

Mandatory 10-Digit Dialing Coming To New Mexico

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Members must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

In order for 988 to work in our area code, 10-digit local dialing must first be implemented. Starting October 24th, 2021, 10-digit calling is required throughout the state of New Mexico. To complete all local calls, you will now need to dial area code + telephone number.

Upcoming dates to be aware of:

- October 24, 2021. You must dial 10-digits (area code + telephone number) for all local calls. Local calls dialed with only 7-digits on and after this date may not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the 7-digit number.
- July 16, 2022. Dialing “988” will route your call to National Suicide Prevention and Mental Health Crisis Lifeline.

What will remain the same?

- Your telephone number, including current area code, will not change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all long-distance calls.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their three-digit codes.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255).

Feel free to reach out to our office with questions at (575) 387-2216 or you can also visit the FCC website at www.fcc.gov/suicide-prevention-hotline.



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Working together to stay connected

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

NEW Helpdesk Service Brings Advanced Customer Service

At La Jicarita we are always striving to provide the best service and experience for our customers. Recently, we have implemented a new level of support for our customers which will offer advanced service and increased availability.

Technical Support

We will be providing a new, advanced level of Technical Support to our customers including 24/7/365 support! As a customer, you will be able to continue contacting us at (575) 387-9999 with issues or questions anytime. Additionally, we will be offering customer education on important topics such as network requirements, 2.4 vs ghz, bandwidth limitations, wifi interference and more.

Email Support

With our email support, you will enjoy having access to device/account troubleshooting as well as educational materials on related topics like spam filtering, disabled relaying triggers, protocols, forwarding, message management and more. As a customer, you will have access to Greymail, a spam filter which will allow you to select which emails you would not like to receive and add them to friend/enemy list. This will prevent them from showing up in your inbox. Greymail will also provide a daily digest which is a report that is sent right to your inbox summarizing what info has been added to Greymail.

We are excited to offer these new features and functionality for you and hope they provide a new level of convenience to your service. This new level of support has been fully implemented and ready for your benefit as of June 1, 2021. For more information, please call (575) 387-2216.

Bringing Fiber To Our Members

The La Jicarita Rural Telephone Cooperative, in conjunction with its Fiber-To-The-Home (FTTH) Construction team, continues the progress with constructing and burying fiber optic cable which is replacing the existing copper cable facilities throughout the Mora Exchange. The Cooperative continues its efforts in providing an upgrade of telecommunications broadband services to its remaining customers who live in the rural areas of the Mora Exchange and is now currently working in the communities of Monte Aplando, Rio La Casa, and Ledoux.

The town of Guadalupita, to include the communities of Coyote Loop, El Rincon, Trumbell Canyon, Canada del Carro, Chupaderos, and Christmas Tree Canyon, have been completed and/or near completion.

The FTTH Construction team will continue to work on the proposed upgrade in the coming years, to include extending into the communities of Buena Vista and Golondrinas. **“Our goal is to complete 100% of the Mora and Wagon Mound Exchanges with broadband facilities which will provide our customers with the technology and internet connectivity and speed of paramount importance to the modern-day household and deserving customers of La Jicarita Rural Telephone Cooperative and its subsidiary of Northern New Mexico Telecom (NNMT).”**
– Michael J. Leyba, Operations Manager.

As a reminder, please work with our FTTH Construction team to provide the necessary information to any existing facilities and utilities located on your property. There is no cost for receiving a fiber connection and your monthly billing will remain the same as per your existing subscribed services. For more information, please call management at (575) 387-2216.



Changes to Customer Bills Explained

The Federal Universal Service Fund (FUSF) is a federal program created by Congress to help ensure telecommunications services are available to all consumers nationwide. The FUSF is administered by the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) and is designed to help keep local telephone service rates affordable for all customers in the United States, especially in rural areas such as our Mora and Wagon Mound Exchanges. All telecommunications providers are required to contribute to the FUSF based upon a percentage of their interstate and international end-user telecommunications revenues. This percentage is known as the Federal Universal Service Charge (FUSC) and is adjusted quarterly by the FCC and USAC. The current assessment percentage is approximately 33%.

During a recent review of its FUSF assessment and billing system, La Jicarita Rural Telephone Cooperative concluded that it inadvertently assessed certain rate elements and omitted others. This will result in a modification to customer bills beginning in July 2021. Customer bills will see an additional charge labeled “Access Recovery Charge” as well as a reduction (in most cases) of the FUSC. Combined, these charges will result in a net reduction to most customer bills beginning in July showing up in the form of a member credit. In addition, most customers will also see an additional substantial credit on their July bills to account for the past misapplied FUSC assessment.

If you’d like more details on this recent change or if you have questions, please call management at (575) 387-2216.