



PTCI

communicator

August 2020

Introducing PTCI's biggest-ever No Overage Plan

A big family requires a big data plan, and PTCI has a new, bigger No Overage Data Plan just for you. Get a whopping 200 gigabytes of data that can be shared on up to six devices!

With this much data, you'll have no more worries about your data speeds being throttled. And as with all our No Overage Plans, you'll never have to pay a dime in overage charges again. What you'll enjoy is the best coverage in the Oklahoma Panhandle and great service when you decide to roam the country.

If a bigger and better data plan is what your family needs, upgrade online by logging into your PTCI SmartHub account at ptci.smarthub.coop or give us a call at 580-338-2556 to upgrade your plan. You can even set an in-store appointment with one of our friendly customer service representatives.



PTCI
PO Box 1188, Guymon, OK 73942
580-338-2556 | ptci.net

Office Closure
September 7 – Labor Day



Elfers catches lightning and directory cover

Lori Elfers of Beaver loves taking lightning photos.

"My husband is the fire chief here, and we go out and watch storms," Elfers said. "Because of that, I have developed a love of taking lightning photos."

Lori's contest-winning photo was taken south of Elmwood in Beaver County, near the Texas state line.



"We were out watching storms, and the lighting was just popping like crazy," Elfers said. "I got about 30 different versions of that photo, but it's a single photo. It's a long exposure shot to capture lightning. I believe that one was about 20 seconds long."

Congratulations to Lori, who is the winner of a \$100 gift card and whose photo will be featured on the cover of PTCI's phone book that comes out in November. Be sure to also check out our 2021 calendar, which features more top photos submitted for the contest. It'll be available later this year.

Get \$20 today!

- Manage your account
- View and pay your bill
- Monitor your usage 24/7
- Report service issues

PTCI
800.562.2556 | ptci.net

smart hub

Receive a one-time \$20 bill credit when you sign up for SmartHub and paperless billing.

One-time \$10 bill credit when you sign up for SmartHub for the first time. One-time \$10 bill credit when you sign up for paperless billing for the first time. Offer expires August 31, 2020.



A reminder of our policies regarding customer information

Under Federal Communication Commission (FCC) rules, telephone companies like PTCL are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). Please remember that we'll follow the policies below when discussing CPNI with our customers:

- When visiting us in person, you will be required to show a photo ID to discuss your account.
- We can only discuss account information with people authorized by the account owner.
- For some routine customer service issues, CPNI can be addressed if you have the bill or call detail information you wish to discuss.
- When you call with account questions, we must authenticate you by requesting your pre-established password, calling you back at the telephone number related to our account, or sending the information to your street or email address of record.

Keeping your information secure is extremely important to PTCL. If you have any questions or would like clarification on these policies, please call 580-338-2556.

New business listings

Guymon

Bandidos Restaurant LLC 580-338-5050

Hooker

Smitty's Bar and Grill 580-652-2288

Logan

Beaver River Outdoors LLC 580-837-5255



Laverne celebrates the 4th

Laverne Customer Service Representative Terri Wheeler (middle, back row) along with her husband Clyde Wheeler, daughters Michelle Mendoza and Jennifer Wheeler, and grandchildren JaeLynn and Jaymin Ashpaugh, Lane Mendoza, and Kameron Hamilton represented PTCL in the annual 4th of July Parade. The event also featured food, games, contests, and entertainment for all ages.

Are you being spoofed?

Have you received a call from a local number only to realize it was an automated call? This does not only happen to PTCL customers. It's a worldwide issue known as Caller ID Spoofing. Scammers use many tactics to appear legitimate and trustworthy, so stay alert.

Watch for these things:

- The caller may request personal information (such as your Social Security number).
- The caller uses an automated voice asking you to return their call to avoid legal action or says you owe a debt and demands you take care of it immediately.
- The caller asks you to return the call at a different number than shown on Caller ID.
- The call appears to come from someone you know or even your phone number.

Here's how to protect yourself:

- Never give out or verify personal information over the phone.
- For calls that may include a financial transaction, initiate the call yourself and only call a phone number you can verify as legitimate.
- Register your phone number with DoNotCall.gov.
- Stay informed and know your rights by visiting the FCC Consumer Help Center.

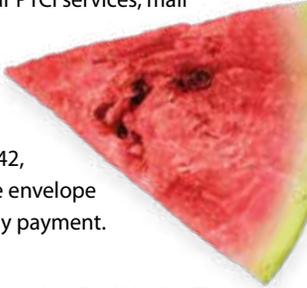


PTCL is currently working to obtain the appropriate call identifiers required to implement the robocall blocking recently approved by the FCC. The unwanted calls must first be identifiable within the network, which requires additional analytics tools. Please know that PTCL will do everything possible within our network to help alleviate this problem as soon as possible.



Word search for August

To be qualified for a drawing for a \$20 credit toward your PTCI services, mail your completed puzzle to: PTCI, Attn: Puzzle, PO Box 1188, Guymon, OK 73942, or drop it into the envelope with your monthly payment.



G Y H J O V D W S T
 O N Q O Q S E N E N
 B S I D T A D V R N
 T K N T T D P C O O
 O O A H A D O O M L
 B I E R N G O G S E
 U R C G N V L L S M
 R L Z Z R S L I P R
 G J O S C A H F A E
 E S V O B E R K R T
 R S U T H Z K O G A
 S S O A N C G J K W
 U O S K B N S U V I
 F N M T Q K S X B R
 V A C A T I O N J T
 G J Y S T R O P S Y
 G H U C T I N Q N A
 W S U W W N N N O N
 Y K S V V L U Q C D
 J N S M Z S F I T Y

- BURGERS
- FOOTBALL
- HOTDOGS
- SCHOOL
- SMORES
- SPORTS
- SUNNY
- TAILGATING
- VACATION
- WEATHER
- WATERMELON

Name: _____

Phone: _____

Email: _____

George Hill of Balko was the lucky winner of our May puzzle drawing. George received a \$20 PTCI bill credit. Congratulations!

PTCI's dedication to providing our customers with fast, reliable internet has pushed us to aspire to bring fiber internet access to as many people within our service area as possible. PTCI has now performed over 5,500 fiber-to-the-home (FTTH) conversions in the last six years, 12,000 FTTH locations to date, and given those households access to internet speeds rarely found in rural areas.

Recently fiber construction has been finished in the Elks addition in Guymon, officially completing the town of Guymon's conversion over to fiber. By the end of 2020, we expect the town of Texhoma to also be converted, which will mark the sixth town to be 100% FTTH. **Boise City is scheduled to receive fiber construction in 2021**, which will complete all communities in the PTCI serving area.



Video calls, online meetings, streaming platforms, video on demand, online gaming, online learning, and downloading apps are all activities that benefit from fiber-backed internet. PTCI's goal for the Rural Surge (to build fiber to as many rural customers as possible in the next four to five years, with around 50 **mi** rural FTTH miles completed in the last two years) and for town construction projects is to build a future-proof system that can deliver incredible speeds to our customers for years to come.

In addition to providing our customers with great internet, PTCI also wants our customers to benefit from secure internet. PTCI's Whole Home WiFi gives you fast and safe internet by providing you with a high-quality, dual-band router that PTCI maintains on your behalf. Like computers, routers need updates, and they will happen automatically when you have Whole Home WiFi. Now you don't have to find and download firmware updates from the web for your specific router model. These updates allow your router to function at its best. If there is a problem with your network, PTCI will be able to see and fix it efficiently.



The combination of great speeds and properly maintained WiFi equates to an experience that is often better than those found in dense urban areas. PTCI is fortunate to be able to serve the Oklahoma and Texas panhandles with this technology. We can live in the communities we love and still connect to the world.



Back to school, back online



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With many schools incorporating online learning into their curriculum this year, make sure the students in your family are ready to take on the semester. A reliable high-speed internet connection is essential for online classes, especially for video conferencing and viewing high quality videos. An up-to-date router is also necessary. The last thing you want to happen when a family member is submitting an important assignment or meeting with an instructor is signal loss or router issues.

PTCI offers the fastest and most reliable internet around, and with Whole Home WiFi, you never have to worry about router issues. Visit our website at ptci.net and try out our internet calculator to see which speed is right for you.



iPhone SE

Small iPhone. Huge Performance.

On us with new
activation or upgrade.

A13 Bionic, the fastest chip in a smartphone.
Portrait mode and 4K video.
Beautiful 4.7-inch Retina HD display and Touch ID.
And long battery life.
It's the iPhone that's small in size but big on power.

1Display size is measured diagonally.
2Battery life varies by use and configuration. See apple.com/batteries for more information.

