



The Baca Connection

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

July 2004

Construction Update...

"We are excited about the service enhancements this upgrade will provide for our customers. Upon completion of the project we will be able to offer DSL high speed Internet access to 95% of our customers."

*Paul Briesh,
General Manager*

Progress is being made at a rapid pace in the installation of 120 miles of fiber optic, copper cable, and digital loop equipment. This upgrade will bring a greater variety of telephone options and services to customers in our remote service areas. The contractor for the expansion project, Brooks Construction, is currently working in the Dry Cimarron area north of Folsom. They will soon be heading towards Trinchera and then move on to Maxwell. According to General

Manager Paul Briesh, DSL

Internet access will be available to 95% of our customers upon the completion of this project. At this time the project is ahead of the scheduled completion date of December 2004.

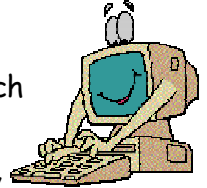
Important Billing Information for AT&T Long Distance Service Customers

Effective August 31st Baca Valley will no longer have a billing and collection agreement with AT&T. If you are a Baca Valley Telephone customer who currently subscribes to AT&T long distance service you will soon start receiving a separate bill from AT&T for this service.

We realize many of our customers prefer to receive one telephone bill. We offer other options that will enable you to receive just one bill for both your local and long distance telephone service. Give our office a call and one of our representatives will be happy to help you choose the plan that works best for you.

Call anytime...

It's one in the morning and its crunch time. You have an important message that just has to be sent and, suddenly, your email stops working. If you're a Sierra Communications Internet customer help is just a phone call away.



Tech support is available to our customers 24 hours a day, every day of the year. Late night...no problem, Sunday afternoon...no problem, even Christmas morning...no problem. Our technicians are here whenever you need them, ready to help resolve your connection issues.

If you've called our support center recently you may have visited with one of our new technicians. Dusty Russell recently transferred from our cellular department to the tech support and Network Operations Center (NOC). Helene Collins joined our NOC team in June. Both Dusty and Helene are great additions to our NOC team and are dedicated to providing you with the high level of customer service you expect from Sierra Communications.

If you experience Internet or connection problems give us a call. When we say we're always there for you, we really mean it!

Make sure to keep your virus protection up to date. Unless your virus protection has the latest definitions you may not be protected from the most current, and some of the most destructive, viruses. Checking virus definition dates should be an important part of your computer maintenance.

Summer thunderstorms mean big trouble for your computer...especially your modem. Lightning strikes can send voltage through your power lines and your phone lines destroying your equipment. Protect your equipment by using a good surge protector that is equipped with a phone jack outlet.

Until next time - happy surfing!

karen@bacavalley.com



DES MOINES

Brooks Construction	278 - 3491
Corsair, Kurt	278 - 3506
Eaker, K.	278 - 3954
Ediger, Earl	278 - 3263
Fernandez, Fred	278 - 2487
Good, Ike	278 - 3431
McCloy, Monte	278 - 3393
McCloy, Monte	278 - 3394
Peters, Dan	278 - 3479
Rivale, R & G	278 - 3780
Vigil, Jenny	278 - 3973

MAXWELL

BACA VALLEY TELEPHONE	375 - 2101
Pompeo, Carl	375 - 2395
Bailey, V.	375 - 2244
Horn, Melinda	375 - 2425
Floyd, Fred W.	375 - 2179

Clip and Keep



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

UPS Shipping Notes

Due to rising costs, the handling fee Baca Valley charges customers to ship UPS packages has been increased.

To avoid shipping and delivery problems please make sure all packages brought in for shipment meet the UPS requirements. For more information about general shipping procedures, tracking, and estimated delivery dates refer to the UPS website www.ups.com.



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1-888-682-2101 (Toll Free)

Who would you like to see kiss a donkey?

At Baca Valley Telephone Company and Sierra Communications we feel it is very important to be involved in our communities and to participate in activities that make positive differences in other people's lives. So... we are very excited to announce our participation in the *American Cancer Society Relay for Life* being held in Raton on August 6th and 7th. Our team is made up of Baca Valley employees, families, and friends. Everyone is looking forward to being part of this great event.

As part of our participation in the Relay we will be raising money for the American Cancer Society's continuing fight against cancer. One of our fund raisers is a "Kiss the Donkey" contest and we're asking for your participation! Five of our employees have been selected as potential kissers and we are asking for your vote. The employee with the most votes/money raised will get to kiss the donkey. Or, vote for the donkey and he doesn't have to kiss anybody! So vote now and vote often...use the enclosed ballot to cast your vote or visit us at the Relay and check out our other fundraisers. Watch for our next newsletter for the results, and most likely, some pretty amusing pictures! See you at the Relay!

STATEMENT OF NONDISCRIMINATION

Baca Valley Telephone Co., Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities. The person responsible for coordinating this organization's nondiscrimination compliance efforts is Paul J. Briesch, Jr., Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination, may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.