



The Baca Connection

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

OCTOBER 2006

Protecting your consumer rights...

Did you know...

- Since the year 2000 Baca Valley Telephone Company has invested over six million dollars in fiber optics, cabling, and other facility upgrades. This investment has enabled BVT to maintain over 868 miles of cable and bring enhanced technology services to even the most remote locations.

Truth-in-Billing

The FCC's (Federal Communication Commission) 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.

What can you do?

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:

- (1) a copy of the bill containing the disputed charge or unauthorized change,
 - (2) a brief description of the disputed charge or unauthorized change,
 - (3) a brief description of any efforts made to resolve the complaint and,
- (continued on back page...)

Contact Us:

(505) 278-2101

(505) 375-2101

(505) 445-5364

Toll Free:

1-888-682-2101

Online:

bacavalley.com

bvt@bacavalley.com

Go shopping in your underwear...



in the comfort of your own home. With high speed Internet access online shopping is fast and convenient. Sign up for one of our high speed options:

- DSL
- Wireless
- WildBlue Satellite Internet

before December 1st and you'll be entered in a drawing for a \$100.00 online holiday shopping spree certificate. Your location will determine which service is most suited to your needs. So sign up today, get comfy and go shopping!

New and Updated Directory Listings

Des Moines

Baca Valley Telephone	278—2101
Allis, Robert	278—2295
Berry, Frank Buddy	278—2238
Brooks Construction	278—3491
Erwin, William Atty.	278—2950
McBride, Justin & Reon	278—2678
Pierson, Jason & Tiffany	278—2124
Roberts, K.	278—3669

Maxwell

Baca Valley Telephone	375—2101
Bowie, James	375—2249
Collins, Kitchell	375—2540
Hidalgo, Richard & Christine	375—2259
Quintana, Janice	375—2663
Seward, Rob	375—2605

Clip and Keep



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

Protecting your consumer rights...cont.

(4) 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)...

You may contact the NMPRC for assistance in resolving complaints by calling:

Toll-Free

1-800-663-9782

Or by visiting their website
www.nmprc.state.nm.us

It's not just
geese that
head
south
for the
winter...



If you're heading south or just taking an extended vacation, it's easy to keep your telephone and Internet services in place. We offer reduced rates on:

- **Telephone Service:** If you plan to be away for over a month our vacation rate lets you keep your telephone number and your subscribed services at a reduced monthly rate. When you return, contact us and your telephone service is restored. Normally there is no charge to put your service on, or take it off, vacation rate.
- **WildBlue Satellite Internet:** For only \$11.95 a month our snowbird plan lets you suspend your service while you're away. When you return there is no installation or reactivation charge...just call our office to have your service restored.
- **Internet Service:** Des Moines and Maxwell DSL service can be put on vacation rate for \$20.95 per month. You can suspend your Internet dial-up account, reserving your user name and email addresses, for up to 6 months at no cost.

Give our office a call for more information about these reduced rate services.

Remember to "*Fall Back*"...
Daylight Savings Time ends Oct 29th
Set your clocks back one hour.



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

