oz. can chicken broth or stock
- 8 oz. can cream of mushroom soup
- 8 oz. can cream of chicken soup
- 1 pkg. tortilla chips
- 8 oz. can mild Ro-Tel tomatoes
- 8 oz. can Ro-Tel Mexican style tomatoes with cilantro & lime
- 8 oz. pkg. Velveeta cheese, cubed
- ½ pint whipping cream



Place frozen chicken breasts in crock pot. Sprinkle taco seasoning over the chicken and let it slow cook all day (no water needed). 30-45 minutes before serving, add remaining ingredients and heat through. Serve over tortilla chips.

Find more great recipes in the XIT Country Cookin' Cookbooks for sale at any of our XIT locations for just \$14.95 + tax. They make great gifts for any occasion!

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.
- **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!

Need a Higher Internet Speed?

Internet bandwidth, or the data transfer capacity of a connection, is not something most people think about unless they have issues with their Internet service. When the Internet slows down, starts buffering or lagging, or won't respond quickly enough, this is when people get frustrated with their Internet service. This is also a good sign there is not enough bandwidth for the household usage, and you need to look at upgrading to a higher speed package. The higher the Internet speed, the more bandwidth is available, and the less trouble you will have with your service.

Remember the slow dial-up Internet days? The things people do online now are very different from back then. When the Internet first came online, people typically looked at text pages and some pictures. Surfing the web was more for informational purposes, light shopping or sending/receiving emails, and there generally was only 1 computer connected in a household. Bandwidth was not an issue then; boy, have times changed!

According to the NPD Group, there are an average of 5.7 online devices per household in the United States. That is twice the average number of people per household. Today, online activities like Facebook, Instagram, Netflix, YouTube and multi-player online gaming, all consume huge amounts of data, and use much more bandwidth than ever before. Add on top of that, online classroom learning, tele-conferencing, Skyping and even watching TV. Then, top it all off with multiple online devices (phones, tablets, TVs, laptops, etc.) being used in the household, all at the same time. Before anyone knows it, the household is overloaded! This is why you should evaluate your Internet package periodically and make sure there is enough bandwidth for all of your usage needs.

Another thing to know is: Are you sharing bandwidth with your neighbors or does your household have a connection all to itself? Many Internet providers (like Brand W) make customers share bandwidth with the homes around them, therefore, limiting the amount of bandwidth they actually receive. XIT Communications DOES NOT do this! Each household is provided their own individual connection! This makes a big difference when family members are all online at the same time!

Want to know what speed your household is getting? Try a speed test! XIT has one right on our website at www.xit.net, so give it a try! Then, call XIT Communications to get switched over to a high-speed Internet service that gives you ALL the speed (bandwidth) you need!





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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. 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 at all possible, from our offices. If troubleshooting does not resolve the issue, our Customer Service will escalate the ticket on for further assistance to you.

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

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

We thank you for your business!

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.