



Fiber, new systems work steadily progressing

By Amy Linzey

Chief Executive Officer and General Manager

West Texas Rural Telephone Cooperative and WT Services are building Smart Communities with our Fiber Optic based network. Fiber Optic cable is the most stable technology that will allow our companies to provide the bandwidth that customers need now, and far into the future. No other technology is capable of delivering the level of bandwidth that will allow customers to enjoy the technologies of the future, most of which haven't even been thought of yet.

We are currently installing fiber optic cable in our rural service area, completing some neighborhoods in Hereford and in Bushland. In order to serve our customers better, we are doing much

Shops offer radio sales, repair, installation

Hereford and Amarillo radio shops sell, install, and repair Motorola radio communications equipment, and design radio systems and repeaters. Contact the WT Services Radio Shop in Hereford at 364-7311 or in Amarillo at 372-6765.

Customers can go to wtstx.com to browse merchandise and services offered.

more:

· We installed a system to prevent spam emails entering our network and provide a better customer experience.

· In our Cooperative Service area, we installed electronics in our central offices and nodes that allowed us to offer higher internet speeds to our members who reside within 18,000 feet of these facilities. This allowed us to turn up speeds for approximately 30% of our members.

· As we deploy fiber in this network, we are removing outdated equipment and adding electronics that allow us to offer greater speeds to our members. We have deployed over 600,000 feet of fiber in the Cooperative service area and are continuing this effort. The FCC has ordered additional funding that we hope will allow us to deploy fiber much faster.

· We have installed new e-mail servers. The servers are redundant to prevent outages.

· We "ringed" our network that carries traffic to the world. If someone damages the fiber in one area the traffic is automatically re-routed to avoid outages.

· We partnered with four neighboring communications providers to connect our networks for redundancy

and then developed direct connections to the major internet service providers in Seattle and Dallas. This allows for a better experience for our customers and if one of these connections fails, the traffic is re-routed to the other over the neighbor's networks. · We have upgraded the available bandwidth on our network. And, we continually monitor the traffic on our system and upgrade as needed to meet customer needs.

· We are currently upgrading our main switch, which is the heartbeat of our network.

· We are upgrading the system that drives our video service.

· We are installing another system that will allow us to monitor our video service better.

· As a result of the system upgrades to our video system, we will be able to install electronics in Friona and Bovina that will allow us to offer more channels and add high-definition channels. The video for Friona and Bovina will be streamed from the state-of-the-art IPTV system in Hereford.

· In our Cooperative service area, where we have installed fiber optic cable, our members will be able to receive our video service. We are currently working on this

service and our Customer Care Team will be contacting you when we are able to provide this service.

· We are working on new product offerings, such as security cameras and sensors, security monitoring – all to allow our Smart Communities to build or create Smart homes and businesses.

· We are upgrading our billing system. The new system will integrate all of our departmental functions. We will have on-line applications, on-line accounts and are working on on-line bill pay.

· We continually work on protecting our network from cybersecurity attacks and protecting our customer's privacy.

We are no longer just a telephone company. Voice communications including local calling, long distance calling
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FIBER WORK
PROGRESSING
SHOPS OFFER
RADIO
SALES, REPAIR

PAGE 2

COMPUTER REPAIRS,
TROUBLESHOOTING
AVAILABLE
WTS CUSTOMERS
CAN ADVERTISE SALES,
BIG EVENTS,
ON CABLE TV

Computer troubleshooting, repairs are available, good maintenance can help resolve many problems

Internet customers of WT Services may contact the WT Services offices in Hereford or Friona for assistance with problems or computer issues.

TECHNICIANS CAN HANDLE IT

Technicians with the WTRT/WT Services Computer Division, located in the West Texas Rural Telephone business office at 3425 US Highway 385 can handle computer repairs and maintenance issues.

Customers will find computer repair rates are reasonable.

Friona and Bovina customers may leave computers in need of repair at the WT Services office at 1010 Columbia in Friona, where they will be picked up and transported to the Hereford location for work. Repaired machines will then be returned to the Friona WT Services office.

SLOW SPEED MAY START AT HOME

Computer problems are frustrating and raise questions about whether the issue "is on my end, or the provider's." Slow speed may result from customer miscues. WTRT/WTS repairmen often see customer computers with multiple screens open at

once. Available bandwidth to the modem checks out per customer records, so a simple issue such as too many screens open results in the slowdown.

Customer computers are not WTRT or WTS equipment. These companies are not responsible for the performance of the customer's computer, only for the best effort bandwidth to the customer's modem. Our best effort is dependent on the technology used to provide the service, and the customer's distance from our Central Office, Node or Electronics.

PROPER MAINTENANCE

With school back in session, there's likely more demand on home computers for research and homework. If customers don't maintain their computer properly, with such measures as defragging, using an anti-virus software, running scans frequently, avoiding leaving too many screens open, keeping software up-to-date or, if customers are using a lower end computer without needed memory or capacity for downloading or streaming videos, photos, large documents, gaming, etc.) we cannot be held responsible for their "slow internet speed."

UPDATE YOUR SOFTWARE

Customers should update software or install anti-virus

Progressing on work ...continued from page 1

and international calling are essential services and we will continue to offer these services. Our state-of-the-art systems allow us to serve our customers with broadband internet at the highest speeds available, video, telephone systems and 2 Way Radios.

We continually work to improve our network and facilities to bring new services to you. Our professional and knowledgeable Team works hard to bring you the best

Payment by draft nets one percent discount

WT Services customers can get a one percent discount by paying their bill by bank draft. Customers authorizing 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 bank draft payment contact the WT Services office in Hereford at 119 East 4th or in Friona at 1010 Columbia to obtain the necessary form that includes bank routing and account information.

software and run scans on their computer for problems. Not doing so can mean slow bandwidth or speed.

possible services. We are local. We work, live and play where you do. You don't have to call a distant operations center in a foreign country to get service. We invite you to stop by our offices and check out our smokin' hot internet, our state-of-the-art video services and talk with our Team about all of our services. Building Smart Communities with our Fiber Optic Network.

Event, garage sale ads can be run on cable TV

Place information about upcoming events in Friona/Bovina "on TV" via cable television channels. Simply contact the WT Services office in Friona at 250-5555. Business ads and announcements can be run for \$25 a week or \$80 a month.

Ads announcing anniversary celebrations or special birthday observances are \$25 a week.

Garage sale ads are \$10 a day or \$15 for two days. Ads are limited to text only and as to the number of pages.

Ads need to be 40 words or less, and are placed on a "Space Permitting" basis.