



The Baca Connection

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

October 2001

Telephone Marketing Fraud...

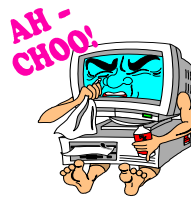
"Slamming", the illegal practice of changing a consumer's telephone service without permission, is on the rise. Several customers have called to let us know they were getting unsolicited phone calls from service providers using fraudulent marketing practices

To protect yourself from being a victim to these practices:

- ☎ **Read your phone bill carefully** every month. If you see any unfamiliar names or charges you can't identify call the company issuing the charges.
- ☎ If you get a telemarketing call for new service, **be careful how you answer**. Ask questions before you agree to change your long distance phone service. Be sure you know what you are agreeing to before you say yes.
- ☎ Ask the caller to send you written material about the offer so you **can check out the details** and then make a decision.
- ☎ If you get an offer in the mail, make sure you read all the materials before returning the authorization form. Before accepting an offer, **make sure you understand the terms and conditions** for the services. Remember, if it sounds too good to be true, it probably is.
- ☎ Slamming frequently occurs when a company calls and offers to consolidate all your telephone services on one bill. **Remember, Baca Valley is happy to combine all your telephone services on one bill.**
- ☎ **Protect your service** by placing a "PIC Freeze" on your account. With a PIC freeze your long distance carrier cannot be changed without your written permission.

If you have been slammed you can file a complaint. Contact the FCC by calling 1-888-225-5322 for more information.

Have you ever heard of computer flu?



Well, neither have we but there sure are several computer viruses making the rounds! A virus is a program that infects a computer by attaching itself to another

program, and propagating itself when that program is run. A computer can become infected by email attachments, downloaded files, or by the installation of software or floppy disks that are infected with viruses. Some viruses are only pranks, and perform harmless actions like displaying a screen with a joke message on it. Others can destroy files or wipe out a hard drive.

If you are currently using a virus protection program, that's great. However, if you don't keep your virus definition files up to date, your system will not be protected against the new viruses that are being written every day.

Virus scanners work by looking for programming code that matches a worm, virus, or Trojan. After locating this code, the anti-virus software loads the remedy for that particular virus. No two viruses are exactly the same, and many times their programs are very complex; some may even be polymorphs (programs that can change themselves).

Be sure you have the latest version of software and virus definitions from your anti-virus software's manufacturer. It might cost you a little, but it only takes one attack to kill a system -- a much more expensive prospect.

Visit these sites for more information:

www.symantec.com

www.mcafee.com

www.hoaxkill.com

Until next time - happy surfing!

karen@bacavalley.com



DES MOINES

Adams, Matt	278 - 3825
Bent, Wayne (Fax)	278 - 2276
Billings, Arnold	278 - 3033
Bobek, Tom	278 - 2316
Brooks, Linda	278 - 3835
Burnett, Bill	278 - 3939
Carpenter, M.	278 - 3889
Chokecherry Collectibles	278 - 3990
Dale, Kevin & Pamela	278 - 2332
Ebell, V.	278 - 2449
Hall, L.	278 - 2465
Montelius, J.	278 - 3212
Rainbow Ranch Shop	278 - 3773
Trujillo, Eugene S.	278 - 3077
Valdez, Kristin	278 - 3836

MAXWELL

BACA VALLEY TELEPHONE	375 - 2101
Cavill, Sharon & William	375 - 2944
Chavez, Henry & Elaine	375 - 2127
DeBella, Joseph	375 - 2334
Garland, Steve	375 - 2266
Meyer, Robert & Lorna	375 - 2787
Pacheco, Kristopher	375 - 2399
Vaughn, J.	375 - 2366

Clip and Keep



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

We accept VISA and Mastercard.



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



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



www.bacavalley.com ♦ bvt@bacavalley.com
(505) 278-2101 ♦ (505) 375-2101 ♦ (505) 445-5364
1-888-682-2101 (Toll Free)



Got Teenagers?

"Riinnngg...Hello...just a minute I'll get her."
Sound familiar? When you have teens in the house you need Teen Service.

One line...two telephone numbers...two different rings. So when the call is for her, you know it before you even pick up the phone. And you can get Voice Mail on the Teen Line so she doesn't have to worry about missing important messages.

A Teen Line isn't just for teens! Have a long-term houseguest? Why not get them a separate telephone number and make them feel a little more at home.

And from now until January 1, 2002, there is no activation fee. That's a savings of up to \$20.00! Give our office a call and we will be happy to put this service to work for you.

...get a Teen Line!

(Offer applies to 278 and 375 exchanges.)

Relay New Mexico

It's as easy as 7-1-1

Now you can dial 7-1-1 to reach Telecommunications Relay Service (TRS) 24 hours a day, 7 days a week.

What is relay service and how does it work?

Relay service enables hearing and/or speech-disabled individuals to communicate with others via the telephone. Simply contact the relay center and give the communications assistant the number you would like to dial. The assistant will read the information that is typed by the disabled individual (TTY user) and will type the response of the hearing individual (Non-TTY User). All calls are handled with the strictest confidentiality.

Beginning October 1, 2001, there is no longer a need to remember the relay number for each state. Simply dial 7-1-1 and you will be connected to the relay provider of the state from where the call originates. There is no additional charge for this service. If you are not comfortable with utilizing 7-1-1, Relay New Mexico's existing 1-800 numbers will continue to be available from anywhere in the United States. Dial 1-800-659-1779 if you are not using a TTY or dial 1-800-653-8331 if you are a TTY user.