



Services
All around communications.

A MONTHLY
NEWSLETTER

WTS Connection

America would be a less-connected land save for the fact that “Rural is Cool”

The Washington Beltway crowd may little know nor understand that the real world hums in the rural American heartland, breadbasket to the nation and the world, bastion of community and caring. Those of us out here know that America would be a lesser land but for the cool of rural.

Because the big companies on the urban side didn't much care to serve us since it didn't seem profitable, we built our own rural electric and telephone systems out here—neighbors working together, pooling resources to extend service so far back into the country that we even reached the people who keep their own tomcats. Through our own efforts we're making sure—with

broadband internet, and the solid security of wireline—that we aren't left in the dark or cut off from the rest of the world. We're working toward a smart community so that we can be in touch with distant learning, health, and public service agencies from our homes, offices, and schools. We like the security of wireline that lets us dial 911 and get a rapid response, even in a disaster.

From rural America's wheat and corn, cotton and sorghum, potato and vegetable fields, from pastures and hay patches storing up solar energy, come the beefsteaks, pot roasts and hamburgers, pork chops, ham, bacon, butter and eggs, fried chicken and roast turkey, spuds and assorted veggies, biscuits and gravy, grandma's homemade bread, milk and cookies, and yes the all-American fare of hot dogs, Mom, Dad, and apple pie that sustain us. On the rural farmlands, hard working folk tend fields and herds that convert sun energy into our daily fare. A lot of the work is done today with the vital tools of electric power and landline or wireless communication that came about only because of those aforementioned coop-

eratives that we formed.

Our own High Plains produces fully a quarter of the nation's cotton crop, 66 percent of all the cotton grown in Texas, and four percent of world stocks, sprouting sprawling acres of white fiber that become blue jeans, tee and dress shirts, towels and sheets, and stylish apparel that would never be but for rural fields and

those who farm them.

Hungry and unclothed—that's us without the cool of rural.

Out here in the land of small town, tall concrete grain elevators, cattle feeding yards, water towers, and the autumnal Friday night lights of football fields are our landmarks. Noon and five o'clock traffic jams last maybe

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Customers asked to care for, return set-top boxes, DVRs

WT Services strives to provide the best cable TV programming possible. Equipment in your home connected to your television to deliver cable programming is referred to as a set-top-box (STB) and/or DVR.

The STB we use is programmed for our system and cannot be used on any other cable system. If you are moving or leaving our area, we ask that you return the STB to our offices at 119 East 4th Street, Hereford.

Doing so allows us to keep equipment costs as low as possible for all of our customers. Failure to return the STB or DVR will result in the equipment costs being charged back to your

account and possible legal action and Credit Bureau reporting if it is ultimately written off.

WT Services emphasizes providing customers with the best equipment. In return, we ask that customers take care of our cable boxes, DVRs and remote controls. They are the property of WT Services, not the customer.

Keep the boxes clear of dust, liquids, food, cigarettes and insects.

Damaged equipment will be charged to the customer's account, and the expense of replacing equipment ultimately costs all WT Services customers more.

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ten minutes—if there's a traffic light. Local mood amongst the coffee shop set at the Dairy Queen soars and plummets with the success of the high school sports teams.

In the heartland, the local sheriff can get the busy major national railroad that runs through town to suspend train traffic for the 45 minute duration of the annual summer celebration parade that passes over the tracks. Fire trucks and ambulances—all of them in town—lead the parade. All of them, driven by friends and neighbors, also show up at the summons of a single phone call when there's smoke coming out of your house, the barn, or a blaze flares in the back pasture, or you've been in a scary fender bender.

Rural kids raise money for their high school band by collecting pledges and marching through the streets. Nobody

Payment by bank draft nets 1 percent discount

WT Services customers in Hereford can take advantage of a one percent discount by paying their bill by bank draft.

Customers who authorize this form of payment agree to have their bank account drafted for the amount of their outstanding balance on their account with WT Services. Drafts will occur between the 20th and 23rd of each month.

To arrange for payment of your WT Services bill via bank draft and net the one percent savings, contact the WT Services office in Hereford at 119 East 4th to obtain the necessary authorization form that includes bank routing and account information.

gets road rage over the momentary traffic slowdowns they cause. The same kids show up on the eve of Memorial Day to help place flags on the graves of deceased veterans. Organization of such efforts happens thanks to rural phone and Internet service—neighbors helping neighbors because they can communicate.

Rural police escort funeral processions—and people pull over until they pass—out of the respect and courtesy that still exists in these parts.

Your stroll along the roadside for exercise and solitude will be repeatedly interrupted. Folks pull over to see if you've had a breakdown and need a ride—or just to visit.

A pair of similarly small rural towns have a heated rivalry between their basketball teams—one constantly the obstacle to the other's advance to the playoffs. But, there's respect between the teams and communities, too. When a massive tornado levels part of one of the small towns, kids from the rival team are on the phone with one another that very night and sunrise finds the whole basketball team and a lot of companions on hand, dressed in work clothes, heavy boots and gloves, to set to work clearing the storm debris. Sportsmanship, community, rural.

In the midst of tragedy from a farm accident, or the passing of a family man whose widow and children are left fretting over how to gather crops left standing unharvested in the field, phone calls in the night prove that neighboring still resonates. Combines and grain carts and trucks, cotton strippers and boll buggies and

module builders and the rural folk to run them converge in such numbers that the whole of harvest is completed before suppertime—aid, comfort, compassion practiced rural-style.

In the little towns and the farm communities, we help each other—that's the cool rural way.

So, we keep working at it and supporting things like stock shows for the 4-H and FFA kids,

Lions Club pancake suppers, church bazaars, fund raising dinners for those in need.

And the phone service we created ourselves keeps working to bring better communication and technologies to our rural world. That's just another cool thing about living and working out here in the rural heartland—neighbors helping one another to move forward.

After Superstorm Sandy New Yorkers want durability of wire line telephones

Wiser for their experience with loss of communications in a hurricane, New Yorkers have made it plain they want the durability that only wireline phone service can deliver in a natural disaster emergency.

In the wake of Superstorm Sandy, that demolished wireless communication in its massive damage in New York, consumer groups, city officials, and the New York Department of Public Service have made it plain they don't want to rely solely on wireless communication—they want wirelines as well.

In the immediate aftermath of Sandy, wireline phones—including scarce but still functioning pay phones—provided the only functioning communications link to the outside for residents in the storm area.

Verizon had planned on not replacing copper wiring on Fire Island, New York that was destroyed by Sandy. Instead, Verizon was opting to replace the landline with Voice Link, a

wireless service.

The above mentioned groups were even joined by Verizon customers in flooding the FCC with opposition to the no-landline plan.

Ultimately, the FCC demanded details from Verizon on how Voice Link service would compare to copper-based landline phone service, including questions about 9-1-1 routing, cell site outages, service quality, and alarm and fax capabilities.

Verizon decided in September to back away from the wireless only plan, and to deploy fiber to the western portion of Fire Island.

Eventually recognizing the pro-wireline sentiment that was carrying the day, Verizon made its decision, citing the unique circumstances of Fire Island, including lack of other wireline options for customers and the high interest of Fire Island residents in a wider range of services than could be delivered by wireless-only.