



# The Baca Connection

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

January 2004

## Baca Valley Celebrates 30 Years!

Baca Valley is celebrating its 30<sup>th</sup> Anniversary this year and I hate to say it but, "Where Have The Years Gone?" Our business first started in Capulin where we answered and placed calls on an old switchboard, and our 46 customers used crank phones. Then we acquired the telephone systems in Des Moines and Maxwell and life has been crazy ever since. We remain by far the smallest telephone company in New Mexico and we think that is good! Baca Valley doesn't seem to have the growth and bureaucratic problems of the big companies which helps us be more flexible in our day to day decisions.

The explosion of new technologies and our ever changing world remain our biggest hurdles. Staying on top of new products has been a wonderful, but challenging, experience. We are preparing to start a new 100 mile fiber optic cable project which will further expand these new technologies. Our newly opened NOC-Call Center is growing, and our customer base is expanding. Baca Valley now has 26 full time employees and nearly 1600 customers, counting our various subsidiary businesses.

The past 30 years would not have been possible without our especially dedicated and hard working employees, our very understanding board of directors and our wonderful customers.

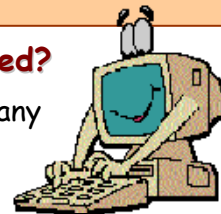
Thank you to everyone who helped us reach this anniversary. We look forward to the challenges and excitement of the next 30 years.

Paul Briesch, General Manager

**Congratulations to our door prizes winners at the Raton and Trinidad business fairs...**  
Calling cards: Rose Ayala, Rhonda Garcia, Red Nogel, Wyvonne Phillips, Ann Salbato, Cecilia Turner, Paul Maddaleni, Ronni Buzon, and First National Bank. Steve Belcheff won the telephone.

## Do you feel the need for speed?

At Baca Valley Telephone Company and Sierra Communications we are always looking for ways to bring new services to our customers. We were the first provider in our area to offer high speed access and we are excited about new technology that will enable us to expand our service even farther.



In Des Moines and Maxwell we provide DSL high speed access for a number of customers. Currently your distance from one of our central offices determines if DSL will work for you. However, with the new cabling projects scheduled for this year DSL will become more widely available.

For several years we have provided wireless high speed Internet access in Raton. Now we can offer DSL high speed access to any in-state Qwest customer if Qwest has the necessary equipment in that area. We can be your Internet provider, offering you great service and technical support, and Qwest will provide the high speed access using your telephone line. We're excited to be able to offer our customers yet another option to enhance their Internet service!

Availability for any of these high speed options is based on your location so give us a call and we will be happy to see if one of them will work for you. We look forward to hearing from you!



Did you know that in 24 hours our filters are catching about **30,000 pieces of SPAM?** This is junk mail stopped before it reaches your mailbox! We are excited the filters are working so well but occasionally there may be email you wish to receive that is blocked because the message meets the "spam" or "harmful content" criteria. If you are having problems not receiving email you are expecting please give us a call and we will be happy to help you resolve the issue.  
Until next time - happy surfing!

## DES MOINES

Avent, Bevin & Donna	278 - 2060
Benjamin, Tim	278 - 3553
Brown, Ryan	278 - 3179
Ellis, Robert	278 - 2523
Green, Moriah	278 - 2366
Haynes, Brandy	278 - 2341
James Kneip (Lodge)	278 - 3040
Pickle, Ashley	278 - 2273
Sintas, Jose & Heather	278 - 3475
Sintas, Michael & Sherri	278 - 3099
Trujillo, Adam	278 - 3636

## MAXWELL

<b>BACA VALLEY TELEPHONE</b>	<b>375 - 2101</b>
Pompeo, Carl	375 - 2395
Mitchell, Tom	375 - 2172
Peterson, Peggy	375 - 2152
Winchester, M.	375 - 2165

### Clip and Keep



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

**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 or an Eligibility Letter from the Human Services Department

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



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



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



[www.bacavalley.com](http://www.bacavalley.com) ♦ [bvt@bacavalley.com](mailto:bvt@bacavalley.com)  
(505) 278-2101 ♦ (505) 375-2101 ♦ (505) 445-5364  
1-888-682-2101 (Toll Free)

Hola Ciao Salam Jambo Hello Shalom  
Konichiwa Gooie dag Hi Bonjour Oi  
Dzier Szery  
Hola Konic  
Dzier Szery  
Hola Konic  
Dzier Szery  
Hola Konic  
Dzier Szery  
Hola Konic  
Dzier Szery  
Hola Konic  
Dzier Szery  
Hola Konic  
Dzier Szery  
Hola Konic  
Dzien dobry Hei Namaste Sawasdee  
Szervusz Chao Aloha Kalimera Buon giorno  
Hola Ciao Salam Jambo Hello Shalom

**Looking for new ways to say...  
Hello**

**Long Distance Service** - We make long distance service easy to understand...15¢ a minute, any day, any time, to any location in the United States. No monthly fees, surcharges, or minimums.

**800 Numbers** - Great for both business and residential service, 800 numbers are the perfect way to stay in touch with your customers, your friends and your family.

**Calling Cards** - Using a PIN number, our calling cards are a safe and convenient way to make a call from across the state or across the country.

**Prepaid Calling Cards** - Easy to use (and economical!) our prepaid calling cards can be customized to celebrate special events.

### UPS Shipping Notes...

As an added customer service Baca Valley Telephone Company has served as a UPS shipping location for the past several years. We wanted to notify our customers who use this service that UPS made several rate changes effective January 5<sup>th</sup>. For current rates and other changes that could affect your shipments please visit the UPS website [www.ups.com](http://www.ups.com).