



The Baca Connection

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

OCTOBER 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:

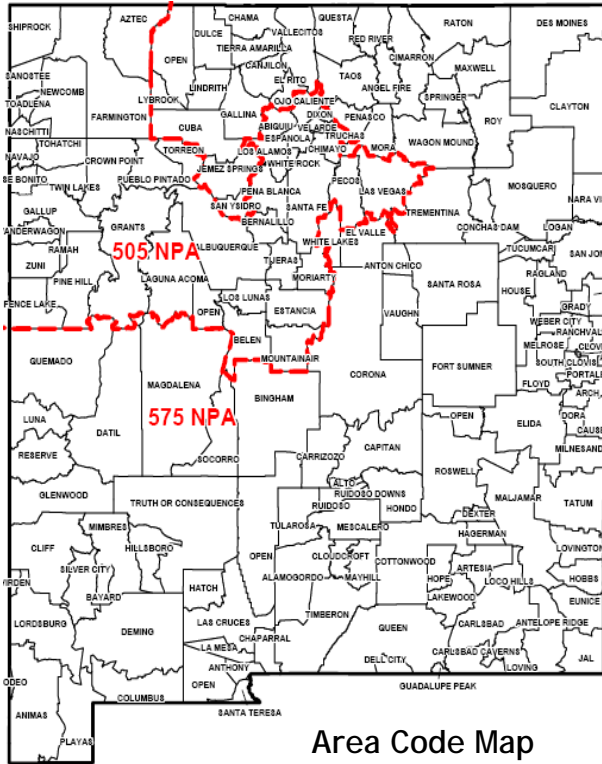
1-888-682-2101

Online:

bacavalley.com

bvt@bacavalley.com

575 Recorded Announcement period now in effect...



Area Code Map

Full Implementation...January 2009

Mandatory Dialing Began October 5th

The recorded announcement mandatory dialing period began October 5, 2008 and will end on January 11, 2009. During the recorded announcement/mandatory dialing period, all calls into the new area code area must be dialed using 575. Calls made with the wrong area code will get a special recorded message advising the caller to redial using "575". After the end of the recorded announcement period, telephone companies will be able to assign the same seven-digit telephone numbers in both area codes, so calls without the proper area code may be connected to an unintended party.

For additional information please call our office or visit www.nm575.info.

Your Consumer Rights

The FCC's Truth-in-Billing rules and the NMPRC (NM Public Regulation Commission) rules require telephone companies to provide clear, non-misleading, plain language in describing services for which you are being billed. The company sending you the bill must identify the service associated with each charge.

Cramming...

"Cramming" is the practice of placing unauthorized, misleading, or deceptive charges on your telephone bill. Cramming charges may be included with bills issued by local companies, long distance telephone companies and companies providing other types of services. Cramming comes in many forms and can be hard to detect unless you closely review your bill.

And Slamming...

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your authorization, a practice commonly known as "slamming". Always examine your telephone bills thoroughly. If you see a new preferred telephone company name on your bill, call the number that's shown on that portion of the bill and ask for an explanation.

If you believe you've been "slammed" or if you have "cramming" charges on your bill, you should contact your local telephone company or service provider and request they take immediate action to resolve the complaint. The provider of the disputed charge or change must immediately cease all efforts to collect payment of the disputed charge or must immediately investigate any unauthorized service provider change. Customer complaints of disputed charges or unauthorized service provider changes must be submitted in writing to the Consumer Relations Division of the NMPRC. The complaint should contain: a copy of the bill containing the disputed charge or unauthorized change, a brief description of the disputed charge or unauthorized change, a brief (continued...)



Don't forget to "Fall" Back!

Daylight Savings Time ends November 2nd

New and Updated Directory Listings

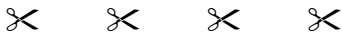
Des Moines

Baca Valley Telephone	278—2101
Bosarge, G. & J.	278—2325
Cornay Art Studio	278—3867
Fors, John	278—2332
Reaves, Abbie	278—3664

Maxwell

Baca Valley Telephone	375—2101
Galyon, Berita	375—2580
Harrison, Chris	375—2423

Clip and Keep



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

Three Important Messages...

1. Giving credit where credit is due...

Be sure you receive the credit you deserve by including the following items with your payments:

- Bill stubs...this is the best way to assure the proper accounts are credited. When making multiple or partial payments please indicate the amount being paid on each stub.
- Account Number
- Account Name as it appears on the account

2. BVT Calling Cards and PIN Numbers...

The 505/575 conversion may affect your BVT calling card. If you have a calling card with a PIN number that begins with 505278 or 505375 you must replace the 505 with 575. For example, your current PIN number is 505278XXXX, your new PIN number will be 575278XXXX. We will be happy to issue a new card with the revised PIN number at your request. Prepaid calling cards are not affected.

3. Security Systems and Qwest DSL...

Do you have a BVT Security System and Qwest DSL? Sometimes noise on the telephone line due to the DSL will affect the alarm system's ability to communicate properly. Please contact Qwest. It may be necessary for them to add a filter to your line to eliminate the noise.

Your safety and protection is important to us. Our Techs will be visiting each of our Security System customers to conduct an alarm maintenance check and to provide customer training.

(cont. from page 1) description of any efforts made to resolve the complaint and, the names and telephone numbers of telephone companies or service providers contacted by the customer and approximate dates of those contacts. Telephone companies and service providers may not attempt to collect or disconnect services resulting from disputed charges that have been submitted to the NMPRC until a final determination of the complaint has been made by the NMPRC. If the NMPRC determines that the disputed charge or change was not properly authorized, the customer will be absolved of all liability for any such unauthorized charges during the first 90 days after the unauthorized charge or change appeared on the customer's bill.

If you have any questions about your Baca Valley Telephone bill or our billing practices please call:

Toll-Free: 1-888-682-2101

To contact the New Mexico Public Regulatory Commission (NMPRC) for assistance in resolving complaints call:

Toll-Free: 1-888-427-5772

Or visit their website:

www.nmprc.state.nm.us

Do Not Call Registry

The national Do-Not-Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. You may register your residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost, either by telephone or via the Internet. To register by telephone, call 1.888.382.1222. You must call from the telephone number you wish to register. You also may register via the Internet at www.donotcall.gov. Your telephone number will be included on the Do-Not-Call list within 31 days following your registration. Numbers placed on the Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008. You can remove your number from the list at any time.



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Des Moines, NM 88418

