



The Baca Connection

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

April 2004

Small Town Customer Service... Big City Business Solutions

Good customer service is vital to any business. When your customers need assistance they expect

"Our customers are very pleased with our Network Operations Center. Better response times, accurate records, and improved customer satisfaction are some of the benefits they've realized since subscribing to our service..."

*Pam Sorensen,
NOC Supervisor*

friendly, personal service. Businesses who subscribe to Sierra Communications Network Operations Center offer this service not only during business hours, but after-hours, weekends, and holidays as well.

Our center is staffed 24 hours a day, 7 days a week, 365 days a year providing you a cost effective way to make sure you are always there for your customers.

All your calls are

answered with your company name and personalized greeting and we make sure your customer service procedures are followed to your exact specifications.

We offer so much more than just a message service. We make it our responsibility to deliver your messages in the manner that is most convenient for you whether that be by phone, fax, or electronic mail. Your report logs will be customized to provide the data that is important to you. We make sure you receive that information in a format that is easy to read and understand.

At Baca Valley Telephone Company and Sierra Communications good customer service is our top priority. We know satisfied customers are one of the most important assets of any business. Give your business the advantage of 24 x 7 x 365 customer service... happy customers are everybody's business.

Now offering more ways to bring you High Speed Internet Connection!

At Baca Valley Telephone Company and Sierra Communications we are committed to bringing you the best Internet service possible. We constantly look for ways to utilize the newest technologies to enhance the High Speed and DSL services offered to our rapidly growing customer base. Here are some of the high speed Internet services we offer:

Raton and Surrounding Area

Wireless:

- Speeds up to 512K
- Doesn't require a phone line
- We provide everything except the network card and the router (networked computers).
- Up to 10 email addresses at no extra charge

DSL High Speed connection through Qwest:

- Speeds ranging from 256K up to 1.5MB
- Modem is obtained from Qwest and can be rented by the month or purchased outright.
- If you are currently a Baca Valley customer and wish to subscribe to Qwest we will continue to provide your Internet access and your email address remains the same.

Des Moines and Maxwell

High Speed DSL connection:

- Service currently available to customers living within a specified distance from one of our facilities
- DSL is an always on connection that allows you to be on the telephone and online at the same time

We are currently undertaking an expansion project that will allow even more of our customers to subscribe to this service.

Availability of high speed Internet connection depends upon your location. Please contact our office and we will be happy to discuss which option may work for you.

DES MOINES

Latham, John & Sonja	278 - 2986
Latham, John & Sonja (Fax)	278 - 2987
Marquez, Aaron	278 - 3399
McNabb, Terry	278 - 3606
Robinson, Bruce	278 - 3366

MAXWELL

BACA VALLEY TELEPHONE	375 - 2101
Pompeo, Carl	375 - 2395
Gallegos, Michelle	375 - 2888
Gallegos, Shantelle & Jacob	375 - 2844
Linson, L.W.	375 - 2434
Sanchez, M.J.	375 - 2935
Sisneros, Paul R.	375 - 2665
Taylor, Carala	375 - 2862

Clip and Keep



Directory information provided on our website

www.bacavalley.com is updated monthly.

Directory Reminder...

The delivery date for the 2004/2005 Las Vegas - Raton directory is September 2004. If you are a Baca Valley *telephone* customer and have any changes to be made to the directory, please be sure to contact our office by **June 15, 2004**. Thank you for your assistance.



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)

Don't go digging up trouble!

Springtime is here and that means yard work, construction work, and a lot of digging! Please call us **48 hours** before doing any digging or dirt work and we will locate our cable for you at no charge. Repairing a major cable cut is very time consuming and can be very expensive.

Costs incurred repairing cut cable will be billed to the individual responsible for the damage.

Please Call Before You Dig!

CONGRATULATIONS GRADUATE

2004



From

Looking for a great graduation gift? How about a customized calling card from Baca Valley Telephone? Our basic cards have 30 minutes calling time and you can add additional time when you purchase the card. Plus, the cards are rechargeable. If the card is ever lost or stolen only the time remaining on the card is lost. You can even have your cards customized for graduation or any special occasion.

Just call our office and we will be happy to visit with you about the many pre-paid calling card options that are available.

Out Reach Program - Des Moines City Hall

April 14th - 8:00 a.m. to 11:30 a.m.

Raton Health Fair - Convention Center

April 22nd - 9:00 a.m. to 4:30 p.m.

Union County Health Fair

April 28th - 9:00 a.m. to 4:00 p.m.

Clayton National Guard Armory

Every Body Benefits!

