



Services  
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A MONTHLY  
NEWSLETTER

# WTS Connection

## WTS scholarship application deadline is April 8

WT Services is accepting scholarship applications through April 8 from students in Hereford, Friona, Bovina, and Bushland.

Scholarships, to be awarded in May, are open only to students whose parents or guardians are WT Services customers, or, to students who are WT Services customers themselves.

Applicants must be high

school seniors graduating this spring.

An application form, two letters of recommendation, and a wallet-size photo must be submitted. One letter must be from a high school teacher, principal, or counselor.

In Hereford, applications may be picked up at the WT Services office at 119 East 4th, or at the Hereford High School counselor's office.

In Friona, applications and rules may be picked up at the WT Services office at 1010 Columbia, and are available at counselor's offices at Friona, Bovina, and Bushland high schools.

Applications must be fully completed, legibly typed or written, have no attachments other than the photo and two required letters of recommendation, and must be received at the offices of WT Services, Inc. P.O. Box 1776, Hereford, Texas 79045, no later than April 8, 2014.

Mechanics of the scholarships include the following:

\* WT SERVICES scholarships may be used at any state or church-sponsored college or university, or at

any accredited vocational or technical school.

\* Recipients must maintain a minimum of 12 credited hours throughout each semester, or have full-time student status at vocational or trade schools.

\* Upon enrollment or

pre-enrollment for the fall semester, recipients must send WT SERVICES a confirmation from the registrar's office. Should a recipient drop out of school for any reason, the unused portion of the scholarship will be rescinded.

## Customers can handle remote battery, input issues by phone

WT Services cable TV customers sometimes have problems changing batteries in their remote controls, or changing the input source to use other devices, then changing it back to watch television.

Some of these problems are a fairly easy fix for folks at home.

Remotes give a hint when batteries are getting low. On the black regular remote, the STB button begins blinking three times, while on senior remotes the CBL button blinks.

To install new batteries flip the remote over, slip off the cover, and remove old batteries. Install two new AA batteries per the diagram in the unit, matching the +

and - marks and replace the battery cover.

If batteries are correctly installed the STB button on the regular remote blinks, while the CBL button blinks on the senior remote.

To change the input source on the regular remote after using the DVD or VCR, push the TV button at the top of the unit left of the power button, then move your hand all the way down the left side of the unit to the input button at the left of the bottom row. Continue pushing the input button until what you want comes up on the screen. On senior remotes, go the TV button and press the input or source button until you get what you want.

(See **BATTERIES**, Page 2)

## Online contact for radio shops

Customers with two-way radio needs may contact WT Services radio shops in Hereford and Amarillo online. Go to [wtstx.com](http://wtstx.com) to browse merchandise and services offered.

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## WTS CONNECTION

### Batteries....from Page 1

A WT Services on call representative will make every attempt to assist you in changing out the batteries or the input over the telephone.

#### Just unplug it:

#### Freezeup repair is simply done

A common cable television problem caused by changing channels too fast with the remote—and among the most easily rectified without calling WT Services for assistance—is dealing with a picture freezeup.

Roughly 90 percent of such problems can be solved simply by unplugging the cable box from its power source for two or three seconds. Then re-plug to the power source and wait for the system to reboot.

Simple repair that can save you a service call fee.

#### Draft nets 1% 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 for the authorization form .

## What's on TV.....

The channel lineup on WT Services Hereford cable includes...	37.....NFL NETWORK	59.....DISNEY JR.
1.....KPAN	38.....FOX SPORTS 1	61.....CNBC
2.....KACV (PBS)	39.....MLB NETWORK	63.....CNN
4, 504HD.....KAMR (NBC)	43.....CBS SPORTS	64.....MSNBC
7, 507 HD.....KVII (ABC)	44.....FOX SPORTS 2	65.....FOX NEWS CHANNEL
10, 510 HD.....KFDA (CBS)	45.....GOLF CHANNEL	69.....LIFETIME
14.....FOX-KCIT	46.....OUTDOOR CHANNEL	75.....HALLMARK
15.....24/7 WEATHER	47.....ABC FAMILY	76.....ANIMAL PLANET
21.....WTS Ads and PSAs	48.....TBS	77.....DISCOVERY
23.....UNIVISION	50.....USA NETWORK	81.....TRAVEL CHANNEL
25.....TELEMUNDO	51.....DISNEY	82.....A&E TV
27.....BULLETIN BOARD KJNZ	52.....DISNEY XD	84.....TLC
29.....FOX REGIONAL	53.....CARTOON NETWORK	85.....DIY
30-34.....ESPN	54.....NICKELODIAN	86.....HGTV
35.....NBC SPORTS NEWS	55.....NICKTOONS	87.....FOOD
36.....FOX SPORTS SW	56.....NICK JR.	89.....COMEDY
	57.....TEEN NICK	90.....SCI-FI

## Why does my cable TV bill go up annually?

WT Services keeps cable TV prices as low as possible, within our control. Rising costs of retransmission and programming fees from the channel owners impact our TV rates.

The rising costs of TV programming, retransmission fees and other factors impact the cost for TV service.

Channel network owners require us to pay monthly charges, per subscriber for each channel that we carry. Rates vary according to the agreement between the channel owners and the cable company, including WTS.

As contracts expire, negotiations establish new contracts to continue carriage of the channels. During these negotiations, channel owners always ask for annual price increases from 6 percent, to as much as 50 percent or more. This drives up the cost of TV service yearly for cable companies like WT Services. Cable TV companies have to pay these higher costs.

WT Services must pay the channel owners a set fee, per subscriber, to carry each of their stations. These fees are charged and paid even if a customer never watches a portion of the channels.

We are required in the contracts with the channel owners to carry the most-popular channels, but also the not-so-favorite channels too. They can even dictate where the channel placement has to be within our channel lineup.

We cannot pick and choose the channels we want to subscribe to ... they are a package deal from the channel owners. We are required to carry the channels the owners command AND to pay a fee for each subscriber we have for each of those channels.

There is a good chance if you switch cable providers, you still find yourself in the same situation down the road with the new provider.

As contracts expire with

the channel owners and their programming rates increase with the new contracts, you would most likely see an increase on your bill at this point.

Cable companies just can't afford to absorb all the programming cost hikes, along with their normal operating costs, and stay in business. This goes for the satellite companies as well. These programming increases are in addition to normal equipment update costs, scheduled maintenance costs and other normal operating expenses.

We hope by making the facts known, you, our customers understand why WT Services takes the steps it does to keep our service top notch and our pricing as economical as possible.

On an on-going basis, WT Services negotiates the best programming rates it can to minimize annual cost increases to our customers and appreciates your understanding, and continued patronage.