



## New billing format, SmartHub link for online bill payment 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

### Sales scammer misrepresents WTS

WT Services customers are asked to beware of a current sales scam. We have had several calls to the downtown Hereford WT Services office with reports that a salesperson has been going around Hereford attempting to sign up customers or convince them to switch patronage to Xcite Satellite. The individual has been falsely claiming that WT Services is consolidated with AT&T and Direct TV.

WT Services is not in any way part of this. Should you be approached please feel free to contact the WT Service office at 360-9000. We appreciate your business.

receiving electronic bills available and easy.

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 each month.

Customers will be able to go to the WT Services, Inc. website located at [www.wt-services.net](http://www.wt-services.net) or the WTRT website at [www.wtrt.net](http://www.wtrt.net) and find the link to go to the SmartHub 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 I 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.

PAGE 1  
SMARTHUB  
BILLING  
COMING IN MAY

BEWARE OF  
SALES SCAMMER

PAGE 2  
SCHOLARSHIP  
OPPORTUNITY  
GETTING AWAY

FAN LETTER FROM  
A CUSTOMER

Get a 1% discount

WT Services Hereford 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 for payment of your WT Services bill via bank draft and net the one percent savings, contact the WT Services office in Hereford at 139 East 4th.



# Sands in opportunity hourglass rapidly running down as April 7 scholarship application deadline nears

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 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](http://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.

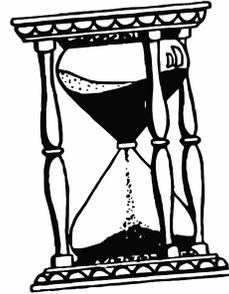
An official application form, accompanied by two letters of recommendation, and a wallet-size photo must be submitted. One of the letters of recommendation must be from a teacher, principal, or counselor from the high school that the applicant is currently attending. To be considered, applications must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

## Fan letter from a customer sold on WT Services

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 (Nancy Urbanczyk) who answers the phone in Hereford 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