



RESIDENTIAL & BUSINESS 2023 DIRECTORY

Mora Valley, Wagon Mound & Surrounding Areas

OFFICE ADDRESS

455 State Highway 518
Mora, NM 87732

MAILING ADDRESS

P.O. Box 269
Mora, NM 87732

LAJICARITA.COM

customerservice@lajicarita.com
575-387-2216

[Inside Cover - Advertising]



OUR MISSION

La Jicarita's mission is to provide reasonably priced, high quality regulated and non-regulated communications services to our customers. We recognize that our employees are vital to this organization and the achievement of this mission. We are committed to maintaining the progressive growth and success of this organization.



To strengthen our local economy, to promote a healthy business climate, to serve as a voice for business in community affairs, and to promote awareness of historic and cultural traditions in Mora County.



PUBLISHED IN COOPERATION WITH MVCC

EMERGENCY CALLS

Exchange	To Report Fire	Ambulance	Sheriff	NM State Police	Suicide Prevention Hotline
MORA	911 or 387-2222	911	387-2222	505-425-6771	1-800-273-8255
WAGON MOUND	911 or 666-2311	911 or 666-2311	387-2222	505-425-6771	1-800-273-8255

POISON CONTROL..... Dial 911 or 800-222-1222

CALL 811 OR 1- 800-321-2537 BEFORE YOU DIG—IT'S THE LAW

MORA FIRE DEPARTMENTS

Buena Vista	575-387-5700	Mora	575-387-5000
Chacon	575-387-2866	Mora Fire Admin . . .	575-387-5368
C.H.E.T	575-387-6987	Ocate / Ojo Feliz . . .	575-666-2022
C.H.E.T. #2	575-387-2731	Rainsville	575-387-2770
Golondrinas	575-387-9111	Sierra Bonita	575-387-5215
Guadalupita	575-387-2888	Wagon Mound.	575-666-2311
LMC.	575-387-2054		

TELEPHONE/INTERNET REPAIR SERVICE

Mora/Wagon Mound/Ocate	575-387-2216 or 575-387-9999
If no answer call	575-387-9150
Toll Free	1-800-742-7232

EMERGENCY AFTER HOURS REPAIR 575-387-9150 or 575-387-9999

ELECTRIC POWER REPAIR SERVICE

Mora San Miguel Electric (Mora customers)	1-800-421-6773 or 575-383-4270
Springer Electric (WM/Ocate customers).	1-800-288-1353 or 575-483-2421



LA JICARITA

Rural Telephone Cooperative

Business Office Hours:
Monday - Friday: 7:45 am - Noon
12:45 pm - 4:30 pm

MANAGERS

Danny Gray, Chief Executive Officer
Michael J. Leyba, Operations Manager

DIRECTORS

Douglas Velarde, President
Eugene (Geno) Martinez, Vice President
Nancy Cruz, Secretary – Treasurer
J.D. Schmidt, Director
Terri Mares, Director
Leo Pacheco, Director
Sally Valdez, Director

EMPLOYEES

Glenda Olivas, Secretary/Capital Credit Clerk
Annabelle Pacheco, Administrative Office Assistant
Ivan Valdez, Customer Service Clerk
Loretta Lucero, Bookkeeper
Brian Pacheco, CO Tech/Journeyman
David Vigil, Journeyman/ Working Foreman
John B. Garcia, Journeyman
Anthony Garcia, Multifunctional Plant Worker
Isabel Velasquez, Custodial (part-time)
Virginia Trujillo, Custodial (part-time)

Members may participate in the regular board meetings by requesting to be included in the agenda at least seven (7) days prior to the regular board meeting date. The request must be submitted in the form of a written letter to La Jicarita's management.

CONSUMER INFORMATION

Customer Proprietary Network Information (CPNI)

You have the right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data. You also have the right to contact LJRTC/NNMT at any time to approve or deny access to CPNI. For more information, please visit or call our business office at (575) 387-2216 during normal business hours.

Lifeline Benefits Program

The Federal Lifeline Assistance Program and the New Mexico Lifeline Benefits Program (together; Lifeline Program) provide for credits for eligible low income customers against the recurring monthly rate for single line local residential telephone service. This credit is only available to LJRTC residential customers who meet eligibility requirements established by the Federal Lifeline Assistance Program. For more information, please visit or call our business office at 575-387-2216 during normal business hours. Applications are also available on our website at www.lajicarita.com

Do Not Call Registry

Consumers may register their residential number or wireless numbers on the National Do-Not-Call Registry to prevent unwanted telemarketer calls. Call 1-888-382-1222 or visit their website at www.donotcall.gov.

New Mexico Public Regulation Commission: 888-427-5772

Non-Discrimination

La Jicarita Rural Telephone Cooperative has filed with the Federal Government a Compliance Assurance in which it assures the Rural Utilities Service that it will comply fully with all requirements of the Title VI of the Civil Rights Act of 1964 and the Rules and Regulations of the Department of Agriculture issued there under; to the end that no person in the United States shall, on the ground of race, color; or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the conduct of its program and the operation of its facilities. Under this Assurance, this organization is committed not to discriminate against any person on the ground of race, color; or national origin in its policies and practices relating to application for service or any other policies and practices relating to treatment of beneficiaries and participants including rates, conditions and extension of service, use of any of its facilities, attendance at and participation in any meetings of beneficiaries and participants in the conduct of the operations of this organization. Any person who believes himself, or any specific class of individuals, to be subjected by this organization to discrimination prohibited by Title VI of the Act and Rules and Regulations issued there under may, by himself or a representative, file with the Secretary of Agriculture, (Washington, DC 20250), or this organization, or all, a written complaint. Such complaint must be filed no later than 180 days after the alleged discrimination, or by such later date to which the Secretary of Agriculture or the Rural Utilities Service extends the time for filing. Identity of complaints will be kept confidential except to the extent necessary to carry out the purposes of the Rules and Regulations.



INTERNET SPEEDS AND PRICES

Internet plans provided by



Plan	Data Rate*	Monthly Fee Resident	Monthly Fee Business
Basic	10/5 Mbps	\$39.95	\$79.95
Advanced	20/10 Mbps	\$54.95	\$109.95
Premium	40/20 Mbps	\$69.95	\$139.95
Ultra	80/40 Mbps	\$84.95	\$169.95
Ultimate	100/50 Mbps	\$99.95	\$199.95
Preferred Business (symmetrical)	100/100 Mbps	N/A	\$800.00

Call the Business Office at 575-387-2216 for more information

* Listed speeds are **maximums and are not guaranteed**. Actual connection speeds may vary due to factors such as hardware configuration and network traffic.

CALL BEFORE YOU DIG

One call can save you money

It's time for yard projects and whether you're fencing, landscaping or building a deck, the law requires you to call 811 or 1-800-321-2537 before you dig. This free call will tell utilities of your outdoor plans to ensure you will be digging in a safe place and not hit any underground cables. It's free and it's the law.

Step 1: Call New Mexico One Call (dial 811) and notify them of the area where digging is planned.

Step 2: New Mexico One Call then uses its computer system to notify members who have underground facilities in the area to be excavated.

Step 3: Members who have underground facilities in the area to be excavated have two working days to mark their whereabouts.

Step 4: Underground facilities at the excavation site are marked with markers, (stakes or paint) that are valid for 5 working days.

Step 5: The excavator can then safely start digging!

Step 6: If the excavation work is going to exceed 10 working days, call for relocates on the seventh day.



C Call before you dig
A Await the required time
R Respect the marks
E Excavate with care

P Pregunte y llame antes de excavar
A Aténgase al tiempo de espera
R Respete las señales
E Excave con cuidado

SERVICE OUTAGES/EMERGENCY

Call the La Jicarita Rural Telephone Cooperative to report any outage and our technicians will repair the problem within 24 hours from the time of the call. If you have an outage or need assistance after hours, weekends, and/or on holidays we have someone ready to help you:

- 1 During business hours** call (575) 387-2216
- 2 Network Operating Center (NOC)** at (575) 387-9999 (Available 24/7).
- 3 Operations Manager** - Michael J. Leyba at (575) 387-9150 or Call David Vigil at (575)-387-9140.

PHONE SERVICE OUTAGE

Before you call:

- 1** Hang up all telephones. Make sure phone accessories—answering or fax machines, computers, modems, security system, and telephone (cordless) sets—are working.
- 2** Disconnect all of the aforementioned accessories and plug in a (landline) telephone using a phone cord directly into each phone jack and listen for a dial-tone.
- 3** If all phone jacks have a dial tone, and the trouble still exists when you try plugging in each accessory one at a time, there is something wrong with your phone accessories.
- 4** If the same problem occurs when you test each phone jack, the problem may be in the phone lines.

We are pleased to serve you with all of your telephone needs!



We've got the services you need!

You can do more with your phone than just talk! La Jicarita's custom calling features and Voice Mail gives you the ability to control your calls, save time, and make your phone work for you.



CUSTOM CALLING FEATURES

- | | |
|--------------------------------|----------------------------------|
| Anonymous Call Rejection | Distinctive Ringing/Call Waiting |
| Automatic Call Back | Robocall Blocking |
| Automatic Recall | Selective Call Acceptance |
| Call Forwarding | Selective Call Forwarding |
| Call Waiting | Selective Call Rejection |
| Call Waiting w/Caller ID | Speed Dialing - 30 Numbers |
| Caller ID Service | Speed Dialing - 8 Numbers |
| Calling Number & Name Delivery | Three-Way Calling |

Installation charge may apply. Call for prices on calling features.

VOICE MAIL

More flexible and more features than an answering machine:

- Residential single user (1 mailbox)
- Residential – 5 users (5 mailboxes)
- Business – single user (1 mailbox)
- Business – 5 users (5 mailboxes)
- Business – 5-100 users (up to 100 mailboxes)

Call for pricing information.

RELAY NEW MEXICO ACCESS NUMBERS

Specialized communication services for individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking:

Dial 7-1-1 or TTY/ASCII: 1-800-659-8331

Voice: 1-800-659-1779

VCO: 1-877-659-4174

Spanish: 1-800-327-1857

Speech-to-Speech: 1-888-659-3952

There is no charge to access Relay New Mexico, although standard long distance charges apply.