



# The Baca Connection

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

OCTOBER 2009

## Ask about Bundled Service!

Basic Residential Telephone Service

High Speed DSL

Voice Mail

Caller ID... Name and Number

Unlimited Local Calling (278 & 375)

Unlimited Long Distance

Available to BVT telephone customers with residential service.

## Contact Us:

(575) 278-2101

(575) 375-2101

(575) 445-5364

## Toll Free:

1-888-682-2101

## Online:

[bacavalley.com](http://bacavalley.com)

[bvt@bacavalley.com](mailto:bvt@bacavalley.com)



## Your Rights as a Consumer...

**T**ruth-in-Billing guidelines make telephone bills more consumer-friendly by providing information you need to make choices about your telecommunications service. You should know:

- who is asking you to pay
- what services you are paying for
- where you can call for information

The FCC's Truth-in-Billing rules and the NMPRC (NM Public Regulation Commission) rules require 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.

### And Slamming...

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

If there are unauthorized charges on your bill, you should contact your service provider and request they take action to resolve the complaint. The provider of the disputed charge or change must stop all efforts to collect payment of the disputed charge and must investigate any unauthorized service provider change.

### Filing a Complaint...

Customer complaints of disputed charges or changes must be submitted in writing to the Consumer Relations Division of the NMPRC. The complaint should contain: a copy of the bill, a description of the disputed charge or unauthorized change, a description of any efforts made to resolve the complaint, and the names and telephone numbers of the service providers contacted and dates of those contacts. 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. If the NMPRC determines that the disputed charge or change was not properly authorized, you will be absolved of all liability for any such unauthorized charges during the first 90 days after the unauthorized charge or change appeared on your bill.

If you have any questions about your BVT telephone bill please call:

Toll-Free: 1-888-682-2101

To contact the New Mexico Public Regulatory Commission (NMPRC) call:

Toll-Free: 1-888-427-5772

Or visit their website:

[www.nmprc.state.nm.us](http://www.nmprc.state.nm.us)



## Don't forget to Fall Back!

Daylight Saving Time ends at 2:00 a.m. on November 1. Set your clock back one hour.

## New and Updated Directory Listings

### Des Moines

Baca Valley Telephone	278-2101
Barnard, Bryan	278-2233
Burchard, A.	278-2652
Doherty, Dan & Becky	278-2411
High Country Mercantile	278-3312
Lopez, Travis & Sarra	278-3513
Miller, Red	278-2445
Moehring, Chris & Jamie	278-3925
Sneed, T. & R.	278-3098
Thompson, J.	278-3327
Walker, Deanna & David	278-2634

### Maxwell

Baca Valley Telephone	375-2101
Gervais, George	375-2142
Hoy, Charles (Fax)	275-2153
Structures Plus	375-2689

Clip and Keep

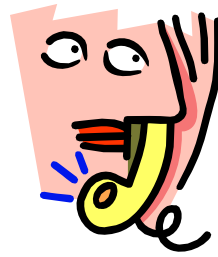


Directory information provided on our website  
[www.bacavalley.com](http://www.bacavalley.com) is updated monthly.

## Do Not Call Registry

The national Do-Not-Call Registry was established to address unwelcomed 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. If you have an active email address you can register online at [www.donotcall.gov](http://www.donotcall.gov). It is not necessary to re-register your number because of the area code change.

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. You can remove your number from the list at any time.



## Is your Telephone Bugged?

It's cold and flu season and there is a lot of coughing and sneezing going on. You're on the look out for germs. Did you know that your telephones, including cell phones, could be harboring thousands of the little bugs?

According to studies conducted by the University of Arizona an office environment can be a hot zone for bacteria. The key offenders are telephones, which harbor up to 25,127 germs per square inch. Keyboards and computer mice are another source of bacteria.

Cell phones can be a real "bug fest" too. Tests have shown that cell phones contain more skin bacteria than any other object tested, including toilet seats. This type of bacteria increases in high temperatures and cell phones are generally kept in warm environments, like pockets, purses and brief cases. These bacteria are toxic to humans, and can cause infections if they have the opportunity to enter the body.

The good news is the study found that when the work environment was cleaned with disinfecting wipes, bacterial levels were reduced by 99%. It's impossible to turn our surroundings into sterile zones, but we can minimize risk by washing our hands regularly and using alcoholic wipes on office and home devices like phones and keyboards.



## Motorola Radios

Baca Valley Telephone is now a dealer for Motorola Radios.

*Call for more details...*



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



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P.O. Box 67  
Des Moines, NM 88418

