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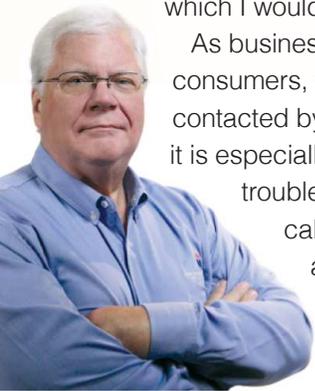
# 1:1 Connected

Innovating Since 1952

## VTX1 Companies

### CEO MESSAGE

Hello, and thanks for reading our newsletter. This month I would like to talk about robocalls and how to avoid them. Dolores Salinas, President of the Rio Grande Valley Better Business Bureau, recently published the following article which I would like to share with you.



As business professionals and consumers, we have all been contacted by robocallers, and it is especially frustrating and troublesome when these callers pretend to be another business, organization, or government agency. Some of our BBB Accredited

Businesses have even experienced scammers stealing their own caller IDs, leading consumers to think a legitimate business was making the calls.

The practice of using technology to alter or disguise an incoming telephone call is called "spoofing" and most calls using spoof caller ID numbers are illegal since they are an attempt to defraud you. Scammers know that a lot of people won't pick up a call from an unknown number, so they spoof the numbers of well-known companies or government agencies.

A new Texas law aims to address this problem. On June 15, 2019, Texas Governor Greg Abbott signed Texas House Bill 1992 into law, essentially banning the use of fake caller IDs in telemarketing calls. The law went into effect on September 1st, and those

*Continued on page 2*

### VTX1 Companies

## Acquires Rock Solid Internet

**Acquisition will extend VTX1's service area and customer base**



# ROCKSOLID INTERNET



**A VTX1 Company**

VTX1 Companies announces the acquisition of Rock Solid Internet based in San Antonio, Texas. Rock Solid, a provider of fixed wireless internet service along with residential and business phone systems, was established in 1998 and serves areas primarily north west and south west of San Antonio. The acquisition extends VTX1 Companies already robust South Texas service area by approximately 4,000 sq. miles to just over 40,000 sq. miles, about the size of the state of Ohio.

"Acquiring Rock Solid not only establishes growth for us as a company but solidifies us being able to serve more customers than ever before" says Dave Osborn, CEO of VTX1 Companies. "Rock Solid's coverage area extends from Kerrville to Bandera, Dilley to Castroville and Hondo to the Stone Oak area of San Antonio, just to name a few. Adding Rock Solid to our existing customer base will allow us to serve approximately 26,000 customers – making us one of the largest rural internet service providers in Texas."

Shane Mitchell, Co-owner of Rock Solid, shared "The acquisition will improve all facets of the company. Resources for Customer Service and Technical Support will grow as the wealth of experience from such a tenured telecommunications company will be utilized." Mark Manning, also Co-owner of Rock Solid, added that "Our footprint in the South Texas market was the perfect area for expansion by VTX1, where the demand for internet service is growing every day."

VTX1 has begun the process of integrating Rock Solid internet services into their operations and will further integrate the two companies starting in early 2020. "Besides Rock Solid's primary internet service offering, we will also integrate Solid Phone and Com Canada, VOIP offerings for the company, as well as the wholesale and retail segment of their business. We have a lot of work to do, and we are just getting started," remarked Dave Osborn on behalf of VTX1.

VTX1 provides internet, telephone service and security applications for homes and businesses in South Texas, including integrated services, dedicated internet access and a fully managed IP transport network for larger enterprises and carriers. VTX1's broadband network extends from south of Round Rock to the lower Rio Grande Valley. The corporate name is VTX1 Companies; legal entities are Valley Telephone Cooperative, Inc. and VTX Communications, LLC. headquartered in Raymondville, Texas.

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callers that violate the law could be fined up to \$1,000 per call.

Under the Truth in Caller ID Act, which is a federal law, callers that misrepresent themselves as another entity are already engaging in illegal activity; however, the Texas law hopes to combat this crime locally as well.

In addition, it is important for consumers and businesses to educate themselves on what to watch out for in terms of spoofing. The BBB of South Texas offers the following tips for identifying and dealing with these calls:

- Avoid answering calls from phone numbers you don't recognize, even if they appear to be local. If it's important, the caller will leave a message.
- Be aware that phone numbers of local businesses, including doctor's offices and/or insurance agents, may appear to be calling you. If you're not certain whether the call is legitimate or a spoof, hang up and dial the known phone number for the contact to verify the communication.

- There are call blocking apps that may help decrease the amount of spam calls, including those using a spoof caller ID. Your phone carrier may also provide a similar service or offer advice.
- Make sure your phone number is on the National Do Not Call Registry by visiting this site: [www.donotcall.gov](http://www.donotcall.gov). Though it is unlikely to prevent most phone scam calls, it will help to reduce calls received from legitimate telemarketers, which can be helpful in screening fraudulent calls.
- Be sure to report any examples of spoofed caller IDs to the Federal Trade Commission at [FTC.gov](http://FTC.gov), the Federal Communications Commission at [FCC.gov](http://FCC.gov), and also file a scam report on BBB's Scam Tracker at [bbb.org/scamtracker/us/](http://bbb.org/scamtracker/us/).



## Annual Meeting DATES

March 14: San Isidro Member Meeting

March 21: Hebronville Member Meeting

March 28: Tilden Member Meeting

May 12: Raymondville Annual Meeting



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

**Dilley Office**  
1489 W. FM 117  
Dilley, TX 78017

**Falfurrias Office**  
300 N. St. Mary's St.  
Falfurrias, TX 78355

**Jourdanton Office**  
511 Main Street  
Jourdanton, TX 78026

**George West Office**  
510 Bowie Street  
George West, TX 78022

**Seguin Office**  
3547 N. Highway 123 Byp.  
Seguin, Texas 78155  
(830) 379-0660

**Raymondville Corporate Office**  
881 E. Hidalgo Avenue  
Raymondville, TX 78580

**Business Offices**  
Monday - Friday; 8 am - 5 pm

**Sales and Customer Service**  
Monday - Friday; 8 am - 7 pm

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

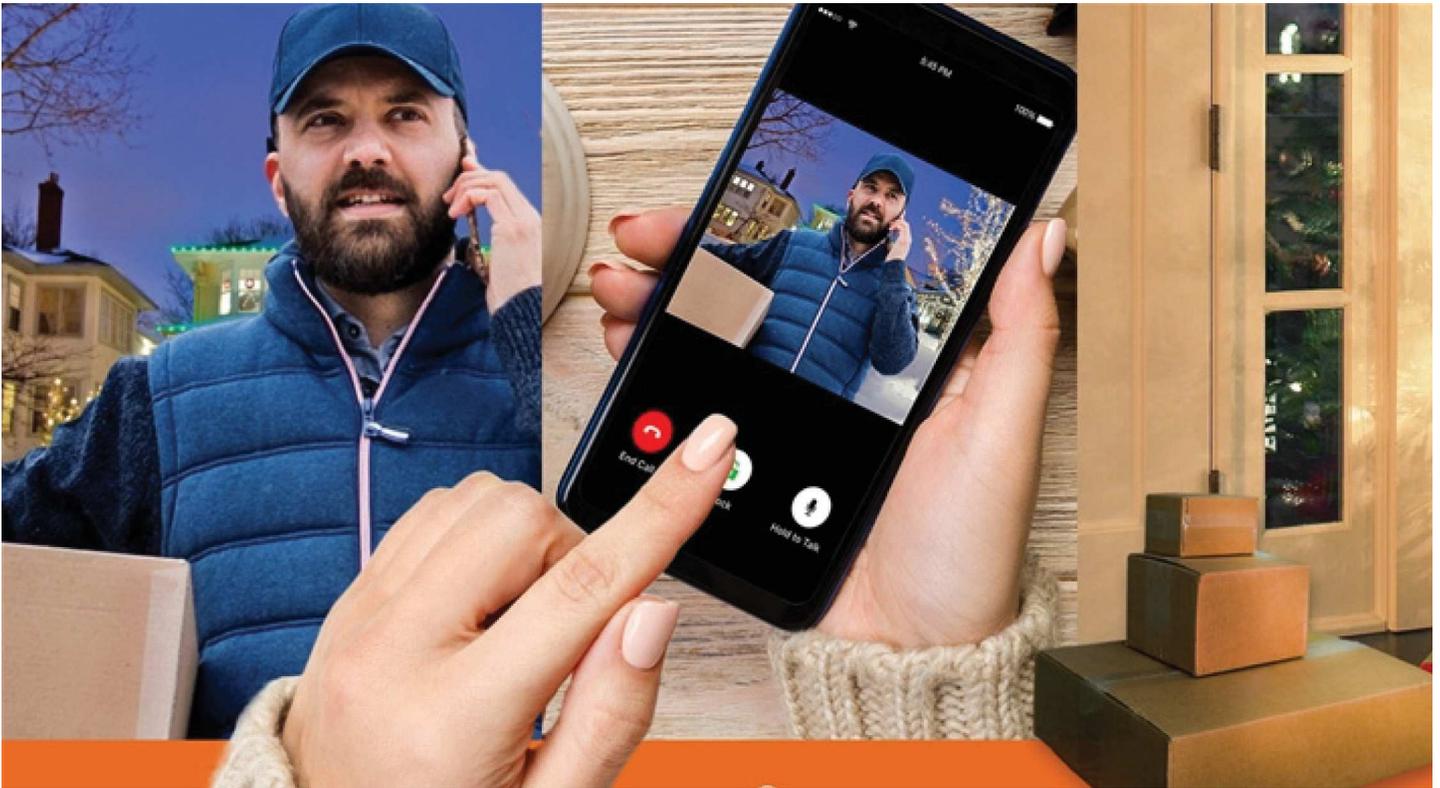
[www.vtx1.net](http://www.vtx1.net) 1-800-446-2031

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# How to Stop Package Thieves In **THREE SIMPLE STEPS**

It's holiday shopping season and package thieves are on the prowl.  
*How do you plan to protect your doorstep deliveries?*



One in four U.S. homeowners has experienced package theft, according to Alarm.com research. Many of us now have packages delivered elsewhere for safety, while others stay home to receive valuable deliveries.

However, there's an easier solution. With a modern home security system that includes a doorbell camera and smart lock, you can secure any package delivery in seconds, from wherever you are. Here's how you can prevent package theft in three quick steps.

### **Step #1: Verify Your Visitor**

You'll know your package is here when the delivery driver rings your doorbell camera, triggering an alert on your smartphone. Open your Alarm.com app for a live video view of the driver, then tap the microphone button to say hello.

### **Step #2: Direct Your Delivery**

Once you've spoken to the driver to verify them, ask them to leave the package inside and close the door afterwards.

Now, unlock your door from the same screen in your Alarm.com app. This action can disarm your security system too.

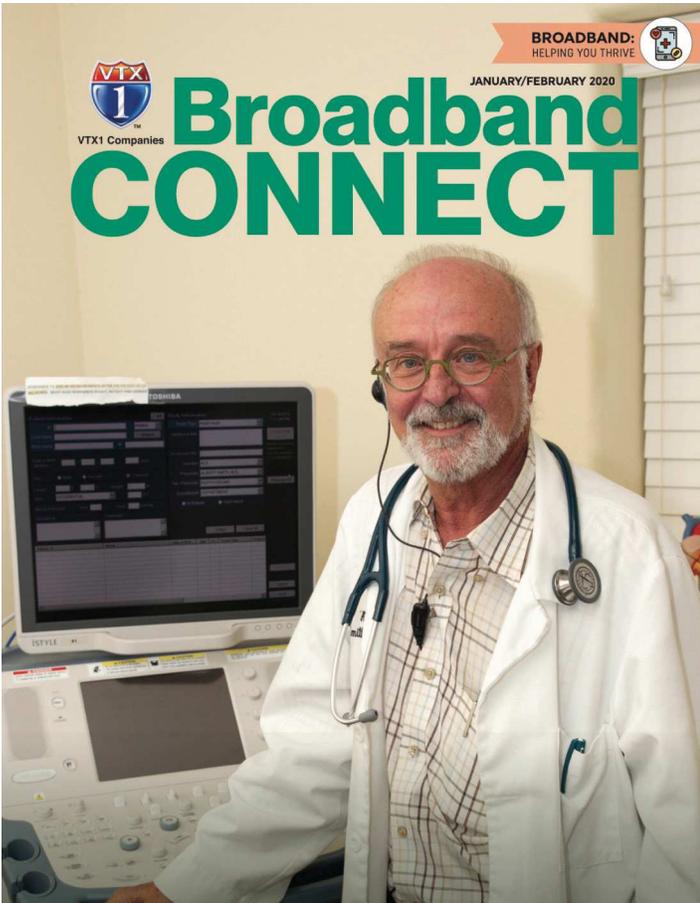
### **Step #3: Secure Your Door**

Once the delivery driver closes your door with your package safely inside, use your Alarm.com app to lock up again. As a final touch, re-arm your security system to ensure that your home is professionally protected for the rest of the day.

Once the delivery driver closes your door with your package safely inside, use your Alarm.com app to lock up again. As a final touch, re-arm your security system to ensure that your home is professionally protected for the rest of the day. For more information regarding VTX1 Companies Security & Home Automation Systems, please visit <http://www.vtx1.net/residential/security/> or call 1-800-446-2031.



# Look for a new magazine in **JANUARY**



the forefront of these changes, building the vital resources needed to bring you critical internet-based services, reliable phone options, security tools for homes and businesses, and more.

To better serve you, we're excited to announce that in January 2020, you will receive a new 16-page magazine produced by WordSouth – a content marketing company. To better share the stories of our communities and our role within them, we've upgraded our existing member newsletter into a bi-monthly publication that's bigger and better.

## WORDSOUTH

A CONTENT MARKETING COMPANY

We've set a goal of maximizing our communication with members and customers, keeping you informed and educated about new industry trends, community activities and news about VTX1. This new magazine will help achieve that goal, and it will publish six times a year.

Through these pages, we will update you on VTX1 services and shine a spotlight on local people and organizations using technology to create something special. You'll also find helpful tips, industry news and interesting feature stories from across the region. The magazine will highlight national trends relevant to how you use technology locally.

We've partnered with more than 20 other rural telcos, joining a unique publishing partnership. We really hope you enjoy your new magazine. Look for it in your mailbox in January.

VTX1 is deeply committed to the people of South Texas, and not only do we want to share your story, we also wish to highlight your stories and your successes. The people who make our region special and so much more.

We feel there's no better time to enhance our ability to communicate with you because we're at a vital moment in how each of us connects to the world. Technology is reshaping how we work, play, study and live. VTX1 is at



## 2020 Holiday Office CLOSURE DATES

January 1	New Year's Day
April 10	Good Friday
May 25	Memorial Day
July 3	Friday Before Independence Day
September 7	Labor Day
November 26	Thanksgiving Day
November 27	Friday After Thanksgiving
December 24	Christmas Eve
December 25	Christmas Day

# CONNECT with our SCHOLARSHIP RECIPIENTS



**Brett Acker  
McMullen**

Texas A&M University, College Station, TX



**Erin Atkinson  
McMullen**

Texas State University – San Marcos, TX



**Jake Chappell  
Lyford**

Texas A&M University, College Station, TX



**Luis Cruz  
San Isidro**

Texas State University – San Marcos, TX



**Nicholas Delgado, Jr.  
San Isidro**

University of Texas RGV, Edinburg, TX



**Eleazar Elizondo  
Roma**

Texas A&M University, Kingsville, TX



**Genaro Elizondo  
San Isidro**

Texas State University – San Marcos, TX



**Allen Flores  
San Isidro**

Texas State University – San Marcos, TX



**Jesus Johnson  
Bruni**

St. Mary's University, San Antonio, TX



**Jeremiah Lozano  
Lasara**

Dartmouth College, Hanover, NH



**Cheyenne Martinez  
Dille**

Texas A&M University, Corpus Christi, TX



**Colton McCartney  
McMullen**

Texas A&M University, College Station, TX



**Leslie Montoya  
San Isidro**

University of Texas RGV, Edinburg, TX



**Cristian Muñoz  
San Isidro**

South Texas College, McAllen, TX



**Catherine Perez  
San Isidro**

University of Houston, Houston, TX



**Armando Reyes  
San Isidro**

Texas A&M University, Kingsville, TX



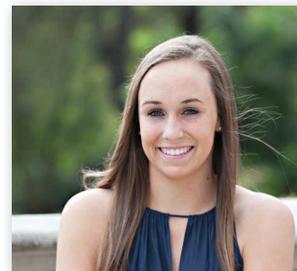
**Will Scogin  
Lyford**

Texas A&M University, College Station, TX



**Abriana Vasquez  
Lasara**

University of Texas, Austin, TX



**Samantha Ward  
Alamo Heights**

University of Alabama, Tuscaloosa, AL



**Daniel Zarate  
San Perlita**

Texas State Technical College, Harlingen, TX



**C.A.S.A. 20th Annual Christmas in August**  
August 7th – Lyford



**Loaves & Fishes of the RGV Annual Autumn Gala**  
August 30th – Harlingen



**Loaves & Fishes of the RGV Raymondville Ribbon Cutting**  
August 30th – Raymondville



**2nd Annual Lone Star Shoot Out**  
August 31st – Raymondville



**McAllen Business Expo**  
September 12th – McAllen



**Edinburg Chamber of Commerce Public Affairs Luncheon**  
September 16th – Edinburg

# Our COMMUNITIES



**Raymondville Bearkats Homecoming Football Game**  
September 21st – Raymondville



**Family Crisis Center Annual Champagne Brunch**  
September 28th – Harlingen



**Dilley National Night Out**  
October 1st – Dilley



**RGV Ducks Unlimited Annual Banquet**  
October 8th – Mercedes



**Family Crisis Center Annual Champagne Brunch**  
October 10th - Mission



**Texas A&M AgriLife Starr County Rural Security & Protection Program**  
October 24th – San Isidro



**3rd Annual Region One Cybersecurity Summit**  
October 25th – Edinburg



**Meet & Greet Mixer with Senator Eddie Lucio, Jr.**  
October 30th – Harlingen



## VTX1 Companies

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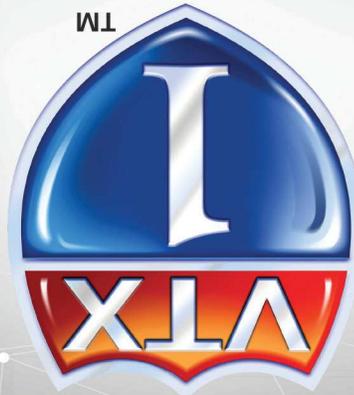
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