



# SETTING THE SUN ON 2020



At Copper Valley Telecom, we have used the term “sunsetting” a lot this year. Hopefully, you have heard by now that the sun has set on 3g cellular networks, and VoLTE has risen in its place. So what is VoLTE, and what does it mean for you? VoLTE (Voice over Long Term Evolution) uses the stronger data network to transmit information instead of the traditional circuit-switch based network. With the change to VoLTE, you will notice clarity and voice quality in your calls has significantly improved, call connections are faster, and your phone battery life is longer because VoLTE consumes less battery resources. We couldn't be more excited and proud of this achievement.

Copper Valley Telecom has also achieved a lot of growth and expansion during this past year. We installed Fiber to the Home in a lot of new areas, including Tatitlek! This year, more cell sites were

added, including new towers in Gulkana, Copper Center, South Harbor Drive in Valdez, and Kenny Lake.

In addition to these incredible milestones, in August, CVT began absorbing most of the taxes and fees. We aren't hiding the fees in your monthly bill (in fact we lowered our rates for internet as well as wireless customers, creating plans with our highest speeds at our lowest prices yet!) or making them magically disappear. CVT is actually taking on an estimated \$1.25 million worth of State and Federal taxes and surcharges and paying them on behalf of our customers.

We know this year has been a challenge, and we hope that we've made it easier for you. So now as we set the sun on 2020 we thank you for your business, and we look forward to serving you in 2021.

## RIISING STARS IN THE COMMUNITY

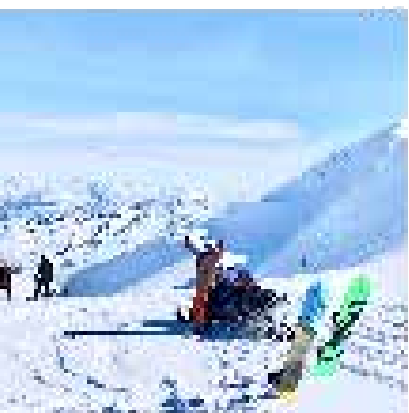
This year Copper Valley Telecom was proud to give out \$21,000 in scholarships to local high school seniors! The scholarships were made available to graduating seniors whose parents or guardians are current members of CVT (or CVW customers for Cordova) and reside in the Copper Valley Telecom service area. The scholarship recipients were selected by committee based on the merits of their application. Congratulations again to Chloe Miller, Grace Keller, Maison Anderson, Macy Hansen, Jacklynn Stewart, Celia Chmielowski, Cassidy Matthews, Jacob Gottschalk, Ruth Finau, Moses Korth, & Ria Smyke! *(Not pictured in order)*



# ALASKANS GOT OUTDOORS WITH #GETOUTDOORSALASKA

This year CVT decided to create online events to engage the public in a safe and interactive way. One of our favorite online events was our #GetOutdoorsAlaska Photo Challenge, where participants were asked to take a photo of themselves and/or family members enjoying the outdoors, then post their photos to Facebook or Instagram with

the hashtag #GetOutdoorsAlaska. Many of you from Valdez, Cordova, Glennallen, and places in between participated. It was exciting to see everyone's fun, outdoor adventures posted on social media. Thank you for your adventurous Alaskan spirits that made this event such an overwhelming success!



# OUR TEAM VOLUNTEERS

This year, CVT continued its tradition of employees volunteering their time to the charitable opportunities that CVT sponsors. Whether it's helping clean up the side of the highway CVT adopted in Valdez and Glennallen or helping to sort and pack recycling for the R.O.A.R. program in Glennallen, CVT volunteers have stepped up to help out with these important causes again and again. Copper Valley Telecom thanks each of our awesome volunteers for their willingness to help and for donating their time. We appreciate our volunteers!



## 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.



**Phone**  
907-822-3551

**Smarthub**  
Download at either the  
Google Play store



Apple App store



**Online**  
[www.cvtc.org/contact](http://www.cvtc.org/contact)



**Drop Box**  
Checks can be deposited in the  
drop box by the door.





THANK YOU FOR YOUR BUSINESS THIS PAST YEAR

HAPPY HOLIDAYS  
AND A HAPPY

new year

## COPPER VALLEY TELECOM ANNOUNCES NEW COO

Copper Valley Telecom is thrilled to announce that our very own Chris Summerall has accepted the position of Chief Operations Officer. Formerly CVT's Senior Manager of Telecom Operations, Mr. Summerall brings valuable assets to this key

position, including extensive telecommunications experience, management skills, and industry knowledge. He will continue to work out of our Glennallen office. Congratulations Chris Summerall!



### New Years Day

January 1st: CVT will be closed. Happy New Years!

### Cordova Ice Worm Festival

January 30th - February 6th

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

### The Copper Wire Quiz

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

January 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, **John Kunik** (Glennallen) and **Gary Warner** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. What does VoLTE stand for? \_\_\_\_\_

2. Name one of the 2020 Scholarship winners. \_\_\_\_\_

3. What was the hashtag used for our outdoor photo challenge? \_\_\_\_\_

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