

THE RISE OF VOLTE: WHAT DOES IT MEAN FOR YOU?

The rise of VoLTE is happening at Copper Valley Telecom! We are very excited about this significant transition from CDMA (Code Division Multiple Access) cellular technology to the superior VoLTE (Voice Over Long-Term Evolution) service, which utilizes the more robust data network to transmit information. To help you navigate this exciting transition, we have provided the answers to some common VoLTE related questions.

WHAT ARE THE BENEFITS OF VOLTE?

With the change to VoLTE, you will be able to utilize HD Voice and Video Calling. You will notice significantly improved clarity and voice quality in your calls, faster call connections, as well as grants users the ability to make calls and use the Internet simultaneously, amongst other incredible benefits.

In addition, VoLTE provides expanded data and voice coverage in places previously unavailable. With the construction of new cellular towers throughout our service area this year, and more to come in 2021, CVT continues to expand LTE & VoLTE coverage, improving roaming experiences to customers in places like Anchorage and other areas.

WHEN WILL CUSTOMERS TRANSITION TO VOLTE?

CVT is currently undergoing the process of transitioning customers incrementally. You will receive an SMS message when CVT migrates your device. Visit www.cvtc.org/volte to find out which software you

need to upgrade to for VoLTE to be enabled.

WHERE WILL VOLTE SERVICE BE AVAILABLE?

VoLTE is available in the majority of CVT service areas now, with only a few exceptions. Currently, Paxson, Thompson Pass, and Whittier areas still have CDMA towers and are not converted to VoLTE yet. However, Paxson and Thompson Pass are slated for VoLTE transitions next year.

WHY IS CVT TRANSITIONING TO VOLTE?

As all technology eventually does, CDMA is becoming out of date and obsolete. Essentially the sun is setting on CDMA, and VoLTE is rising in its place as an incredibly efficient wireless technology.

CAN YOU TELL ME MORE ABOUT THE PROCESS?

Chris Mishmash, CVT's Director of Facilities and Wireless Operations, said making the transition to VoLTE was a technically challenging and time-consuming process. This migration has involved collaborating with various partners, vendors, and consultants to integrate existing equipment and services into new equipment. "I'm incredibly excited about this transition," Mishmash said.

If you have questions for our staff, or if you need to upgrade to a VoLTE compatible phone, please contact one of our Customer Service Representatives at (907) 835-2231 in Valdez and (907) 822-3551 in Glennallen.





COPPER VALLEY TELECOM'S ANNUAL PHONEBOOK PHOTO CONTEST

Would you like to win \$200? Copper Valley Telecom is holding its annual photo contest for the next cover photo of our 2020 phone book. The chosen photo will also be used as the featured artwork in our CVT offices, on a Facebook announcement, in our newsletter, and on the cover of our Annual Meeting booklets. Entering is easy! Simply email up to three, high-resolution, digital photos along with your name to sbauer@cvtc.org.

A few rules apply:

- Photos must be taken in one of CVT's service areas.
- Photos must be submitted by Friday, November 27th by 5:00 p.m.
- Each photographer may enter up to three photos.
- Photographers don't have to be a CVT member.
- No watermarks on photos, please.

CVT 2020 phonebook cover winning photo by Amanda Bauer

EXPANDED SERVICE WITH NEW CELL TOWERS

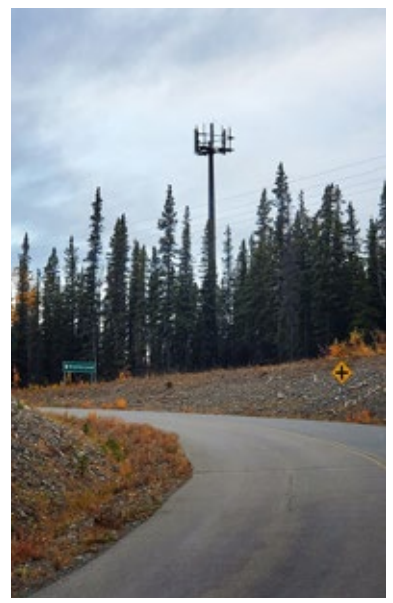
Copper Valley Telecom has installed new cellular towers in Copper Center and Gulkana, Alaska, expanding CVT customers' coverage. Both towers became active on September 29th, 2020, and are now providing high-quality LTE service to formerly underserved areas.

communities, and faster data speeds when their devices are connected to LTE.

These two new towers are just some of the scheduled upgrades that CVT has planned. Keep an eye out for even more new cell sites in the months to come.

LTE service offers higher bandwidth, faster response times from our CVT network, and it increases overall cellular and data coverage. This means our customers will experience more continuous data coverage along the highways,

We are excited to continue to provide these improved, high-quality services to our customers and expand mobile and Internet connections throughout our service area.



Veterans Day

November 11: In memoriam of honored veterans, CVT will be closed.

Thanksgiving Day

November 26th & 27th: CVT will be closed on Thanksgiving day and the day after.

Visit www.cvtc.org for more information.

The Copper Wire Quiz

Enter to Win a \$50 Account Credit

November 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, **Tara Stockhausen** (Glennallen) and **Sheila Jordan** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. What is the deadline date to submit photos for the 2021 CVT phonebook cover? _____

2. Where are the two new CVT cellular towers located? _____

3. What does VoLTE stand for? _____

Name: _____ Phone: _____