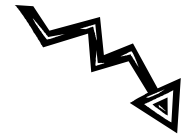




Tularosa Basin Telephone Company
Tularosa Communications, Inc.

The Basin



JANUARY 2010

Weather Blasts TBTC's Facilities

By this time, everyone is aware of the damage that was caused by the recent winter storm that blew into the area with some of the most damaging winds that have struck this area in a very long time. Cloudcroft received most of the damage while Tularosa and Carrizozo suffered as well. Fallen or uprooted trees and limbs caused downed lines throughout the Cloudcroft and surrounding areas; lack of power, deep snow drifts and unsafe conditions further obstructed immediate progress in restoring telephone services. During the early phase of this devastation, TBTC crews made best efforts at supplying remote units with generators and planned for an organized clean-up effort.

With the main damage being in and around the Cloudcroft area, TBTC crews moved in following the Otero County Electric crews and began to work on restoring phone service to all areas. Work started on December 9th with service being restored to Aspen, Pierce and Russia Canyon, Ponderosa and Waterfall. Reports from the crews were that these areas had been restored by December 10th. Generators were still holding up the facilities in the Columbine and Spur Landing areas. At the time of this writing, it is reported that service has been restored to all affected customers; at one point, it was estimated that 800 Cloudcroft customers were without telephone service.

To all our customers, we would like you to know that our crews worked tirelessly to repair your service. *If your service is still not working, call our Repair Department (585-8222); and make sure that we are aware of your service outage.* The weather may have whipped us for a short time, the conditions may not have been optimal, our facilities were damaged, but we maintained and will always hold a dedication to "Keeping You Connected".

Connection

HAPPY NEW YEAR



If you've got computer, internet setup, and other questions or issues, we've got the answer!

TCI's Mobile Tech is here to help you.

Call 585-2700

for scheduling, pricing, and details.



Start Your New Year the right way!
Don't be fooled by promises or prices
that won't last.

Call TCI for the best pricing,
local customer service, and same day service.

Our pledge to you is to provide you the
fastest speeds and best connection!

Call 585-2700.



Please

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BEFORE YOU
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kb per second

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mb per second

Mach III—Download up to
6.0 mb per second

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Both TCI and TBTC offer paperless billing
and online bill pay. Call us and we can
help you set this service up. We also have
an email address for your questions or
comments. That address is
tbtccustomer@tbtcc.net