



## Significant network upgrades made to better serve our customer needs

**By Amy Linzey  
Chief Executive Officer**

West Texas Rural Telephone Cooperative and WT Services continuously work to make our network reliable and to offer services that our customers need. To that end, we have made significant improvements and upgrades to our network.

We are overbuilding the Cooperative service area with fiber optic cable and have installed approximately 315 miles thus far. This effort will take several years to complete, as we have approximately 700 miles of fiber to install. We are investing in our Cooperative service area because fiber optic cable is the most stable technology that will allow us to provide the bandwidth and services needed by our members for now and far into the future.

We have connected our network with five neighboring rural communications providers similar to WTRT. This allows us to connect to the internet in several ways.

We are now connected to major Internet Service Providers in Seattle, Denver and Dallas. If one link fails, the network automatically switches to the other.

We have ringed our network so that we have redundancy, allowing for a better customer experience.

We have made considerable investment in our network. Some of those investments include:

- Upgrading our primary switch in Hereford.
- An upgrade of our video system.
- Upgrading of our email system.
- Installation of a denial of service server that detects cybersecurity attacks and captures them.

We have made improvements in the way our network is designed to help protect it from cybersecurity attacks.

We have completed our fiber build out to San Jose and East Gracey communities of south Hereford.

Hereford is served

with fiber optic cable to the premise. If customers need a GIG, we've got them covered.

We have completed the build out of fiber to existing neighborhoods of Bushland as well as the school system there and we are keeping up with the growth in that community.

We are upgrading our facilities in Friona and Bovina to allow us to send our state of the art IPTV service from Hereford to Friona and Bovina.

We have installed electronics on our existing transport fiber into Amarillo. This allows us to add additional bandwidth on our transport routes and keep up with the bandwidth needs of our customers.

We serve each of the school systems in Hereford, Bushland, Walcott, Friona and Bovina with Fiber Optic Cable.

In addition to the network improvements listed above, we have added new services and products.

We now offer security (See **UPGRADES**, Page 2)

### SPECIAL POINTS OF INTEREST

- WTRT, WT Services working continuously to offer services that customers need.

- Facilities in Friona, Bovina being upgraded to allow reception of state of the art IPTV service from Hereford

- Overbuild of Cooperative service area with fiber optic cable.

- All told, there are 700 miles of fiber to install. A total of 315 miles has been installed thus far.

- Improvements have been made in network design to help protect it from cybersecurity attacks.

- Build out of fiber to neighborhoods of Bushland and the school system there has been completed.



# Upgrades are made to better serve...from Page 1

cameras and sensors.

We are continuing to grow our telephone systems sales and service as well as two-way radio systems sales and service.

We are offering managed wi-fi service.

**We are offering Network Planning and strategy. If a customer needs a connection to the distant home office**

## Letter of Thanks

Dear WT Services,

I am honored to have been selected for your generous scholarship. I wanted to thank you for funding this scholarship.

I will be a freshman majoring in Music Education at Eastern New Mexico University, starting in the fall of this year. My goal is to become a music educator at a high school in West Texas after I graduate with my bachelors degree.

I will be working while attending college to help fund my education. Thanks to this scholarship, I will be able to reduce my work schedule and focus more on my studies.

Again, thank you for selecting me as a recipient of your generous scholarship.

Warm regards,  
Enrique Carrillo

**or a customer location in a distant community, we can make that happen.**

We want to ensure that we are meeting the communications needs of our valued business customers. We invite businesses to contact us to discuss their communications needs and our capabilities. We recently established a Business Solutions Team within our organization. **Ruben Coronado** and **Shannon Redwine** have

## Payment by draft nets 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 via bank draft and net the one percent savings, contact the WT Services office in Friona at 1010 Columbia to obtain the necessary authorization form that includes bank routing and account information..

been promoted to **Managers of Business Solutions.**

Please contact Ruben, Shannon, Assistant General Manager Scott Hickok, or me at 364-3331 to set a time to meet. **Doug Baker** and **David Bell** specialize in our Two-Way

Radio Solutions covering the Texas Panhandle and the surrounding area. They also work with telephone systems, security camera and access control solutions. Doug and David work out of our Amarillo office and may be reached at 806-372-6765.

## Computer maintenance vital to avoid frustrating problems

Computer problems are understandably frustrating and can raise questions about whether the issue "is on my end, or the provider's." WTRT/WT Services repairmen have sometimes reported seeing customer computers with too many screens open at one time, but available bandwidth to the modem tested at the appropriate bandwidth per customer records.

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

ers don't maintain their computer properly, (i.e., defragging, using an anti-virus software, running scans frequently, avoiding leaving too many screens open, keeping software up-to-date; or, if they are using a lower end computer without needed memory or capacity for downloading or streaming videos, photos, large documents, gaming, etc.) companies cannot be held responsible for "slow internet speed".

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

WTRT/WT Services has a computer support team that will repair customer computers brought to our office at 3425 US Highway 385. Repair rates are reasonable.