



We're progressing with fiber technology

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 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outdated equipment and adding electronics that allow us to offer greater speeds to our members.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 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

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WITH FIBER

LOCALIZED
CHANNELS
IN BUSHLAND

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COMPUTER
SERVICE,
REPAIRS

DRAFT PAYMENTS
NET ONE PERCENT

NFL REDZONE
FREE WEEKEND

Localized channels available in Bushland

WT Services customers in Bushland can now take advantage of two local cable TV channels serving the community including a community Bulletin Board on Channel 201 that includes school lunch menus, local advertising, birthday listings, school events, etc. and a weather channel on Channel 267 that provides information pertinent to the Bushland zip code, including forecasts, watches and warnings.

Contractors for WT Services have been installing the cable necessary for residents in the Prairie West north neighborhood to gain future access to their Internet, cable TV, and phone services. The contractors have worked over a time span of several weeks to complete the project.

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

WT Services provides computer service, repairs through Hereford, Friona offices

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

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.

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 SOFTWARE

Customers should update software or install anti-virus software and run scans. Not doing so can mean slow bandwidth or speed.

Kickoff time for NFL RedZone comes with free trial weekend

NFL RedZone from WT Services delivers all of the touchdowns and important moments during the Sunday afternoon games. When a team gets inside the 20-yard line, NFL RedZone will take you there.

NFL RedZone whips around every NFL game on Sunday afternoons, delivering touchdowns, big plays, great runs, interceptions, goal line stands, all of the most exciting moments as they happen, in high definition. When a team goes inside the 20-yard line, NFL RedZone takes fans there. The channel keeps fans up-to-date in real time, switching from game to game with live look-ins, highlights, and a chance to see the key plays across the NFL.

NFL RedZone is offered to WT Services IPTV subscribers in Hereford as an ala-carte channel delivered in both standard definition on Channel 148, and high definition on Channel 548.

NFL RedZone is available only on Sundays from 11 a.m. until the last afternoon game of the day is concluded. Sunday night games are not included in the package.

The one-time charge for NFL RedZone is \$59.95.

FREE PREVIEW

A limited free preview of NFL RedZone will be made available in Hereford this month. During the first week of the regular season, on Sunday afternoon, September 11, catch every touchdown of every game. Contact the WT Services office in Hereford at 360-9000 for details and to sign up for the NFL RedZone.

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.

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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 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 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.