

# WTS CONNECTION/Hereford/Bushland

ISSUE 5 VOLUME 6 NOVEMBER 2016



## System gets \$500,000 upgrade

**By Amy Linzey  
Chief Executive Officer  
and General Manager**

We wanted to make you aware that we have spent approximately a half million dollars recently to upgrade our systems. This upgrade includes a new Metaswitch in Hereford, a Minerva System Upgrade, an INCA system and we will be installing a new billing system in the

next few months. The Minerva and INCA system upgrades are necessary to support our IPTV system. The billing system will give us capabilities that have not been available previously. An example is On-line bill pay. In addition to our fiber-to-the-premise (FTTP) network, these systems upgrades are to ensure that we continue to provide the best service available to our customers.

Hereford and Bushland are now Smart Communities as a result of our installation of FTTP. Coupled with these systems upgrades, our video service is up-to-date-state-of-the-art. If you need a GIG of Bandwidth, we have you covered.

We are working on placing infrastructure in Friona and Bovina to allow us to send the IPTV feed from Hereford to their area. This will allow us to offer more channels and High Def Channels to our Friona and Bovina customers. We will also be able to extend this service to our customers residing in the service area of West Texas Rural Telephone Cooperative where we have installed fiber.

Like every video provider in the world, we receive some of our content over satellite. We broadcast what we receive. Even though we make every effort to ensure our content is "crystal clear", atmospheric conditions do create pixilation and at times freezing. I moved 4 times in 4.5 years and have had Time Warner, Suddenlink, AT&T Universe, and Dish. I can assure you that this occurs with all providers at some point. We all receive some of our programming feed the same way, via satellite.

(See **SYSTEM**, Page 2)

PAGE 1

**SYSTEM UPGRADE  
OPENS POSSIBILITIES**

**WTS PARTNERING  
WITH FOOD PANTRY  
ON FOOD DRIVE**

PAGE 2

**POKEMON CAUTION**

**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 installed the cable necessary for residents in the Prairie West north neighborhood to gain access to their Internet, cable TV, and phone services.

## WTS, Hereford Food Pantry partnering in food drive

In a season that celebrates abundance, WT Services in Hereford is partnering with the Hereford Food Pantry and local groceries in Hereford for a food drive to make sure that those in need have food available to them.



Ruben Coronado, Manager-Marketing for WT Services reminds WT Services customers that they can donate staple foods and other items throughout this month to the food drive to benefit the Hereford Food Pantry. The Food Pantry serves some 500 food challenged local families each month. Food

collection boxes will be placed at the WT Services office at 119 East 4th in downtown Hereford as well as at Wal-Mart and Amigos Supporters of the project are asked to donate staple goods including sugar, flour, potatoes, rice, beans, pasta, cereals, and canned goods including corn and soups.



**Happy  
Thanksgiving**

**Hereford/Bushland: Smart Communities—with Fiber to the Premise—by WT Services**

## System gets \$500,000 upgrade...from Page 1

With our sophisticated technologies, we are most often able to detect problems with our systems and facilities as we monitor these systems constantly. Our Systems and Facilities Team members receive “alerts” and can remotely log in with their computers to the system to determine what is occurring and repair the problem. This often occurs without you being aware that a problem has even occurred.

During normal business hours (8 am to 5:30 pm), our Operations Center Team is available to work with you to resolve any problems you may be experiencing. If they are unable to resolve the issue remotely, they will send a Repair Team member to your home or business.

Our Installation and Repair Team members are available between 8 am and 8 pm to assist you in the event you have a problem with your service. Please note that we extended the time to 8 pm from 6pm approximately three years ago to allow time for you to return home from work and if there is a problem you can call us and we will have time to work with you to resolve the issue that evening.

Between 8 pm and 8 am, our On-call Repair Team member will assist our customers over the telephone with many common issues that arise. For example:

- They can assist you in re-booting the set-top-box, DVR, or modems.
- They can assist you with changing the ‘input’ selection. They can advise you if your Remote needs new batteries. These are easily changed and we recommend you keep a supply on hand.

- They can contact our Systems and Facilities On-Call Team member for assistance if they believe there is a system problem. The Systems and Facilities On-Call Team member may be able to remote view the equipment known as the ONT on your house to check for problems.

If we are unable to correct the problem over the telephone, our On-Call Repair Team member will schedule a service call the next morning. If you insist that a service call be made between 8 pm and 8 am, you will be charged \$100 for this after hours service call. This fee helps us keep our overall costs to provide service as low as practical.

I have the experience of numerous service providers and we are the only provider that will come to your residence in the middle of the night to repair your service. I can assure you that other providers will try to assist you over the phone, but if they have to send a repairman, I was advised by both companies that they would schedule a service call within 10 days. My current provider advised that I could come to

their office (25 miles away from my home) the next business day (it was a 3-day holiday weekend) and pick up a new DVR.

Please know that we always strive to provide the best possible service to you at reasonable rates. We are continually looking for ways to improve how we oper-

ate and our technologies. We have invested millions of dollars in infrastructure and technologies. The service available in the communities we serve is better than what is available in many urban areas. We are proud to serve our customers with state-of-the-art technology.

## Don't let Pokemon obsession walk you right off a cliff

The newest version of Pokemon, an augmented video game, may be about fun, but it can be used as a lure to attract individuals to a dark alley where they'll become victims of crime. It authenticates your email account, knows where you are at any given time, and can turn on your smart phone camera. It is so popular that hackers have created “clone versions” that can steal your identity and empty your bank account. Make no mistake, the game is fun, even addictive to dedicated fans, who cut across all social, cultural, economic and political strata and range in age from tiny tots to octogenarians. But sometimes the game takes control of the player. News stories tell of people so “glued to their smartphone screens” that they walk into oncoming traffic and even off cliffs. Pokemon becomes a safety issue when drivers focus on capturing cute cartoonish characters on their iPhones, instead of paying attention to the road.

Law enforcement agencies have stepped in with measures to ensure common sense – and separation of game playing from driving and other important activities that require one's full focus and attention.

Playing Pokemon requires providing full access to phone, camera, GPS and email. Knowing where the player is at all times enables Pokemon's wizards to overlay images of popular game characters on an “augmented reality” view of the player's actual physical location.

The Pokemon app is not secure and crimes possible. Hackers can easily broach the system to capture a player's GPS data, then set up a “Pokemon spot” that lures victims to a physical location where instead of capturing a cute game character they are accosted by a real life predator who commits robbery, or worse. Stalkers and pedophiles could lure children to secluded spots on the map through the game.