



The Baca Connection

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

January 2003

Happy New Year!

At the beginning of every year we like to provide our customers with information concerning our billing policies.

- ❑ You should receive your bill around the **1st** of every month
- ❑ Payment is due by the **15th**
- ❑ Disconnect notices are sent on the **20th**
- ❑ Service disconnected **last day of the month**

Our office processes approximately 2,000 bills per month. The delinquent and disconnect notices are automatically generated and mailed by our computer systems. Because of this process, and the number of notices being processed, we cannot sort through each bill in order to call and alert certain customers.

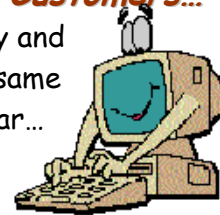
If your payment is going to be late, or if you need to make payment arrangements, please give us a call. Should your service be disconnected, you will be required to pay the current balance in full and a reconnect fee before your service will be reinstated. We do offer customers the option of using a bank draft for monthly payments and we do accept Visa and MasterCard. Please help us keep your service interruption free by making sure your account is current. Give us a call if you have any questions about your bill or the status of your account.

A note about your Plateau cellular service...

Recently we have received calls from customers asking about their cellular phone bills. We found these customers were using a new feature now available on all Digital phones called Text Messaging. Text Messaging allows you to receive, store, and send short text messages. Text Messaging is **FREE** for all incoming text messages but each outgoing message costs **\$0.10**. If you or someone in your family is using this service please be aware of the additional costs.

Great News for our Internet Customers...

At Baca Valley Telephone Company and Sierra Communications we have the same New Year's resolution year after year... bringing our customers the best possible service at the best possible



price. We are excited to announce, beginning January 1st, *the monthly price of our high-speed Internet access was lowered to \$59.95...a substantial savings for our customers.* Our high speed customers will also have 20 MB of web space available to them at no additional charge. As the industry changes and technology costs decrease we feel it is very important to pass these savings on to our customers. It's our way of saying thank you and letting you know we truly appreciate your business!

We've also made some changes in our dial-up connections! In response to our customers' requests, beginning February 1st we will be offering only two plans: a 20 hour blocked plan for \$11.95 for our customers who mainly use their account for email and do minimal web surfing...and an unmeasured plan for \$19.95 that allows customers to use as much time as they wish as long as they are actively using the connection. With the unmeasured plan our customers will have the option of adding 20 MB of web space to their account at no additional charge. If you are currently an Internet customer you should have received information in the mail about the changes. If you didn't receive this information, or if you have questions, please give our office a call. We are excited to be able to offer our dial-up customers these savings while bringing them increased access.

For more information about web space or web hosting please visit our website www.bacavalley.com.
(High Speed availability based on customer's location.)



Until next time - happy surfing!

karen@bacavalley.com



DES MOINES

Cassel, Jan	278 - 3435
McKee, R.	278 - 2338
Mosimann, Rem	278 - 3255
Rodriguez, Albert	278 - 2024
Rogers Sand Spring Ranch	278 - 2661

MAXWELL

BACA VALLEY TELEPHONE	375 - 2101
Pompeo, Carl	375 - 2395
Romero, Mario	375 - 2235
Trujillo, Patricia	375 - 2131

Clip and Keep



Directory information provided on our website
www.bacavalley.com is updated monthly.

Just A Reminder...

If you qualify for the Low Income Telephone Assistance Program (LITAP) you must provide us with **one of the following**:

- A copy of your Medicaid documentation
- A copy of your LIHEAP...Low Income Home Energy Assistance Program (We need a copy of this letter every year.)
- Eligibility Letter from the Human Services Department (We need a copy of this letter every year.)

The discount is for telephone service only and cannot be applied unless we receive the necessary documentation.

We accept VISA and Mastercard.



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



532 Broadway Ave
P.O. Box 67
Des Moines, NM 88418



www.bacavalley.com ♦ bvt@bacavalley.com
(505) 278-2101 ♦ (505) 375-2101 ♦ (505) 445-5364
1-888-682-2101 (Toll Free)

Meanwhile, back at the ranch...

You've worked hard to provide for your family and build your business. You want to keep your loved ones and your possessions safe but you never know what could be happening when you're away.

We make providing 24 hour a day protection easy. A security system from Sierra Communications provides advance warning of the most serious threats to your safety using state of the art components such as:

- **Door/window sensors** detect intrusions
- **Indoor and outdoor motion sensors** sense movement within the home or outdoors, including decks, patio areas, barns, tack rooms, etc.
- **Smoke sensors** detect and report fire
- **Lights can be turned on** at scheduled times or when you walk into a room
- **Pendant alert sensors** bring peace of mind to individuals with special needs
- **Additional environmental sensors** such as carbon monoxide and water leakage detection
- **Optional listen-in/talk-back verification**
- **Off-premise phone control**

Whenever the system detects a problem, a message is transmitted to the Central Monitoring Station. The monitoring station, staffed 24 hours a day by highly trained professionals, will immediately dispatch the appropriate help. In addition, your security system will sound an alarm to alert you to the situation. Most importantly, **you determine who is notified in the event of an emergency.**

Our security systems give you the freedom to be where you need to be without the worry of what is happening at home or at your business. Give us a call to schedule a free on-site consultation. *We're there so you don't have to be...*

security you can count on!

High Speed Internet Access...

now only \$59.95 a month!

Unmeasured Internet Access...

now only \$19.95!

Voice Mail Special...

Sign up for Voice Mail... your service is free until March 1st and we'll waive the activation fee!

(Voice Mail offer good in our 278 and 375 exchanges only)