



# The Baca Connection

Baca Valley Telephone Co., Inc. ♦ Sierra Communications, Inc.

JANUARY 2008

## 575 Area Code Timeline...

Permissive dialing  
Oct. 7, 2007

Recorded  
Announcement  
begins  
Oct. 5, 2008  
ends  
Jan. 11, 2009

Full  
Implementation  
Jan. 11, 2009

## Contact Us:

(575) 278-2101

(575) 375-2101

(575) 445-5364

## Toll Free:

1-888-682-2101

## Online:

[bacavalley.com](http://bacavalley.com)

[bvt@bacavalley.com](mailto:bvt@bacavalley.com)



## Protecting your account information...

In November we sent our customers a letter explaining that under federal law, you have the right and we have the duty, to protect the confidentiality of information regarding your telecommunication services. This confidential information includes such things as, specific services you purchase, the number of services purchased, who provides those services, call detail records, and charges related to the services purchased. This information is referred to as Customer Proprietary Network Information (CPNI).

Due to the sensitive nature of CPNI information, on April 2, 2007, the Federal Communications Commission (FCC) released new rules pertaining to the use and disclosure of call detail CPNI. Call detail CPNI refers to any and all information pertaining to the transmission of specific telephone calls such as telephone number called, telephone number calling, time, date, charges, location and duration of the telephone call.

Among the new rules is the option for you to establish a password with Baca Valley Telephone Co. and Sierra Communications and provide that password during a customer initiated telephone call before we are authorized to disclose or discuss call detail records. For your protection, this password should not derive from readily available biographical information such as your social security number, mother's maiden name, home address or date of birth.

CPNI rules pertain to specific network information. However, in order to further protect your privacy Baca Valley Telephone Company and Sierra Communications has decided to password protect all customer accounts.

If you happen to lose or forget your password, Baca Valley Telephone Company, Inc. and Sierra Communications, Inc. has implemented a back-up authentication method. We will ask that you provide us with a forgotten password question. This question should prompt you for a response that will provide us with your password. Again, the password cannot derive from biographical information.

If you choose not to establish a password or forgotten password question, the following alternatives can be used in order for us

to discuss or provide you account or call detail information.

- ♦ We may disclose and discuss call detail information with you if you are able to provide the call detail specifics such as called number, when it was called and, if applicable, the amount charged for the call.
- ♦ We can send the call detail information to the address of record that we have on file for you.
- ♦ We can hang up and call you back on the telephone number of record from which your service is derived.
- ♦ We may disclose call detail CPNI to you at our business office with a valid photo ID matching the name listed on the account. Note that Baca Valley Telephone Company, Inc. and Sierra Communications, Inc. is only authorized to disclose call detail CPNI to the individual(s) listed on the account with a valid photo ID.

(cont...)

## Local Area Calling Expanded...

We are excited to offer our Des Moines and Maxwell telephone customers an expanded local calling area. This expansion makes calls between our two exchanges (278 and 375) a local call. You will no longer need to dial the 1-575 to complete the call. This change applies only to calls made from one of Baca Valley's exchanges to the other exchange.

Baca Valley is regulated by the New Mexico PRC and by the Federal Communications Commission. We have been working diligently with these regulators to bring you the least expensive and most modern telephone service possible. The expanded local calling area is just one of the options we have been working on...soon we will be able to offer our long distance service at a reduced rate.

If you have any questions about the expanded local calling area please give us a call.

## New and Updated Directory Listings

### Des Moines

Baca Valley Telephone	278-2101
Callison, C.	278-3310
Canis, L. M.	278-3357
Christian Faith Ministry Parsonage	278-2855
Colorado Lava	278-2744
Hill, Sunny	278-2409
King, Garrett	278-2061
Nobles, James, Jr. & Vicky	278-2266
S V Land & Cattle	278-2880

### Maxwell

Baca Valley Telephone	375-2101
Davis, Virginia	375-2614

#### Clip and Keep



Directory information provided on our website  
[www.bacavalley.com](http://www.bacavalley.com) is updated monthly.

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This password protection became effective on December 8, 2007. If you have not yet done so, we encourage you to contact Baca Valley Telephone Company, Inc. and Sierra Communications, Inc. local business office at 575.278.2101 or Toll Free 1.888.682.2101 at your earliest convenience to establish your account password. You may also stop by the office at 532 Broadway in Des Moines, New Mexico.

The new CPNI rules also require we notify you immediately if your password, customer response to a backup means of authorization for lost or forgotten passwords, or address of record is created or changed. The means of notification may be by way of a telephone call from us to your telephone number of record, or by mail to the address of record prior to the change.

Please feel free to contact Baca Valley Telephone Company, Inc. and Sierra Communications, Inc. local business office at 575.278.2101 or Toll Free 1.888.682.2101 with any questions or concerns.

## 23,624 and counting...

That's how many spam messages our email filter blocks in 24 hours, and that doesn't even include the viruses and malicious content emails. New viruses are being written every day so it's very important to keep your virus protection up to date. There are several software programs to choose from, ranging from free downloads to in-depth security options. Make sure your computer is protected.

## Looking for an unusual gift idea?

We carry a wide variety of novelty telephones...everything from Mickey Mouse, to Betty Boop...even Spider Man. These phones make great gifts and are fun decorating options for children's rooms.



Stop by our office and take a look at our assortment. We're sure you'll find one that will make you smile!

**Reminder...**if you qualify for the Low Income Telephone Assistance Program (LITAP) please provide us with one of the following:

- A copy of your LIHEAP (Low Income Home Energy Assistance Program Eligibility)
- A copy of your Medicaid documentation
- Letter from the Human Services Dept.
- Proof of Income

The discount applies to telephone service on your primary line. The discount will be applied when we receive the necessary documentation. For additional information about the Low Income Telephone Assistance Program please call us at 575.278.2101 or 575.375.2101.

## Happy 2008...

We wish all our customers and friends a happy, healthy, and prosperous 2008!

For the past two years Baca Valley Telephone Company and Sierra Communications has donated to charitable organizations in lieu of sending out holiday cards. The holidays are a time of giving and we feel fortunate to be able to contribute to groups that help those in need.

Our methods have changed but our sentiment remains the same. We hope all of you had a Merry Christmas and a wonderful holiday season. Thank you for your business. We appreciate all our customers and we look forward to providing your communication services in 2008!



## Baca Valley Telephone Company, Inc. Sierra Communications, Inc.



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P.O. Box 67  
Des Moines, NM 88418

