



# PTCI

# communicator

Spring 2020

## Cut the cord and save

You can save \$1,000+ per year by switching to streaming TV. Plus, get the content you want without all the extra channels. Here are tips on how best to cut the cord:

- 1. List your priorities.** Is watching local channels, sports, or specific channels your main concern? Price?
- 2. Find your channels.** Go to [www.thestreamable.com](http://www.thestreamable.com) — a tool for finding the best-fit streaming service. Visit each one's website for complete channel packages.
- 3. Find your streaming device.** Choose from smart TVs, Roku, Amazon Fire, Chromecast, Apple TV, Nvidia Shield, and more. Check with your streaming provider for device compatibility.
- 4. Choose more than one streaming service.** You might be happiest with one "cable TV replacement" streaming service plus some extras like Disney+, HBO Now, or ESPN+ for the extra content you want.
- 5. Take advantage of free trials.** Most services offer free trials so you can try them before paying for them.
- 6. Get help from a pro.** Sign up Streaming Care, the in-home and phone support service provided by PTCI.

**Call 800.562.2556 to learn more about Streaming Care.**

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**Office Closure**  
April 10 & 11 – Good Friday/Easter Weekend  
May 25 – Memorial Day

## PTCI TV service will end on June 30, 2020

If you subscribe to PTCI TV, we encourage you to take steps now to make the transition from our traditional TV service to streaming TV, which delivers programming over an internet connection. So while PTCI will not be your TV provider after July 30, 2020, we'll still be part of your TV viewing with PTCI internet.

Even though this change may seem daunting, those who have already switched to streaming TV providers are enjoying benefits including yearly savings of around \$1,000 and an improvement in picture quality. PTCI is also committed to helping our customers achieve the best possible streaming experience by offering these services: Whole Home WiFi and Streaming Care.

### We recommend you take these actions:

- Check out our Streaming Workshop videos on PTCI's YouTube Channel to learn more about how to stream TV.
- Enroll in PTCI's Streaming Care for a seamless transition from traditional TV to streaming TV. With Streaming Care, we'll help you set up your streaming devices and connect them to the new streaming service of your choice. PTCI will also be available for help in the future.
- Research TV packages from streaming providers like Hulu, DirecTV Now, Sling, or YouTube TV. 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.

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.





## Calling the National Do Not Call Registry

Telemarketing is more prevalent now than ever, causing more than 137 million consumers to register with the National Do Not Call Registry. 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 Registry, 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.

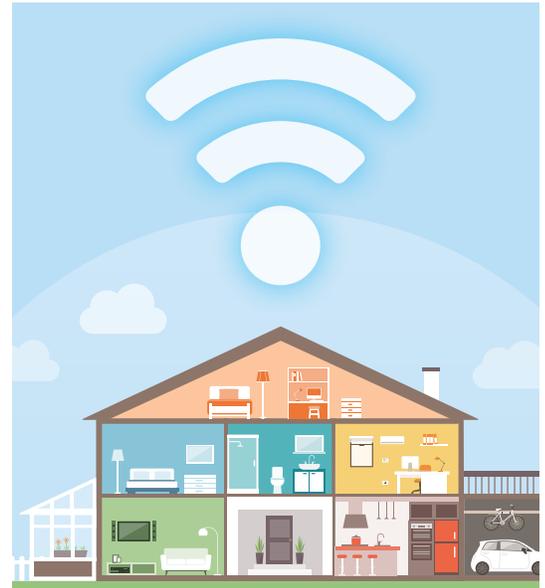
For additional details or to register your phone numbers (including both home and cell phone numbers), visit [www.donotcall.gov](http://www.donotcall.gov). Most telemarketing calls should stop within 31 days of your registration.

# Get peace of mind with Whole Home WiFi Plus

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. Whole Home WiFi Plus is an extensive tech solution that gives you the reliability of our Whole Home WiFi with the ease of mind provided by Tech Home.

### Whole Home WiFi Plus includes:

- WiFi management
- Anti-Theft for phone or tablet
- SecureIT
- FileHopper
- Password Genie



PTCI will keep your router up to date and provide you with 24/7 tech support. There's no better time for everyone in your home to enjoy the benefits of Whole Home WiFi Plus because the first month is free!

**Whole Home WiFi Plus starts at \$16.95. Call 800.562.2556 to sign up.**

## Reliable hometown service

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.

With PTCI, you can be assured our equipment is high quality, and we're committed to providing our customers with an excellent 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 our communities. PTCI employees are often your neighbors, relatives, and friends. We care about this community because it's our community, too.

PTCI is proud to provide reliable, fast internet service in this part of Texas. High-speed internet promotes growth and opportunity for small business, better education for our youth, and a greater quality of life for everyone.

**Are you interested in improving your internet experience via a speed upgrade or new service? Call us at 800.562.2556 to get help from a friendly expert.**



# Which streaming service is best for you?

With PTCI's cable 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?" While streaming services continue to evolve and add content, here are some basic guidelines that may help.

## Hulu Live

- Four local network channels
- 50+ channels and add-on packages available
- Cloud DVR
- Two streams, with ability to purchase more
- Parental controls

## AT&T TV

- Four local network channels
- Variety of channel packages with as many as 125+ channels
- Cloud DVR
- Two streams, with ability to purchase more

## YouTube TV

- All four local network channels
- Up to six accounts per household
- Unlimited DVR
- Only \$40 per month for 66 channels

## Fubo TV

- One local network channel
- Three different channel packages with up to 180+ channels available
- Three streams allowed
- Latino packages available
- Cloud DVR

## Sling

- Latino packages available
- One to four streams available
- Cloud DVR
- Two packages
- Parental controls available

## Netflix

- Excellent and exclusive content selection
- Recommends new content based on viewing history
- No live network or live sport content
- Not a "cable channel replacement" option

To learn more about getting started with streaming, subscribe to PTCI's YouTube page for virtual Streaming Workshops.



## PTCI completes customer survey

PTCI would like to thank all those customers who participated in our 2020 email survey. We received useful information that will help pave the way through the coming year in the areas of customer service, service offerings and customer communication.

Customers continue to rate PTCI internet services at "good" to "very good." PTCI's fiber-to-the-home conversions provide dependable, higher internet speeds, which allow PTCI customers to cut the cord on traditional TV service and move to streaming options such as Netflix, YouTube TV and Hulu. With streaming services like these, you can watch whatever, whenever, wherever without paying exorbitant fees for hundreds of channels you never watch.

**"PTCI's fiber-to-the-home conversions provide dependable, higher internet speeds, which allow PTCI customers to cut the cord on traditional TV service"**

PTCI is committed 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](http://www.ptci.net) and click on "Contact us."



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## PTCI feeds Ochiltree General staff

PTCI showed our appreciation for the hard-working staff at Ochiltree General Hospital in Perryton with a grilled hamburger lunch on Tuesday, March 17. Thank you for all you do to make our community a better and healthier place to live!

# Connecting you to your world.

PTCI's internet lets you live where you want and connect wherever you choose.



800.562.2556 | ptc.net



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