



PTCI

communicator

Winter 2024

More connected devices demand higher internet speeds

Have you noticed your internet-connected devices slowing down or lagging lately? Perhaps Santa delivered new devices to your house last month, and now you realize you need more speed to keep them all running smoothly.

PTCI has the fastest and most reliable internet around. We recommend having at least 250 Mbps if you have many connected devices such as smartphones, computers, tablets, smart TVs, and other gadgets.



If you're unsure how much internet speed you need, call us at 800.562.2556. Based on your number of devices and online activities, we'll help you decide which PTCI internet plan will work best.

PTCI Headquarters

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

Perryton Store

222 S Amherst, Perryton, TX 79070
Mon, Wed-Fri: 8:30 am-12:30 pm, 1:30-5:30 pm
Tue: 9:00 am-12:30 pm, 1:30 pm-5:30 pm

Spearman Store

721 W 7th, Spearman, TX 79081
Mon-Fri: 9:00 am-12:30 pm, 1:30 pm-5:30 pm

Canadian Store

112 N 3rd Street, Canadian, TX 79014
Wed: 9:30 am-12:00 pm, 1:00 pm-4:00 pm



Texas Build construction update

Happy New Year from PTCI and our crews! PTCI has much to celebrate as our Fiber-to-the-Home (FTTH) project continues to give our customers in the Texas Panhandle access to Gigabit broadband options that many larger cities and metropolitan areas lack.

"PTCI is bringing fiber to the home into Spearman," said Brian Hough, PTCI Director of Plant Operations. "Construction is well underway, and customer conversions are expected to start on the south side of town toward mid-December, with conversions completed in 2024. In Perryton, PTCI currently provides fiber to one-third of the town and plans to convert the other two-thirds in 2024. PTCI values our customers in Perryton and Spearman, and we're very excited to complete our top-notch fiber-based networks in those communities."

REMINDER:

Order honor roll t-shirts for 7th-12th grade students

It's the time of year when PTCI will reward your 7th through 12th grade honor roll students by giving out a free, custom-made t-shirt for making good grades! Remind your children to order their t-shirts this month.

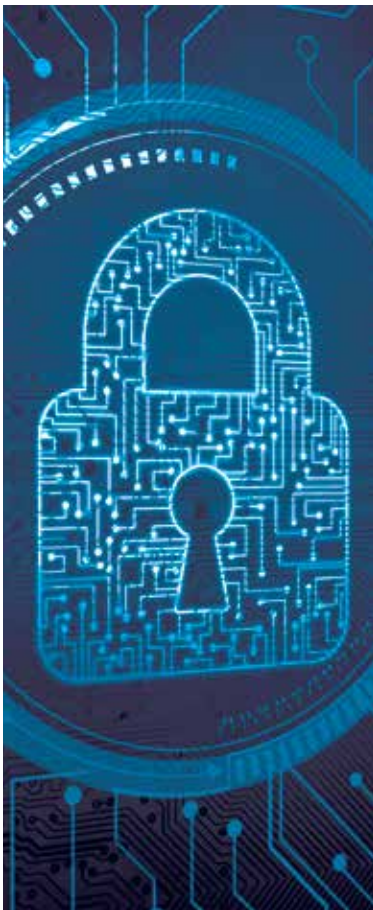
The deadline is Friday, January 26, 2024. Order forms will be at their school office. You can get more information through your school counselor or office personnel.

Prepare for cybersecurity issues

With a new year comes new tricks that hackers will use to try to access your valuable information. Here are some tips to help you be prepared:

- **Create strong passwords.** Good passwords are paramount for keeping your information secure. Use hard-to-guess, strong passwords that include lowercase, uppercase, special characters, and numbers.
- **Stay current with updates.** Always keep your computer, smartphone, and other devices up to date. Software updates often come with new security patches that help make your devices less vulnerable to attack.
- **Use virus protection.** A good anti-virus will help block any unwanted attempts to enter your computer's system. Ask PTCI about Tech Shield, which can protect your system from attack.

PTCI wants to help you have a secure 2024!



Whole Home WiFi with ExperienceIQ and ProtectIQ

PTCI provides safe, fast, reliable internet that covers your whole home — all managed from your smartphone on the new PTCI WiFi App. PTCI Whole Home WiFi with WiFi 6, the most advanced WiFi available, is optimized for performance in today's busy smart home environments and starts with 100% free installation.

PTCI will deliver your system, optimize your WiFi coverage, and connect your devices. From the free intuitive PTCI WiFi App, you can enable a guest WiFi network, manage network access, set up parental controls, and enjoy secure protection from malware and viruses. Subscribers can enjoy a stress-free, worry-free experience with PTCI Whole Home WiFi installed, supported and managed by PTCI.

The PTCI WiFi App is available on Android or Apple smartphones and is completely free to PTCI Whole Home WiFi subscribers. Customers with the GigaSpire BLAST router installed in their homes can also access ExperienceIQ and ProtectIQ through the app. ExperienceIQ allows subscribers to manage screen time, content, and network access. ProtectIQ helps you keep a lock on your network and alerts you when any unwanted visitors try to enter.

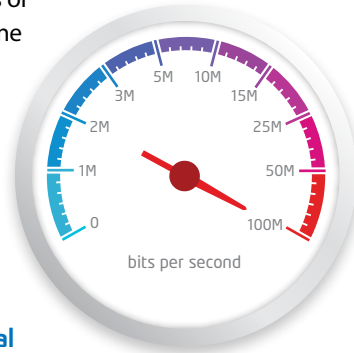


Sign up for PTCI Whole Home WiFi today to keep your home network safe. Visit ptci.net or call 800.562.2556.

The importance of upload speed

Not all internet packages are created equal. For many years internet service providers have treated upload speed as a second thought, focusing only on achieving fast download speeds. But upload speeds will be just as important as download speeds in 2024.

Upload speeds affect gaming, livestreaming, posting videos or pics to social media, video doorbells, remote work, and online schooling. Because PTCI understands the importance of both download and upload speeds, all of our fiber internet plans offer symmetrical speeds. For example, if you get our 1 Gbps package, you'll receive speeds of 1 Gbps down and 1 Gbps up.



Don't settle for an internet connection that's stuck in the last decade. Call PTCI today at 800.562.2556 or visit ptci.net to check out all our great symmetrical plans.

Cold-weather care for mobile devices

Smartphones and tablets don't like cold weather. When a lithium-ion battery is exposed to low temperatures, it can drain faster than normal or indicate it has ample power remaining and then suddenly go dead. Low temperatures can also make a device's glass surfaces more sensitive to cracks and breaks.

To keep your device from getting too cold, don't leave it for long in frigid places such as a parked car. It's best to stash it inside pockets closest to your person, where it can absorb some of your body heat. If your device shuts down, don't restart it until you're inside and have given it time to warm up. Restarting the device immediately could cause more harm and shorten your battery life.

To learn more, consult the manufacturer's website.



PTCI scholarships give back to local students

PTCI values education, and every year we help five local high school seniors work toward their goals of obtaining college degrees. Over the past 31 years, PTCI has awarded over \$375,000 to area students. Each receives a \$1,000 scholarship to attend the university of their choice.

Part of PTCI's mission is to enhance the quality of life for our members and customers, and we feel a duty to do so. Awarding scholarships helps us meet that goal. These scholarships benefit our students and are an investment in our region. After graduating, many students return to the area to work and enhance our communities.

This year, area high school seniors have until January 31 to submit their applications online. The mobile-friendly process makes it easier for students to apply, and they often use a school computer or cell phone to complete their applications.

Eligible students may apply at ptci.submittable.com until 11:59 pm on January 31, 2024. Recipients will be announced later in the spring.



PO Box 1188
Guymon, OK 73942

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AMARILLO, TX
PERMIT NO. 664

Local Postal Customer

Online ordering with SmartHub

Did you know you can add or change your PTCI services using SmartHub? To do this, you must first log in to your SmartHub account using a web browser instead of the app. This can be accessed at <https://ptci.smarthub.coop/>.

Once you log in to your account, you will click Edit My Services in the menu on the left-hand side of the screen. If you do not see "Edit My Services" listed, please get in touch with us via our live chat feature at ptci.net or call us. Once you select Edit My Services, you will see your services listed. You can view or add an internet or Whole Home WiFi plan in the menu on the left-hand side of the page. You can check out once you add a plan to your cart.

For questions or how to get started, chat online with a representative at ptci.net or call 800.562.2556.



Get local support with Whole Home WiFi free for 3 months.



Offer available for new activations. Not available in all areas. Some restrictions may apply.