



Services Friona/ Bovina  
All around communications.

A MONTHLY  
NEWSLETTER

# WTS Connection

## House Resolution 536 calls for vast improvement in telephone service to rural areas of America

After literally years of complaints from constituents, the call completion issue in rural America has apparently finally hit a nerve in Congress, and a resolution has been introduced on the matter.

On April 2 Representative Robert Latta, (R-OH) and Representative Peter Welch (D-VT) introduced House Resolution 536.

The Resolution expresses the sense of the House of Representatives "that telephone service must be

improved in rural areas of the United States and that no entity may unreasonably discriminate against telephone users in those areas."

House Resolution 536 says that despite actions by the Federal Communications Commission to stem

call completion problems in rural areas, the actions "have not significantly decreased the prevalence of calls being rerouted by telecommunications carriers."

In particular, the resolution takes note of a survey conducted by NECA. The survey indicated a 41

percent increase in uncompleted calls between March and September of 2012, and some states continued to see an increase in complaints through April of 2013, even after the FCC had issued warnings to carriers on the matter.

**(See HR-536, Page 2)**

## Two-way radios are exceptional choice

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.

Digital two-way radios are included among the equipment offerings. Digital two-ways provide an exceptional choice and have advantages over cellular phones, particularly in remote areas and in business settings, with excellent reception and wide coverage in areas where cell phones are prone to dead spots and poor reception.

Two-ways help to ensure

privacy via a closed network, versus cell phones that expose callers via a public network. A two-way radio system can be designed to work even in times of emergencies or natural disasters, when cell phones are subject to outages from call overload and power failures.

Two-way radios offer one-touch access to frequently used features.

Digital two-way radios are effective in highly noisy environments where cell phones are ineffective and have many safety features to protect workers. They are ruggedly built to survive

work environments.

Using digital two-way radios can increase efficiency with prompt one-to-many communication, and can accelerate resolution time by instantly connecting people.

Radios offer long life cycle support, and intuitive, one-touch user interface. They're easy to use while driving or wearing protective equipment. Battery life can support intensive use throughout the length of a full shift, while with some cell phones, battery life may not hold up.

With no monthly fee for usages, they save money.

### INSIDE THIS ISSUE

More on HR-536 .....	Page 2
Heartbleed poses security threat .....	Page 2
Draft payment nets 1% discount .....	Page 2

## House Resolution calls for vast improvement...from Page 1

House Resolution 536 states that it is the sense of the House of Representatives that:

- All providers must appropriately complete calls to all areas of the U.S. regardless of the technology used by the providers.
- No entity may unreasonably discriminate against telephone users in rural areas.
- The FCC should aggressively pursue entities whose violations of its rules contribute to a lack of

quality telecommunications service in rural areas.

- The FCC should impose swift and meaningful enforcement actions to discourage practices leading to calls not being completed in rural areas and unreasonable discrimination against telephone users in rural areas.
- The FCC should move forward with clear, comprehensive, and enforceable actions in order to estab-

lish a robust and definitive solution to discrimination against telephone users in rural areas.

House Resolution 536 is nearly identical to Senate Resolution 157, introduced in May of 2013 by Senator Amy Klobuchar (D-MN).

Senate Resolution 157 currently has 18 cosponsors.

Each of these resolutions are simple resolutions, meaning they will not be

considered by the other chamber and cannot be enacted into law.

Still, their introduction is meaningful in that it signals to the FCC that members of Congress remain concerned about rural call completion issues and desire the Federal Communications Commission to take additional measures to address the problems.

### Payment by bank draft nets discount of 1%

WT Services Friona/Bovina customers can get a one percent discount by paying their bill by bank draft.

Customers who authorize draft 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 Friona at 1010 Columbia to obtain the necessary authorization form that includes bank routing and account information.

## Security threat of Heartbleed bug could necessitate changing passwords to online sites

It may be time to change your passwords to online sites—and to quit using the same password for multiple ones.

An encryption flaw called the Heartbleed bug is being called one of the biggest security threats that the Internet has ever seen.

The bug has already affected many popular web sites and services—such as Gmail and Facebook, and may have quietly exposed your sensitive account information, such as passwords and credit card numbers, over the past two years.

Samantha Murphy Kelly of Mashable.com reports “there’s not a lot you can do about it now. It’s the responsibility of Internet companies to update serv-

ers to deal with Heartbleed. Once they do, individuals can take action.

First, check which sites you use have been affected. A list is available at <http://mashable.com>.

While changing your password regularly is a good practice, if a site or service hasn’t patched the problem, your information is still vulnerable. Change the password everywhere—it’s not a good idea to use the same password across multiple sites.

Change your passwords for major accounts such as email, banking, and social media log-ins on sites that were affected by Heartbleed but patched the problem.

Be concerned about sites that have your sensitive information such as Yahoo and

OKCupid. Those companies have issued a patch to close the security hole and users with accounts with companies including Yahoo Mail and Flickr should update their passwords immediately.

Changing a password before the bug is fully patched won’t make things any better.

The Heartbleed bug is termed a “big deal” for Internet users, particularly in terms of protecting financial information.

Internet users are advised to keep an eye on sensitive online accounts, especially banking and email, for suspicious activity until web sites and services get patched properly and are again secure.