



PTCI

communicator

Save money while enjoying outstanding service

PTCI provides the fastest and most dependable high speed internet in Perryton, Spearman & Booker. Now, thanks to Whole Home WiFi from PTCI, you don't have to be a computer expert to share the speed of your high-speed internet connection with other computers and wireless devices in your home.

PTCI will install and maintain your network using either wired or wireless technology. As a bonus, if you have 20 Mbps internet or higher and Whole Home WiFi, you save \$3.00 every month.

There's no better time for everyone in your home to enjoy high speed internet without the hassles of maintaining your own network.

If you would like more information about PTCI's internet or Whole Home WiFi, go to ptci.net/internet or call us today at 800-562-2556.

Streaming workshops

Perryton - April 18 | 5-7 pm
Senior Citizens Center

Guymon - April 25 | 5-7 pm
PTCI North Store

Contact

PTCI
PO Box 1188, Guymon, OK 73942
800.562.2556 | ptci.net

Office Closure
April 19 | Good Friday



A Program of:
NTA
THE RURAL BROADBAND ASSOCIATION

TV service will end on June 30, 2020

In January 2002, PTCI introduced Digital Interactive Television (DITV). We currently provide TV service to 16 communities in the Oklahoma and Texas Panhandles.

Now a higher-quality, less-expensive technology exists. So, what is this better, less-expensive technology? You've probably heard about streaming TV. Streaming is watching TV over your internet connection. While PTCI will not be your TV provider moving forward, your new digital picture and sound will be delivered over your PTCI internet. When you combine your high-speed PTCI internet with HD picture, the improvement in clarity and picture quality will surprise you.

PTCI TV service will end on June 30, 2020. If you subscribe to PTCI's traditional TV service or Skinny TV service, we encourage you to use this time to select another TV provider.

Even though this change may seem daunting, those who have already switched from traditional TV to streaming TV providers have noticed tremendous rewards. Great improvement in picture quality and savings of around \$1,000 per year are a couple of these benefits. PTCI is also committed to helping our customers achieve the best possible experience with two essential services: Whole Home WiFi and Streaming Care.

"PTCI understands that changing from traditional TV to internet streaming TV may seem formidable to some of our customers. As a cooperative, we stand ready to help our customers through this transition. Over the past year, we have held, and will continue to hold, streaming workshops to help customers through this transition," explains Shawn Hanson, CEO, PTCI. "With this announcement, we are providing customers with plenty of time to make their TV decision. If customers need personal assistance with this change, our Streaming Care service is a personal and caring hands-on service that assists customers step-by-step through the transition process."

PTCI has been honored to be your TV provider through the years and looks forward to improving your entertainment experiences with our high-speed internet.

Recommended actions

- Attend one of PTCI's Streaming Workshops to learn more about streaming TV.
- Enroll in PTCI's Streaming Care for a seamless transition from traditional TV to streaming TV. With Streaming Care, we will help you set up your streaming devices, connect them to the new streaming service of your choice, and PTCI will be available for help in the future.
- Research TV packages from streaming providers like Hulu, DirecTV Now, Sling, YouTube TV, or PlayStation Vue. Take advantage of free trials before choosing a new provider.
- Call PTCI to check your internet speed. Make sure your speed is fast enough to provide a buffer-free streaming experience.
- Make sure you have devices capable of streaming live TV. Amazon Fire TV, Roku, Apple TV, and Chromecast are all suitable options. Remember to check the compatibility of the service and the device.



Calling the do not call list

Telemarketing is more prevalent now than ever, causing more than 137 million consumers to register with the national Do Not Call list. If you're among them, you may have noticed that your registration only affected certain types of callers.

That's because the Federal Trade Commission (FTC) and the Federal Communications Commission (FCC), who administer the Do Not Call list, have limited jurisdiction. As a result, the following groups can still contact you:

- Political groups.
- Charitable organizations.
- Phone surveyors, when their sole purpose is to conduct a survey.
- Companies with whom you have a business relationship — this includes anyone from whom you've made purchases; they can call you for up to 18 months after your last purchase.
- Those who have received written permission from you.

For additional details or to register your phone numbers (including both home and cell phone numbers), visit www.donotcall.gov. Most telemarketing calls should stop within 31 days of your registration.

Fast internet isn't always reliable internet

Every internet provider tries to influence potential customers by flaunting their "amazing", "cutting-edge", and "blazing fast" internet speeds. Fast speeds are great, and PTCI has the fastest internet in the area, but we also understand that speed is only one part of a good internet experience. An equally important factor, that many of those companies don't mention, is reliability.

When it comes to technology, you should consider quality along with cost. So, yes, some companies may offer high-speed internet at seemingly cheap prices, but is their network capable of supporting those faster speeds? Someone could purchase a 50 Mbps internet plan and only get a fraction of that speed due to poor equipment and infrastructure.

With PTCI, you can be assured our equipment is top-of-line, and we're committed to providing our customers with a quality internet experience. We're the only internet provider in the area with a local office and, because we are truly local, money spent with PTCI remains in your communities.

PTCI is proud to promote our reliability alongside our internet speeds and dependable Whole Home WiFi. Providing the best internet experience available is our priority. If you've been having any issues with your internet's reliability, we can fix it.

[Give us a call at 800-562-2556](tel:800-562-2556), or visit one of our local stores and one of our friendly experts will assist you.

Whole Home WiFi Plus fixes your internet problems

Did you know that third-party routers cause over 50 percent of internet problems? PTCI's Whole Home WiFi Plus solves those issues.

PTCI's new Whole Home WiFi Plus adds another layer to help make your internet use worry-free. Whole Home WiFi Plus includes Tech Home Support's anti-virus, cloud back-up, password protection, device and network support, and more. We also provide the router and update it's firmware to protect it from vulnerabilities.

Add Whole Home WiFi Plus to your high-speed internet and experience a worry-free, digital home. By protecting your devices and network, you allow them to perform optimally.

[Call 800-562-2556 today](tel:800-562-2556) and see how you can get Whole Home WiFi Plus for the low price of \$16.95 per month.



Whole Home WiFi Plus

- Anti-virus protection
- Cloud back-up
- Password protection
- Device and network support

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PHOTOGRAPHER

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ptci.net/annual-directory-photo-contest/

Which streaming service is best for you?

With PTCI's TV service coming to a close at the end of June 2020, many have wondered, "Where can I find affordable television service that has the channels I want?" And while streaming services continue to evolve and add channels and content, here are some basic guidelines that may help.

Hulu Live

- Three Amarillo network channels
- 50+ channels and add-on packages available
- Cloud DVR
- 2 streams, with ability to purchase more
- Parental controls

Direct TV Now

- Variety of channel packages. Get as many as 125+ channels
- Cloud DVR
- 2 streams, with ability to purchase more

PlayStation Vue

- Three Amarillo network channels
- Four different channel packages. Up to 90+ channels available
- Five streams allowed
- Sports package add-on available
- Cloud DVR

Sling

- Lowest price among "cable replacement services"
- 1-4 streams available
- Cloud DVR
- 2 packages to choose from
- Parental controls

YouTube TV

- Four Amarillo network channels
- Cloud DVR with no storage limits
- Up to six accounts per household
- 60+ channels

PTCI completes customer survey

PTCI thanks all the customers who participated in our 2019 email survey. We received valuable information that will help shape the way we handle customer service, customer communication, and service offerings.

Customers continue to rate PTCI internet services at "good" to "very good." PTCI provides dependable, fast internet speeds. This allows PTCI customers to cut the cord on traditional TV service and move to streaming TV options like Netflix, YouTube TV, and DirecTV Now. With streaming services like these, you can watch whatever, whenever, wherever without paying exorbitant fees for hundreds of channels you never watch.

PTCI commits to providing you with the dependable communications and entertainment services you want, at prices you can afford.

If you have any questions, comments or concerns, call us at 800-562-2556 or log on to www.ptci.net and click on "Contact us." You can also stop by one of our offices located in Perryton & Spearman.





PTCI shows appreciation for Hansford County health workers

Hansford County Health Department employees enjoy a hamburger lunch prepared by PTCI's Emanuel DeHerrera, Randy Jacobs, and Jason Epp. PTCI also provided giveaways to show appreciation for the hard-working healthcare employees of Hansford County.



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Is your internet stuck in the '90s?

Internet is more than 1,000 times faster in 2019 with PTCI's high-speed internet and Whole Home WiFi.

Call today & bring your internet up-to-speed.