



ISSUE 1 | VOLUME 3 APRIL, 2015
A MONTHLY NEWSLETTER

New WT Services bundles spring up in April, offer streamlined phone, TV, Internet options

For many of us, spring is the season for renewal. We see the landscape around us coming to life after the long winter. We start new projects. We spring clean our homes. We attend graduation ceremonies and spring concerts. The season seems like a fresh start in so many different ways!

At WT Services, we've been busy in anticipation of spring.

We've listened to customer feedback, done research on the most popular options, and laid the groundwork for new, money-saving, multi-ser-

vice bundles for our subscribers. We're happy to announce that new bundles will be available this month.

The new bundles will feature streamlined options, bringing you combinations of Telephone, TV and Internet that you can customize to best meet the needs of your family.

Want unlimited long distance in the US? It's an option. Want special rates on calls to Mexico? It's an option. Want to boost your Internet bandwidth? It's an option. These new bundles are all about what works for you.

As we've mentioned in past newsletters, 2015 is bringing increases to the programming fees WT Services pays to television programming providers. We've specifically designed our new bundles to create the best value possible for you, while addressing the new rates from programmers.

We've created new flexibility, and ways to improve what you receive in exchange for your hard-earned money. Please watch for further communication from WT Ser-

vices, our website and our facebook page for more details! We can't wait to share the good news about WT Services bundle-built savings!

Outstanding employee service gives big customer benefits

Outstanding service by WTRT and WT Services employees gets recognized by customers and associates.

Recently, Nancy Urbanczyk, WT Services customer service clerk in Hereford did a WT Services Friona customer a good turn. While opening payment envelopes, Nancy discovered that the customer, who pays her bill by bank draft, had inadvertently mailed a bank deposit to the WTRT office in one of the WTS bill payment envelopes provided to customers. Enclosed was a large amount of cash. Nancy made sure the money was promptly returned to its rightful owner, who drove to Hereford to pick it up.

An unfortunate circumstance of the information age is that scams are being visited upon senior citizens at an unprecedented rate.

Shannon Redwine, WTRT operations center and billing supervisor, worked with the Hereford Long Distance carrier to protect a long-time WTRT customer from an insidious telephone scam. Scammers told the senior customer that she had won a lottery, but to collect her money she would have to send "transfer fees" to Jamaica. The HLD carrier detected seven calls to the 516 Jamaica area code, contacted Shannon and blocked those calls and stopped any long-

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Hereford: A Smart Community—with Fiber to the Premise—by WT Services.

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distance calls from the originating number until determining what was happening. “The scammers continued to call the WTRT member and even attempted to change her phone number and her Customer Proprietary Network Information ‘safety phrase.’ We worked with her son and finally added call screening and call blocking for her protection. Scammers target these tactics at a generation that is willing to talk on the phone and is hesitant to hang up on anyone out of courtesy,” says Shannon. No big payout from the “Jamaican lottery” has been reported in this case yet, but the customer definitely won in having the HLD carrier and Shannon looking out for her best interests.

Rene Hough, a WTRT customer on the Hub exchange and a WT Services customer in Hereford and Friona through her insurance agency, praises the service she receives. Back from an extended time on the stock show trail, she called in a panic thinking her son had missed the scholarship application deadlines for WTRT and WT Services, and confused over the forms she needed. Nancy Urbanczyk faxed her material and in a subsequent visit to the WTRT offices Mrs. Hough was able to pick up application forms, have her questions clarified, and receive a word of encouragement in the application process.

Mrs. Hough appreciates the service she gets from the

computer division and with her phones.

She said she receives calls from AT&T and other providers all of the time wanting her to switch service. “I just tell them I can’t get service from anyone else like I can with

WTRT and WT Services,” she said, particularly praising Heath Urbanczyk of systems support and the computer division for how well and quickly they help her with computer problems when

they arise.

WTRT and WT Services appreciate these well-deserved compliments to our Team members Nancy, Shannon, Heath, Mendy Bevers, and Michael Holmes.

Computer tech scammers in area can do major damage to your computer, finances

Scam artists using the phone are trying to break into computers locally. Claiming they’re techs with well-known companies like Microsoft, they take advantage of concerns about viruses and other threats. Scammers say they’ve detected viruses or malware on your computer to trick you into giving them remote access or paying for software you don’t need. The Scammer scheme isn’t to protect your computer; it’s to make money. Scammers set up fake websites, offer free “security” scans, and send alarming messages to try to convince you that your computer is infected. Then, they try to sell you software to fix the problem. At best, the software is worthless or available elsewhere for free. At worst, it could give criminals access to your computer and personal information.

The latest scam begins with a phone call. Scammers get your name and other basic information from public directories. Once they have you on the phone, they often try to gain your trust by pre-

tending to be associated with well-known companies or confusing you with a barrage of technical terms. They may ask you to go to your computer and perform a series of complex tasks. Sometimes, they target legitimate computer files and claim that they are viruses. Their tactics are designed to scare you into believing they can help fix your “problem.”

Once they’ve gained your trust, they may ask for remote access to your computer, change your settings and leave your computer vulnerable. They may try to enroll you in a worthless computer maintenance or warranty program. They may ask for credit card information so they can bill you for phony services — or services you could get elsewhere for free, trick you into installing malware to steal sensitive data like user names and passwords, or direct you to websites and ask you to enter your credit card number and other personal information. Regardless of the tactics, they are out to make money.

If you get a call from someone claiming to be a tech support person, hang up and call the company yourself on a phone number you know to be genuine. A caller who creates a sense of urgency or uses high-pressure tactics is probably a scam artist.

Don’t give control of your computer to a third party who calls you out of the blue. Do not rely on caller ID alone to authenticate a caller. If you think you might have downloaded malware or allowed a cybercriminal to access your computer, get rid of malware. Update or download legitimate security software and scan your computer. Delete anything it identifies as a problem. Change any passwords that you gave out. If you believe that someone may have accessed your personal or financial information, visit the FTC’s identity theft website. You can minimize your risk of further damage and repair any problems already in place. File a complaint with the FTC at ftc.gov/complaint.