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NEWSLETTER

# WTS Connection

## HR-536 calls for improvement in rural phone service

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 telecom-

munications 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.

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 establish 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-Minnesota.)

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 want to see the Federal Communications Commission take additional steps to address the problems.

## Digital two-way radio gives exceptional choice

Customers with two-way radio needs may contact WT Services radio shops in Heford 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're ruggedly built for 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 usage, they save money.

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## Heartbleed bug may make it necessary to change online passwords

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 servers 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>.

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 logins 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 e-mail, for suspicious activity until web sites and services get patched properly and are again secure.

## Cable TV extras available via the remote

WT Services cable TV customers in Hereford and Bushland who receive their signal via fiber optic cable have access to several cable TV extras through their remote.

- **CALLER ID**-Incoming phone calls are automatically identified on your TV screen if you have both TV and telephone service with WT Services. Just go to menu settings on your remote, enter the password 1234, push OK, scroll to caller ID, hit the OK button, push submit, and OK again. You can also adjust the time that the number remains on screen from 5 to 45 seconds.

- **SAP**-This remote function switches programming from English to Spanish if the program is in both. Just touch the STP button, then the SAP button at the bottom of the remote.

- **AUTOTUNE**-Your TV can be set to switch to a particular station at a certain time. Push the guide button on the remote, scroll to where you want, and push the OK but-

ton. When the screen asks for your preferences, schedule events daily or weekly, push auto tune, OK, and auto switch to channel.

- **MULTIPLE CHANNEL FAVORITES**-You can set up several channel favorites for the various people in your home. Push the menu button, favorites tab, select the action you desire with favorites, scroll to create and hit OK, then personalize each family member’s favorites when a heart pops up. Once you’ve listed all of the preferred channels go to update, press OK, and follow the guide button to favorites.

- **DOT DAILY CHANNEL 700**-This is a unique channel included under expanded channel offerings that offers local and distant destination weather conditions, along with news, sports, and entertainment information. Tune to Channel 700 and you can tab for a wide array of weather information. There are tabs for current conditions, the local forecast for the day, the extended weather forecast,

and view local weather radar tracking developing conditions. Headed out of town for business or pleasure? You can even check the weather where you’re headed either by city name or location zip code. There’s also a news in pictures feature, entertainment news—even an Astrology option. Simply push exit when you have finished reviewing the wide range of available information.

## Bundle customers can upgrade speed

If you’re enrolled in one of the cost-cutting bundled packages from WT Services, you can also save money on upgrading to 15 meg Internet speed at home.

Companion upload speeds from WT Services are perfect if you need to upload data or are a gamer. Contact the WT Services business office in Hereford at 360-9000 to take advantage of this upgrade.

## Earn 1% discount paying by draft

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.