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# 1:1 Connected

Innovating Since 1952

## VTX1 Companies

### MESSAGE from our CEO

Hello, everyone – thank you for reading our newsletter. In our last two issues I've addressed broadband in schools and businesses. In this issue, I want to present to you how providing broadband Internet to these entities and others can change the complexion of small-town Texas.

James Huff is the County Judge for Live Oak County and has held that position for more than 30 years. During his tenure, he's seen what the power of broadband Internet has done for small

towns, such as George West, TX. In the following interview, Judge Huff provides insight on how companies like VTX1 can make a difference in rural communities.

**How or why did you select VTX1 Companies as your provider of choice?** "My first interaction with a VTX1 company occurred when Valley Telephone Cooperative, Inc. began servicing the Annarose area – a rural part of South Texas where other phone companies were unwilling to provide service. They fulfilled a great need that exists in every community, large or small – the need to connect and communicate.

Several years ago, Live Oak County strongly supported a federal grant for VTX1 to provide phone and Internet service via fiber optic technology in Live Oak County. In fact, the VTX1 representative at the

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## VTX1 Companies and Habitat for Humanity Build a New Home for a **DESERVING FAMILY**



*Pictured left to right are: Eriberto Orta – Habitat for Humanity of the RGV, Wayne Lowry – Habitat for Humanity of the RGV; Jose Aleman – Habitat for Humanity of the RGV; Gilbert Gonzales, Mayor of Raymondville; Dave Osborn – VTX1 Companies; Irma Dominguez; Terry Wolfe – VTX1 Companies; Denise Meyners – VTX1 Companies; Edward Gonzales – City of Raymondville; Eleazar Garcia, Jr. – City of Raymondville.*

VTX1 Companies and Habitat for Humanity of the Rio Grande Valley broke ground on September 13 for a new home in Raymondville. This home represents the first Habitat for Humanity house built in Willacy County. Through the generosity of their employees and management, VTX1 secured \$50,000 to fund the project. With this sponsorship, a local, well-deserving family will have the capability to own their own home.

The family selected to receive this new home is the Dominguez family, which consists of Irma Dominguez and her 2 grandchildren, ages 7 and 9. Said Mrs. Dominguez, "I am so grateful to VTX1 and Habitat for Humanity for the opportunity to live in a brand-new home so that I can raise my grandkids in a safe and healthy environment. They're very happy and excited, and we can't wait to move in."

"VTX1 Companies is excited to work in partnership with Habitat for Humanity as they start this project in Willacy County", said Dave Osborn, Chief Executive Officer for VTX1 Companies. "This project highlights the true spirit of our employees and our corporate mission to serve those around us. We look at improving the community in things other than technology as a logical extension of our mission. Our employees share the passion that we have for improving our communities. It's in our DNA – this is what we do."

"We're excited to partner with VTX1 to build a home for a deserving family in Raymondville," said Wayne Lowry, Executive Director of Habitat for Humanity of

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*CEO continued from page 1*

time, John Bradford (now retired from VTX1), was known to us as he grew up locally; that always helps with the trust factor. Before VTX1 'came to town', fiber optic was only a dream.

So, to answer your question, the strong interest and investment VTX1 has in Live Oak County and our South Texas region was the basis for our selection of VTX1 services. I felt, and have not been wrong, that they are a solid, user-friendly company providing a service to our area we must have. I also like the fact that I can pick up the phone and talk to a live person about any problem I may have; in today's automated world, that is a luxury. Having a VTX1 office in George West is a big positive for our area."

**How have VTX1 services benefited your area and the county as a whole?** "VTX1 has allowed us to be competitive with the rest of the world with fiber optic services. In addition to servicing our community, any measure of economic development demands good, reliable, high-speed Internet service. VTX1 provides an array of services to government, businesses and households. VTX1 fiber optics

to our schools and county libraries provides a service that is not only enjoyed in rural south Texas, but now demanded."

**How will technology benefit your operations?** "At the County level, things have changed drastically. Electronic filing is mandatory for our legal system, reports and the exchange of information between the County and State Government; all these functions require high speed Internet. Fiber optic service from VTX1 allows us to do our job just as well as a metropolitan area.

VTX1 has allowed Live Oak County to advance to the next level in providing security for our employees as well as the public. VTX1 video security, emergency notification and other devices have brought our courthouse security to a manageable level. And importantly, our security plan with VTX1 was presented in a common sense, well-planned presentation. Even the installation of VTX1 security devices was accomplished without disruption; not always easy in a courthouse that is 99 years old. Any questions about our security system have been answered with a phone call.

VTX1 is a reliable Internet provider for our Sheriff's Department which requires high speed Internet services that are crucial in an emergency. I also appreciate the support VTX1 has shown in supporting local community efforts such as George West Storyfest and many others."

Judge Huff's story exemplifies the impact that having reliable, broadband Internet service can have on small communities. Every day, connections to the Internet are becoming more important for economic development, educational opportunities, and maintaining a high quality of life. Basic broadband is simply not enough for many residents and businesses.

VTX1 Companies has been providing affordable, reliable and innovative services to the people of South Texas for more than 66 years. Our corporate mission is to serve those around us, and we look forward to honoring that mission today and for many years to come.



*Habitat continued from page 1*

the Rio Grande Valley. "With the support of VTX1 and this great community, we hope to copy the success that we've had in Cameron County here in Raymondville. We've been discussing this project with them for almost a year, and it's a great feeling to see it come to fruition."

Construction of the home will begin in October and is scheduled to be completed in December.



**Serving South Texas For Over 60 Years!**

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Monday - Friday; 8 am - 7 pm  
Business Offices  
Monday- Friday; 8 am - 5 pm
- Technical Support**  
Monday-Friday; 8 am - 9 pm  
Saturday & Sunday; 10 am - 7 pm  
Wireless Technical Support 24/7

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# CONNECT with our **SCHOLARSHIP RECIPIENTS**



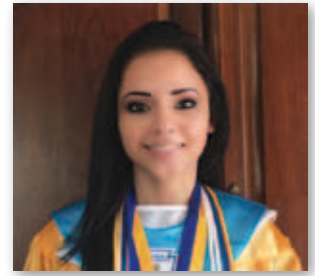
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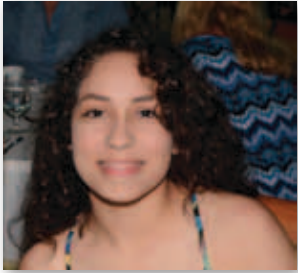
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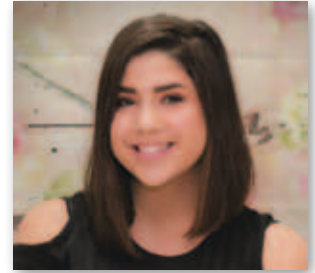
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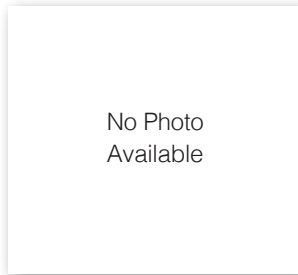
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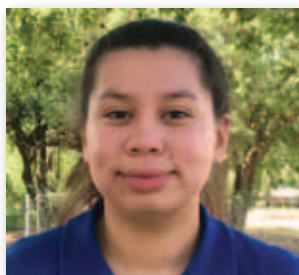
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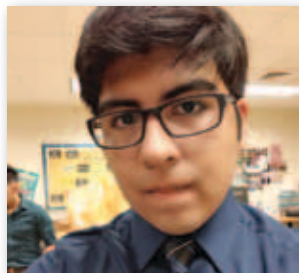
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# Reasons Your Internet is Slow

## (AND HOW TO SPEED IT UP)



### ***Is your internet connection sluggish?***

Following are a few of the most common speed-slowing culprits -- and how to handle them.

#### **Outdated devices**

Is your connection slow – or are your devices? Try running a speed test which measures your upload and download speeds. This process can help you narrow down the sources of slowing speeds. Computers need to be connected via ethernet cable during this test to rule out any Wi-Fi glitches that may be contributing to the issue. To determine the rate of speed you need for the number of users and online activities you have, call VTX1 Customer Service at 1-800-446-2031.

As a rule, laptops will be more powerful than tablets, which will be more powerful than smartphones. However, specific configurations by device type will vary based on make, model, and age of the devices.

#### **Multiple applications**

As more and more applications have moved to the cloud, the amount of bandwidth required has also increased. Check devices to make sure all applications currently running are necessary, and close those that don't need to continue running in the background.

#### **Blocked Wi-Fi signals**

Obstructions between the Wi-Fi router and the connected

device will deteriorate the signal; a clear path will provide the best performance. Have your Wi-Fi-enabled Internet modem or standalone Wi-Fi router installed as close to the middle of your home as possible, or centrally located within the space where you will use Wi-Fi most often. The router should be in an open location, and oriented in the appropriate position so that the antenna has maximum effectiveness. A Wi-Fi (or range) extender, a device that extends the existing signal, may also be a simple fix.

#### **Browser add-ons**

Your browser could have add-ons and plug-in features that are consuming bandwidth. It might also have security features that scan pages for safety before loading. To disable unnecessary add-ons, go to the Tools menu and click "Manage add-ons."

If you go through the process of disabling add-ons and you are still browsing at a snail's pace, your browser may be corrupted. Install an upgrade to the latest version to ensure your devices are browsing at the maximum speed.

#### **Bandwidth boost**

If you implement all these tips and your Internet speed is still sluggish, consider upgrading your Internet service plan. In addition to providing robust, reliable connections, VTX1 also offers the latest modem and router as well as 24/7 support. Call VTX1 today at 1-800-446-2031.





## Paycheck Checkup Can Prevent a Tax-Time Surprise

It's important to check your federal income tax withholding now to avoid an unexpected tax bill or penalty at tax time. The IRS Withholding Calculator can help.

**Everyone should check their withholding. Due to tax law changes, it's especially important to check now if you:**

- Are a two-income family
- Have two or more jobs at the same time
- Work a seasonal job or only work part of the year
- Claim credits like the child tax credit
- Have dependents age 17 or older
- Itemized your deductions on your 2017 return
- Have high income or a complex tax return
- Had a large tax refund or tax bill for 2017

### **Use the IRS Withholding Calculator to do a Paycheck Checkup**

- The IRS Withholding Calculator helps figure out if you should submit a new Form W-4 to your employer.
- Have your most recent pay stub and federal tax return on hand.
- The calculator's results are only as accurate as the information you enter.
- Find the IRS calculator at **[IRS.gov/withholding](https://www.irs.gov/withholding)**.

# CONNECTING in our COMMUNITIES



*Harlingen Downtown Coffee*



*Harlingen Chamber Award Banquet*



*HEAF Foundation Luncheon – Partners in Education*



*Port Mansfield Fishing Tournament*



# CONNECTING in our COMMUNITIES



*Seguin Chamber Awards Banquet*



*Raymondville Chamber Celebrity Golf Tournament*



*66th Annual First Bale Auction & Scholarship Fundraiser*



*McAllen Business Expo*

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