



The Baca Connection

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

July 2002

Subscriber Line Charge Increase...

The Federal Communications Commission (FCC) recently issued an Order which reforms the interstate access charge and universal service support system for telephone companies like Baca Valley Telephone. Among other things, the FCC Order mandates an increase in the Subscriber Line Charge (SLC) for our customers. The first phase of this increase was implemented in January of this year. The second SLC rate increase became effective on July 1, 2002, and was reflected on your July bill. Residential and single-line business SLC increased from \$5.00 to \$6.00 per month.

We realize any increase in rates is not welcome and we want you to know this increase will not result in increased revenues for Baca Valley Telephone. The FCC has also ordered us to reduce the charges we bill to long distance providers for accessing our local network. Please call our office if you have any additional questions regarding the new SLC rates. We apologize for the inconvenience.

Did I make that call?

Occasionally you may have questions about your long distance phone bill. The following code descriptions will help you decipher the charges:

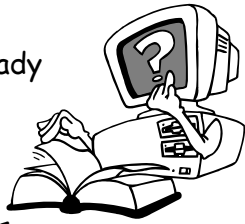
- ♦ **DDD** - a call made directly from your location
- ♦ **CCD** - a calling card call
- ♦ **COL** - a collect call
- ♦ **OPER** - an operator assisted call

Per minute rates and additional service charges vary depending upon the type of call. You may choose to block collect calls to your number.

We can investigate called numbers for you, but we do charge for that service. To save you time and money, visit a website such as www.anywho.com and perform a reverse search on the number in question. Remember, non-published numbers and new numbers may not be found. Keeping a calling log may also be helpful.

Helping us help you!

You sit down at your computer ready to surf the net and cannot connect. What should you do? Give us a call. Here are a few suggestions to help expedite the troubleshooting process.



1. Have you tried restarting the computer?
Sometimes a simple reboot is all it takes to get up and running again.
2. For testing purposes try removing any other equipment that is plugged into the same telephone jack, including splitters and surge protectors.
3. It is not necessary for you to be online when you call for technical support. Even if you have just one telephone line please have the computer turned on when you call.
4. Jot down the error message you are receiving before you call.
5. Make a note as to when the problem started and if you have recently installed software or hardware.
6. Keep your virus protection current. You may have virus protection software installed on the computer but unless you keep it up to date it will not protect you against the latest virus threats.

Your virus protection must be updated regularly!

Please remember we cannot troubleshoot software or hardware issues, or system failures. You must call your computer or software supplier for that type of technical support.



Wham that spam! (and other unsolicited email)

We are installing software on our mail server that will help filter some of the "junk" email messages you may be receiving, and help protect you against viruses. The filtering software will block messages that meet specific criteria, eliminating certain types of spam and virus infected email. This software is just another line of defense and is not intended to replace the virus protection you should have installed on your computer.

Until next time - happy surfing!

karen@bacavalley.com



DES MOINES

Ansley, Betty	278-2525
Brunton, Clarke	278-3699
Capps, William M.	278-3727
Hamilton, Ryan & Connie	278-3646
Hodgensen, Craig	278-3287
Jeffers, Eddie	278-3554
Keele, Bethany	278-3124
Long, Grant & Marjorie	278-2783
Seaton, Korea Donnelly	278-3032
Tafoya, Robert L.	278-2262

MAXWELL

BACA VALLEY TELEPHONE	375 - 2101
Beal, Ferrel & Reva	375-2405
Buck, Lester (modem)	375-2380
Henning, J.	375-2422
Martinez, Celestino (modem)	375-2618
Maxwell NWR	375-2330
Ratliff, Landon	375-2410

Clip and Keep










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



At Baca Valley Telephone Company and Sierra Communications

we know how important your telephone is to your

business. We provide telephone systems that enable you to handle your business communications in an efficient and professional manner. Features such as:

-  Voice Mail
-  Call Accounting Software
-  Digital on-hold Announcer
-  Automated Attendant
-  Least Cost Routing
-  Toll Restriction
-  Caller ID

save you time and money. We also can provide telephone systems for the hotel and motel industry. Our local technicians respond promptly to all calls. Give us a call at 1-888-682-2101 and we will be happy to arrange a free on-site consultation.

Ways to streamline your billing...

Combine your accounts. If you have multiple services we can combine your services so you only receive one bill.

Pay by bank draft or credit card. Your payment is automatically deducted from your bank account or charged to your credit card. You still receive an itemized statement.

We accept VISA and Mastercard.



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Sierra Communications, Inc.



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1-888-682-2101 (Toll Free)

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.