



PTCI

communicator

Spring 2021



Steps to a better streaming experience

To avoid buffering, make sure you have sufficient internet speed for streaming TV or video — we recommend at least 50 Mbps. Here are some additional tips:

- Check that you have a good WiFi connection and that your streaming device isn't too far away from your router.
- The device you're using to stream needs to be up to date. Even smart TVs need to run updates once in a while.
- Research which streaming service best fits your needs so that you're able to watch the content you'll most enjoy.

[Check out PTCI's YouTube Channel for how-to videos on streaming and other technology.](#)

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

Office Closure
April 2 – Good Friday
May 31 – Memorial Day
July 5 – Independence Day (observed)

PTCI's super-fast fiber internet coming to Gruver



PTCI engineers are currently laying the groundwork to bring FTTH (fiber to the home) internet service with gigabit speed to the town of Gruver. They'll be in and around Gruver mapping out plans for construction crews to begin laying fiber in town. PTCI's goal is to have customers using our fiber internet by the end of year.

Honor roll students receive t-shirts from PTCI

High School and Junior High School Honor Roll students from across PTCI's coverage area show off their new, free t-shirts from PTCI. Students in PTCI's service area, grades 7 through 12, who made their schools' honor rolls, received custom-made t-shirts. PTCI rewards students who make good grades with school-themed shirts. Congratulations to our area's hard-working students!





National Do Not Call Registry

Telemarketing is more prevalent now than ever, causing more than 240 million consumers to put their phone numbers on 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 and the Federal Communications Commission, who administer the National Do Not Call 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. Most telemarketing calls should stop within 31 days of your registration.

SUBSCRIBE

Subscribe to PTCI's YouTube channel to enjoy live local sports, community events, and tech tutorials.



Reliable hometown internet 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 part of a good internet experience. Reliability is an equally important factor that many of those companies don't mention.

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.

Our 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 our local communities. High-speed internet promotes growth and opportunity for small business, better education for our youth, and a greater quality of life for everyone.

If you're interested in improving your internet experience via a speed upgrade or new service, call 800-562-2556, or visit one of our local stores and one of our friendly experts will assist you.

Get ready for 10-digit dialing for local calls

In July 2020, the Federal Communications Commission adopted an order approving the designation of 988 as the 3-digit dialing code to reach the National Suicide Prevention Lifeline. To facilitate implementation, area codes in 37 states where the 988 prefix is a working prefix and which now use 7-digit local dialing must switch to 10-digit local dialing. This includes our 806, 719, and 575 area code.

Beginning April 21, 2021, you should start dialing 10-digits for all local calls — the 806, 719, and 575 area code plus the 7-digit phone number. If you forget to do so during this transition period, your calls will still be completed. But starting October 24, 2021, you'll be required to dial 10-digits when making a local call. Failure to do so will prompt a recording, reminding you to redial using 10 digits.

In addition to changing your dialing routine, you'll also have to reprogram 7-digit local numbers to 10-digit numbers in any device that automatically makes calls for you, including:

- Speed dial feature on a phone
- Home security equipment
- Personal emergency response system

For more details, visit www.ptci.net.

Annual Directory Photo Contest



It's time to show off your talent! PTCI invites you to submit your best photograph for a chance to have your picture featured on the cover of our telephone directory!

Details for entering your photograph:

- 1) The contest is open to amateurs, hobbyists, pros, and anyone anywhere in between.
- 2) Photos must be submitted in digital, jpeg format. No more than three photo submissions per contestant.
- 3) Photos must be a minimum of 300 ppi resolution at 8x12 inches. (Photos submitted with lower resolution are not judged. To obtain higher resolution, change your camera settings to a minimum of 2550 x 3300 pixels.)
- 4) Take a picture that captures the uniqueness of our area! Photos must be taken within our service area.

Email files to jason.epp@ptci.net or mail CDs/DVDs to PTCI, Attn: Directory Contest, PO Box 1188, 2222 NW Hwy 64, Guymon, OK 73942. **CONTEST DEADLINE: June 25, 2021**

PTCI completes customer survey

PTCI would like to thank all those customers who participated in our 2021 email survey. We received good information that will help pave the way through the coming year in the areas of customer service, product 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 speed internet, allowing PTCI customers to navigate through the work-from-home and virtual learning situations that were prevalent in 2020. Look for additional brief surveys in your inbox that PTCI will be sending in the coming months.

PTCI is committed to providing you with the dependable communication 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, and Canadian.



Benefits of Whole Home WiFi and TechShield

PTCI's Whole Home WiFi provides many benefits that regular WiFi users don't have. It's designed to create an individualized premium wireless network for our customers. Unlike routers bought at retail stores, PTCI's equipment is installed by experts who will help you create the best wireless network for your specific home. Benefits include:

- No more issues with your devices losing their WiFi connection in your home.
- PTCI's experts will set up your WiFi network based on your home's specific needs including size, construction, and user preferences.
- WiFi extenders are available for larger homes or metal homes.
- PTCI will maintain your Whole Home WiFi router to ensure your experience is worry-free.
- PTCI will keep your WiFi equipment up to date with the latest firmware updates to ensure the best speed possible.
- Streaming will be seamless with a great network connection.
- Gamers won't have to contend with frustrating WiFi-based lag.
- No dead zones.



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TechShield is also available from PTCI. Get robust security and recovery to meet all your needs. Benefits include:

- Protection for 10 devices
- Internet security software
- 50GB of cloud backup
- Convenient password manager
- 24/7/365 product support
- Premium technical support for connected devices

To get both products in a savings bundle, call 800-562-2556 and get our Whole Home WiFi Plus free for three months.

Faster internet for better rates. Call PTCI and see if you're eligible for 50 Mbps for \$50 or 100 Mbps for \$75.

Free installation with 1 year agreement. Offer expires June 30, 2021. FTTH customers not eligible for offer. Service not available in all areas. Some restrictions may apply.



800.562.2556 | ptc.net