



Pay & Win



Julia Montoya, April winner



Carlos and Bertha Martinez, March Winners

Congratulations to the Pay & Win prize winners for March and April. They were each awarded with a \$25 gift card.

You could be a winner!

One eligible customer per month will be randomly selected to win a prize. Pay your bill online and on time and see if your name is drawn! Now make paying your bill easier than ever with online bill pay. Visit lajicarita.com to start paying online and for a chance to win.

Call Before you Dig



Place a call to New Mexico One Call, by dialing 811 before you begin your outdoor projects. This will help ensure you dig in a safe place and that you won't hit any underground cables. It's a free call and it's the law.



455 State Highway 518
Mora, NM 87732

LAJICARITA NEWS

SUMMER 2017



Working together to stay connected

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(575) 387-2216 | www.lajicarita.com

Employee Profile: Annabelle Pacheco



1. What is your position at La Jicarita and how long have you been with the company? My position is Administrative Office Asst. I have been employed since Nov. 16, 1999. I started out as a Customer Service Representative and advanced into the Administrative Office Assistant position.

2. Where were you born and raised? I was born and raised in Las Vegas, NM. My parents are Mauricio & Mary Pacheco and I am the youngest of nine children. I attended high school at West Las Vegas and continued my education at New Mexico Highlands University where I graduated with a BA degree in 1992.

3. What brought you to Mora, NM? Our family moved from Albuquerque, NM to Monte Aplanado in Mora County to live and raise our family. My husband Leo Paul and his family have always lived in this area.

4. Where did you work before La Jicarita? I worked at Territorial Title Company in Las Vegas, NM for four years as a Customer Service Representative until I was hired at La Jicarita.

5. What do you love about your community in Mora? I love the beauty of the Mora Valley and would not trade it for living in the city. The community is very small and raising our kids here has been the best blessing we could have received.

6. Why is La Jicarita a good place to work? La Jicarita is a great place to work because the cooperative has been able to provide the latest technology in telephone and internet service to all its customers. I have learned so much over the years and love my job. All of my co-workers are helpful, knowledgeable and we have a great team of employees with many years of experience.

7. What is one thing you love about your job? Working with customers and learning about the changing technology and requirements that we have to follow in the industry.

8. How do you want to be remembered? I want to be remembered as an employee who always worked hard and was never afraid to learn more or accept any challenge that I was faced with.

9. What do you enjoy doing outside of work? Spending time with my family. My husband and I have a small welding business in the area, so any of my extra time is in the shop lending a helping hand or cleaning up the shop.

10. Tell us about your family. I have been married to my wonderful husband Leo Paul since 1990. This year we will celebrate our 27th Anniversary. We have three wonderful children: Leo PJ III, Destiny LeAnne & Marisol Esperanza.

11. Any final thoughts? Working at La Jicarita has been very exciting and challenging. I appreciate the fact that I have been able to learn so much over the years. I will continue to challenge myself as a hard working employee for La Jicarita and its membership.

Privacy Laws

You're Safe with Us

On March 28, 2017 a bill was passed that allowed Internet service providers to sell their customers' information without first receiving customer consent. At La Jicarita we do not sell our customers' information and work to protect your privacy and security as our highest priority. We will never sell your information to a third party. Our customers and their cyber safety is our top concern.

Customer Appreciation Day

June 30, 4-6 pm

Let us show our appreciation to you, with food, music and plenty of fun for the kids and the whole family. Come and join us outside of our main office on Friday, June 30 from 4-6pm.



Borrego Park Tower collapse, March 24



Reconstructed tower March 25

Wind Storm

Weather Report from March Wind Storm

On March 24 the Borrego Peak Tower collapsed. Gratefully, our Mora Valley Wireless crew was able to reconstruct the tower and have wireless service back up and running the very next day. We want to extend gratitude to our dedicated team members who responded very quickly to the call and worked efficiently to make sure customers were without connection for the minimum amount of time as possible.

New Services Offered

Robocall Blocking and Managed WiFi

La Jicarita is rolling out two new services to better serve you. Robocall Blocking is a new class feature available to all customers. This feature blocks all pre-recorded and telemarketer calls from interfering in your day or cluttering your voicemail. Calls are blocked before they ever reach you.

Managed WiFi puts you at ease, offering maintenance and assistance for your WiFi service with La Jicarita. Have tech support at your fingertips and the La Jicarita team beside you. More information coming soon for this deluxe service you won't want to miss out on.

