

Congratulations to La Jicarita Scholarship Recipients

We are pleased to announce two of our graduating seniors from Mora High School, Alexis Trujillo and Julianne Mendoza as the well-deserving recipients of the La Jicarita scholarship. They were both recognized at La Jicarita's Annual Membership Meeting on September 12, 2015.

La Jicarita awards two \$600 scholarships per semester. The general scholarships are available to any graduating senior from the Mora and Wagon Mound High Schools with a minimum 2.5 GPA and parents or guardians with ACTIVE telephone service with La Jicarita Rural Telephone Cooperative. For more information on the scholarship program please contact Annabelle at apacheco@lajicarita.com or (575) 387-2216.

The objective of the La Jicarita Rural Telephone Cooperative scholarship program is to encourage our local youth to further their education and to promote an awareness to acquire the knowledge and skills needed for today's competitive marketplace.

What To Do When You Have A Service Outage

If you have an outage or need assistance after hours, weekends, and/or on holidays we have someone ready to help you:

1. Network Operating Center (NOC) at (575) 387-9999.
2. Business Office at (575) 387-2216 and select option #9.
3. Plant Superintendent - Jim Draper at (575) 455-0486 / cell (575) 387-5467.
4. Operations Manager - Michael J. Leyba at (575) 387-6787.

Making It Easy To Pay Your Monthly Bill

La Jicarita and NNMT are currently working to make it easier to pay each month with a single payment. Keep your eyes open for more information about our upcoming bill merge project which will combine your phone and Internet charges into one.



Thanks For Celebrating Our 50th Anniversary

In 2015, La Jicarita recognized 50 years of bringing service to the community. We enjoyed a special 50th anniversary logo, and an especially great Customer Appreciation day.



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- ▲ Fiber facts
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- ▲ Coming soon: simpler billing



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

We Heard You!

Thank you to everyone who took La Jicarita's Customer Satisfaction Survey

La Jicarita values customer feedback as we continually look to improve and serve our customers well. Congratulations to survey winners: Marilyn Lopez, Marcia Espinoza, Phillip Trujillo, Kathie Millison, and Matthew and Deanna Gold.

Here are a few key points from the results:

Phone Service



Increasing the value of this service, while maintaining the same cost as previous years.

Internet Service



Overall happy with customer service and helpfulness of staff



Connection speeds, to deliver the fastest and most reliable service available, while reducing cost.

Overall Company Ratings

La Jicarita is seen as professional, respectful and trustworthy and involved in the community.



Increasing Internet speed and value of services.

A Crash Course In Fiber

Everything you need to know about Fiber in 30 Seconds

What is fiber?

Fiber to the Home (FTTH) technology allows telecommunications services to be transported over fiber optic cables—the best technology available. The average home has five connected devices, all of which need sufficient bandwidth to connect to the Internet. By 2020, the average household will have 50 devices that connect to the Internet. Fiber has virtually unlimited capacity to bring telephone, Internet, digital television, and other services to your home or business with very high quality and reliability.

La Jicarita brings fiber to you

We have been working hard to supply our community with Fiber to the Home so you can experience the fastest speeds and most reliable Internet available. In Mora we have 757 customers connected to fiber, which spreads across 109 miles. Wagon Mound has 365 homes successfully connected, covering over 89 miles. We have also completed a FTTH project on County Rd. C-001 Cebolla Canyon /County Rd.C-044 Canoncito (inclusive to the Mora Health Community Center Clinic).

Future plans for Fiber

We are currently working on a Fiber to the Home project on NM Hwy 434 - commencing on Intersection NM 518 and heading out approximately (6) miles north on NM 434. If you are not yet connected to the fiber network, we hope to bring fiber to your neighborhood as soon as possible.



La Jicarita greatly appreciates hearing from our valued customers. If you did not get an opportunity to complete the survey and would like to offer input, or if you have any concerns, please contact La Jicarita by calling (575) 387-2216 or visiting their office.