



# VOICEMAIL CHANGE NOTICE

Copper Valley Telecom migrated to a new voicemail system for landline and wireless customers, on September 1st, 2020. This change was necessary due to the current voicemail system being at the end of its life. In addition, the transition puts CVT one step closer to making the much-anticipated upgrade to VoLTE (Voice over Long Term Evolution), a higher quality, wireless communication system for mobile phones.

If, after the voicemail transition, you realize you didn't save any voicemail messages or greetings that may be important to you, we

can help you retrieve them. Please visit [www.cvtc.org/voicemail](http://www.cvtc.org/voicemail) and complete the form on that page. Once submitted, a CVT representative will contact you to verify your identity. Upon verification, CVT will retrieve the files requested and email them to your preferred email address.

For more information, visit [cvtc.org/voicemail](http://cvtc.org/voicemail). We hope this transition went smoothly for all our customers. If you have any questions or concerns, please contact CVT, and we will be happy to help you.

# FINANCIAL HELP AVAILABLE FOR THOSE IN NEED

Are you facing financial hardship due to the COVID-19 pandemic? Stay connected to your broadband and phone services by making payment arrangements with CVT. If you have an outstanding balance on your Copper Valley Telecom bill, please call one of our Billing Representatives at (907) 822-3551 or (907) 835-2331.

Lifeline options are also available to CVT members who are eligible for the program. This federal program provides local or wireless telephone service at a reduced cost for qualifying applicants. Visit [www.cvtc.org/lifeline](http://www.cvtc.org/lifeline) for more information.





## THE SUN IS SETTING ON 3G CELLULAR NETWORKS

GET READY FOR THE RISE OF

# VoLTE\*

\*Voice over Long-Term Evolution

## R.O.A.R. AND ADOPT-A-HIGHWAY



Copper Valley Telecom volunteers sorted recycling for Glennallen's R.O.A.R. (Recycling Our Areas Resources) for three separate sessions in August. Clean-up sessions for CVT's Adopt-A-Highway continues through September 3rd in Glennallen and Valdez. We appreciate all those who donated their time to help these important programs that CVT has sponsored for many years.

## NEW CELL SITE IS UP AND RUNNING

Great news! CVT's new cell tower site, located at Valdez's South Harbor Drive, is up and running. This new cell site is designed to optimize cellular coverage and increase data speeds by implementing new technology features and creating a second tower to provide greater service to our customers.

To assist in this endeavor, CVT's existing downtown cell site, located on West Egan Drive in Valdez, has recently been outfitted with updated equipment as well. We are proud of these advancements in our service and continue to provide the best service possible to our customers.



## CVT Volunteer Adopt-A-Highway Clean-Up

Valdez: September 2<sup>nd</sup>

Glennallen: September 3<sup>rd</sup>

Visit [www.cvtc.org](http://www.cvtc.org) for more information.

### The Copper Wire Quiz

### Enter to Win a \$50 Account Credit

September 2020

Answer all three questions below correctly, tear off, then mail or drop off at the Glennallen or Valdez business office. Return by the 10th of the month to ensure your entry is included in the monthly drawing. Congratulations to the last issue's winners, **MARIAN LIGHTWOOD** (Glennallen) and **PETER MARSH** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. Where is CVT's new cellular tower located in Valdez? \_\_\_\_\_

2. When did CVT's new voicemail system migration happen? \_\_\_\_\_

3. When is the last Adopt-A-Highway Cleanup session? \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_