

## ARE YOU UP TO DATE?

Studies have shown that well over half of wireless users are not using the most up-to-date version of their phone's operating system. While it's common to click ignore on the notification informing you of a new software update, it's critically important to return to your settings page and install the latest software version as soon as possible.

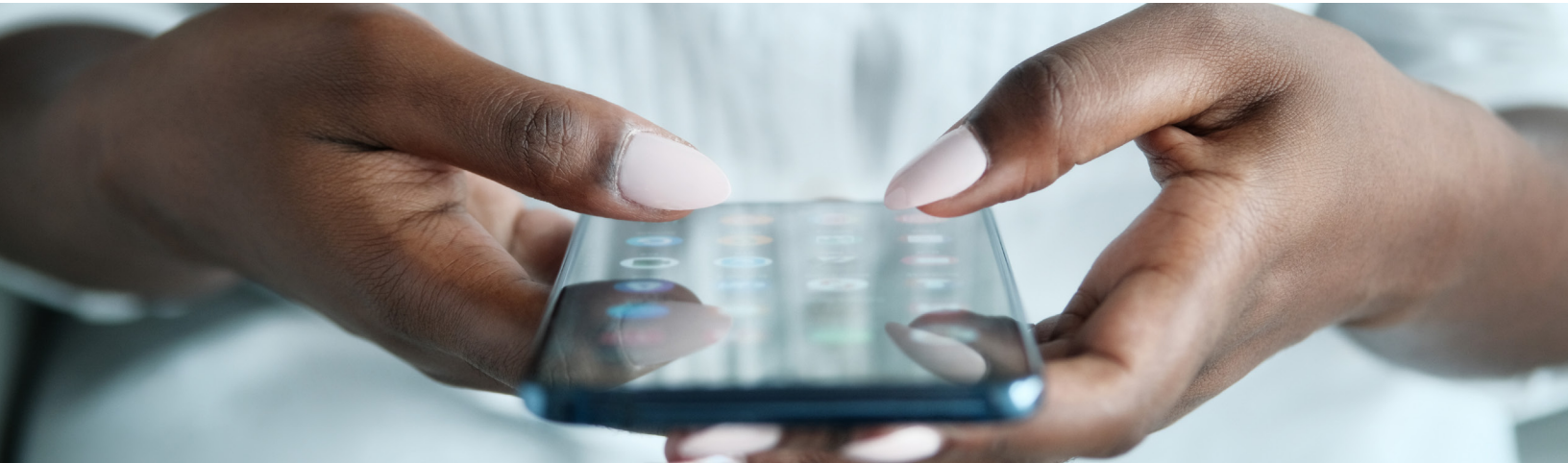
It's also important to check that your device is on the most current software update. If your phone has gotten behind, clicking "download now" will only install the next software version and not necessarily upgrade you to the most current. So keep clicking that check for update button until you receive a notification that your phone is up to date.

When new software updates are released, they not only introduce new features or improve the performance of your phone, but these updates provide fixes to system weaknesses that could be taken advantage of by viruses or other digital threats. By not updating your device, you could leave not only your device and information

vulnerable but the information and devices of your contacts vulnerable as well.

Furthermore, not having your phone up to date could mean that your device is unable to operate on the VoLTE network. In November of 2020, Copper Valley Telecom made the switch to a 4G VoLTE network in order to provide you with the best service possible. The change to VoLTE brought significantly improved clarity and voice quality in calls, faster call connections, and longer phone battery life. To ensure that your phone's software is up to date and VoLTE is enabled on your device, visit [www.cvtc.org/volte](http://www.cvtc.org/volte) to find your phone's update instructions.

Unfortunately, not all cellular devices are VoLTE capable. If you have been notified that you need to upgrade or your device is not listed on our website, please reach out to our customer service department at 800.235.5414 to learn more about upgrading to a VoLTE capable device by March 31st.



## SCHOLARSHIP APPLICATIONS DUE SOON

Copper Valley Telecom is offering \$20,000 in scholarships to high school seniors whose parents or guardians are current members of CVTC and reside in the Valdez or Copper Basin School Districts, including the communities of Tatilek and Mentasta, with an additional \$1,000 available to Cordova seniors. Applications are

due **March 15th, 2021**. CVT also promotes scholarships from The Foundation for Rural Services (FRS) and The Alaska Telephone Association (ATA). For more information on these scholarships, visit [www.cvtc.org/scholarships](http://www.cvtc.org/scholarships) or contact Selah Bauer at 907-835-7742 or email [sbauer@cvtc.org](mailto:sbauer@cvtc.org).



# COWS, CONSTRUCTION, AND MORE...

Copper Valley Telecom is working to improve cellular connectivity with the construction of a new cell tower near the Valdez Airport. This tower will serve the Alderwood Trailer Court, South Central Trailer Court, the Valdez Airport, Man Camp, HD Marine, Zook Subdivision, and surrounding area. Construction of this new cellular tower is estimated to be complete sometime before the end of March and will improve cellular connectivity for more than 400 CVT customers.

Also, to improve cellular connectivity for people recreating in Thompson Pass, CVT will be placing a mobile cell site called a C.O.W. (cell on wheels) near Worthington Glacier. The CVT C.O.W. will be temporarily located in this area from March to May 1, 2021.

We've got great news for Cordova too! In February, CVT added an Advanced Wireless System to existing cell tower sites located in Mt. Eyak Ski Area and on cell sites serving the central Cordova area. This means Copper Valley Wireless customers in Cordova will see significantly improved downloading speeds because of recent improvements.



## 10 DIGIT DIALING FOR LOCAL CALLS

The FCC has required that all carriers implement 10-digit dialing, meaning you will need to dial the 907 area code plus the 7-digit phone number when making in-state calls. Additionally, the contacts or speed-dial on your phone will need to be updated to include the 907 area code for calls to be completed. This change does affect both landline and wireless phones. Copper Valley Telecom is encouraging all customers to begin implementing 10-digit dialing as soon as possible.

The reason for this change is to allow calls to the 3-digit abbreviation, 988, to reach the existing National Suicide Prevention Lifeline. Please note that while the Lifeline is available

anytime at 1-800-273-8255 (TALK) or online, 988 will not be available until after July 16, 2022.

The FCC order states that all area codes that currently have 7-digit dialing and have a 988 prefix within that area code transition to 10-digit dialing to prevent problems when callers are trying to reach the National Suicide Prevention Lifeline. All Alaskan wireless and landline users will be making this transition due to a 988 prefix in the 907 area code.

We appreciate your understanding. Please visit our website at [www.cvtc.org/10digit](http://www.cvtc.org/10digit) or call us at 800.253.5414 for more information.

### The Copper Wire Quiz

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

March 2021

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, **DAVID SOLOMON** (Glennallen) and **CLAUDE MOORE** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. What is one reason to keep your software up to date? \_\_\_\_\_

2. When does CVT recommend that you begin using 10 digit dialing? \_\_\_\_\_

3. When are CVT Scholarship applications due? \_\_\_\_\_

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