



SmartHub billing is coming in May

WT Services and West Texas Rural Telephone are rolling out some exciting new billing and payment changes! Beginning in May, our new billing system, SmartHub, will be up and running. SmartHub will make online check payments, credit card payments and receiving electronic bills available and easy.

Fan letter from a customer

Dear Ms. Linzey,

I have taught English as a Second Language classes to adults at the Redeemer Center in Friona since August, 2010. The students use an online program, Burlington English, that is an important factor in their progress in English.

I want to thank you for the Internet access and the extra bandwidth that WT Services donated to the Redeemer Center in Friona. It has helped the ESL adult students by giving them access to an on-line English language program.

Also, I want to express my appreciation to the employees at WT Services. The woman who answers the phone in Hereford (Nancy Urbanczyk) is always pleasant. The young man who came to the Redeemer Center to solve the problems that we were having was very efficient and friendly. He also came to my home one time and helped me with computer access.

When I have had computer problems at home or at the Redeemer Center, Mindy, Heath, and Mike have always been very patient and helped me understand what to do. Once, one of them asked permission and helped me from Hereford.

Teresa Serna and Cherry Wells in Friona have always been helpful and pleasant. I have been to the WT Services Friona office many times asking for announcements about the ESL class to be on Channel 6. Cherry is an expert at wording them to fit the space. Thank you for that service, too.

All of the above have helped adults who wanted to learn or improve their English

You have a great company with superior personnel

Sincerely, Linda White

SmartHub will send you a monthly e-mail reminder that your bill is ready. You don't have to risk missed or late payments again. Whether you are re-establishing automatic payments or setting them up for the first time, you will need to visit SmartHub after May 5.

We take great care to comply with all payment card industry compliance laws which protect your credit card information. That means that we cannot simply extract and move existing credit card information to the new billing system. Therefore, if you previously set up automatic credit card payments, you will need to re-enter your credit card information into our new system. This can be done by selecting "Pay My Bill" from the left navigation. Then select "Auto Pay Accounts" from the left navigation. Click the "Sign Up for Auto Pay" hyperlink. Select "Credit/Debit Card" or "Checking Account" and enter your information in order to pay for services automatically (See SmartHub, Page 2)

PAGE 1
FAN LETTER
FOR WT SERVICES

SMARTHUB BILLING
COMING IN MAY

PAGE 2
TIME RUNNING OUT
ON SCHOLARSHIP
SIGN-UP

MORE ABOUT
SMARTHUB
BILLING

Get a 1% discount

WT Services Friona/Bovina customers can get a one percent discount by paying their bill by bank draft.

Customers who authorize 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 for payment of your WT Services bill by bank draft contact the WT Services Friona office at 1010 Columbia to obtain an authorization form.



Sands in opportunity hourglass rapidly running down

The sand in the opportunity hourglass is rapidly running out on the chance to submit applications for a 2017 WT Services scholarship.

For the fourth consecutive year, graduating seniors from Hereford, Friona, Bovina, and Bushland high schools are eligible to apply, but time to complete the required paperwork is short.

This year's application deadline is a rapidly approaching April 7.

Scholarship recipients will be announced in May. Application forms are available from counselors at Hereford, Friona, Bovina, and Bushland high schools.

Applications and rules may be picked up at the WT Services office in Friona at 1010 Columbia, and in Hereford at the WT Services office at 119 East 4th.

Application forms may also be downloaded from the WTS website at wtservices.net.

WT Services scholarships are open only to students whose parents or guardians are WT Services customers, or, to students who are WT Services customers themselves.

Applicants must be high school seniors who are candidates for graduation

this spring.

Scholarship monies will be disbursed in increments per semester.

An official application form, accompanied by two letters of recommendation, and a wallet-size photo must be submitted. One of the letters of recommendation must be from a teacher, principal, or counselor from the high school that the applicant is currently attending.

To be considered, applications must be fully completed, legibly typed or written, have no attachments other than the photo and two required letters of recommendation, and must be received at the offices of WT Services, Inc. P.O. Box 1776, Hereford, Texas 79045, **no later than April 7, 2017.**

Applicants may be asked to attend an interview at the discretion of the board of parent company West Texas Rural Telephone Cooperative.

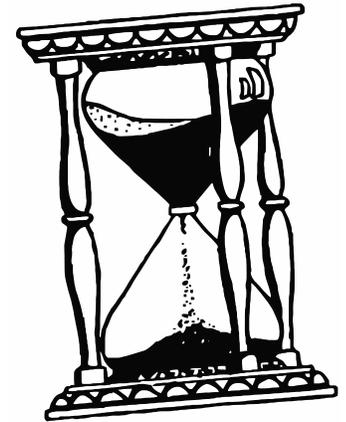
Mechanics of the scholarships include the following:

- * WT Services scholarships may be used at any state or church-sponsored college or university, or at any accredited vocational or technical school.

- * Recipients must maintain a minimum of twelve credited hours throughout each

semester, or have full-time student status at vocational or trade schools.

- * Upon enrollment or pre-enrollment for the fall semester, recipients must send WT Services a confirmation from the registrar's office. Should a recipient drop out of school for any reason, the unused portion of the scholarship will be rescinded.



SmartHub Billing coming in May ...continued from Page 1

each month.

Customers will be able to go to the **WT Services, Inc. website** located at www.wtservices.net or the **WTRT website** at www.wtrt.net and find the link to go to the Smart Hub location.

Monthly bills received in the mail will be in a format that includes a header section providing a quick way to look at your previous and current amounts due along with payments or adjustments that occurred in the past period.

A Bill At a Glance column will provide a summary for each type of service and associated charge.

Page 1 of the bill will include a Message Center providing notices from WT Services or WTRT. A

remittance stub should be torn off and included with your payment.

A Monthly Usage section of the bill further explains charges associated with each service and itemizes charges.

Each of the statement pages will have subscriber account information in the upper right hand corner.

A long-distance detail legend will identify the type of call made from your phone and any Optional Calling Plans applied.

A Toll Detail section will be provided, and the bottom of each Detail page will have a subtotal listed for the calls made.

The final page will display the total of all long-distance charges, and the taxes applied, if applicable.