

THE COPPER WIRE



2021 CAPITAL CREDITS

Copper Valley Telecom is a member-owned telecommunications cooperative, and as such, provides an annual allocation of earnings to its members. While wireless, internet, and landline services all accrue capital credits, customers must have landline service with CVT to be a member and be eligible to receive allotments.

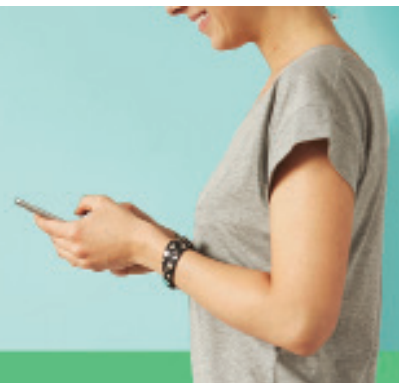
Every year, we allocate a portion of that margin to each member's account, based upon their use of services. CVT uses funds not paid directly back to members to build facilities, repair the network, and make project improvements.

CVT measures each member's capital credits by subtracting expenses from revenue totals to determine the margin. When the co-op's finances permit, the Board of Directors may vote to refund or retire capital credits. **This year, Copper Valley Telecom is excited to announce that CVTC will be paying out a total of \$950,000 to its members!** These funds result from retiring the remaining part of allocations from 2002, 16% of retired allocations from 2003, and 5% from 2020. If you have any questions regarding your capital credit check or need to make changes to your mailing address, please email us at cvtc-capc@cvtc.org.

LIFELINE AT COPPER VALLEY TELECOM

Contact us to learn more about
Copper Valley Telecom's extensive Lifeline program
for wireless and landline phones.

Lifeline is a federal program for low income customers. Call 800.235.5414 to learn more.





In September, Copper Valley Telecom announced the new AURORA Wi-Fi service. With AURORA Wi-Fi, customers receive an enhanced approach to leasing your internet equipment, including professional installation for optimal Wi-Fi mapping and equipment placement, the CVT Connect app access and Wi-Fi management through 24/7 remote assistance and troubleshooting. All of these incredible benefits are only \$8 a month, with the first FOUR months on us!

Technology moves fast, and modems, routers, and gateways are no exception to the rule and, on average, needs to be replaced every 3 to 5 years. With AURORA Wi-Fi equipment leasing, Copper Valley Telecom provides you with our top-of-line gateway, the AURORA Tower. This powerful gateway (A device that combines the functions of a modem and a router) is equipped with Wi-Fi 6 technology and provides an average of 3x more coverage. The AURORA Tower uses multi-user, multi-input, and multi-output technologies to allow more streams of data to flow simultaneously and up to 4x faster. It also automatically updates its software to ensure that you always have the most up to-date security for your network. And when the time comes to upgrade your gateway, Copper Valley Telecom has you covered and will replace the unit at no additional cost to you.

CVT recommends switching your gateway as soon as possible as the older Smart RG gateways will reach end-of-support after December 31st, 2021. This means that should you have internet troubles; our technicians will need to replace the equipment before we are able to troubleshoot the service. December 31st, 2022 will mark end-of-life for all Smart RG units, and those gateways will need to be replaced prior to that date to avoid a loss of service.

Please reach out to our customer service department at 800.235.5414 and sign-up and book your appointment today to start experiencing internet at northern light speed!

WIRELESS CONSTRUCTION IN THE RISE OF VOLTE

Living and working in our beautiful and remote corner of Alaska means that you don't just want the best wireless service; you need it. A year ago, Copper Valley Telecom switched to a VoLTE (voice over LTE) network that provides you with a stronger and clearer cellular signal. We aren't stopping there, though. CVT continues to expand our VoLTE network, and we are happy to announce that several new cell sites have been established in recent months.

The DOT station in Thompson Pass is now home to a temporary LTE site, which is the first exciting step to constructing a permanent cell site in the area. This location will significantly increase service and benefit all who travel through and recreate in the Pass. Up the road just a bit, the Rendezvous cell site located at mile 46 of the Richardson Highway is now up and running, providing service to the local subdivision, lodge, and surrounding area.

A cell site has also been added to the Sourdough Creek area, located at mile 147 of the Richardson Highway. This site will be a great asset to the upcoming Copper Basin 300 dog sledding race participants and other customers in this area. Mile 153 on the Glenn Highway, near Mendeltna is also home to a new cell site.

As previously reported, the long-awaited Paxson cell site has also recently been activated. Due to this cell site's remote location, its construction has truly been a labor of love, but it is now bringing monumental improvements to wireless coverage in the area.

Even with all these new sites, Copper Valley Telecom has no intentions of slowing down anytime soon, and five more cell sites are planned for 2022!

As new cell sites go up, so must some come down. The sun continues to set on CDMA networks, and CVT plans to fully retire the CDMA network by the end of Q1 of 2022.

Unfortunately, not all cellular devices are VoLTE capable. If you have been notified that you need to upgrade and have not yet done so, please reach out to our customer service department at 800.235.5414 or visit cvtc.org/VoLTE to learn more about upgrading a VoLTE capable device as soon as possible.

We are here to make this transition as simple as possible for you, and we are proud to bring you this more powerful network. If you have any questions, please do not hesitate to call us. It is our pleasure to serve you as we welcome the rise of VoLTE together.

UPCOMING EVENTS

CVT'S 12 DAYS OF CHRISTMAS

Starting December 8th, each business day, CVT will have an exciting daily sale. Visit our Facebook or website to discover the deal of the day!

CHRISTMAS HOLIDAY

CVT offices will be closed for half a day on December 23rd and all day on December 24th.

NEW YEARS HOLIDAY

CVT offices will be closed for half a day on December 30th and closed all day on December 31st.

Visit www.cvtc.org for more information.



COPPER VALLEY TELECOM'S *12 DAYS OF* **CHRISTMAS**

For each of the
12 Days of Christmas, we will
have an exciting daily sale
on items from speakers,
cell phone accessories,
kids' toys,
and so much more!

Visit cvtc.org or our Facebook
page each day to discover the
sale of the day!

12.08.21	12.16.21
12.09.21	12.17.21
12.10.21	12.20.21
12.13.21	12.21.21
12.14.21	12.22.21
12.15.21	12.23.21

HAPPY holidays

FROM ALL OF US AT
COPPER VALLEY TELECOM

STATEMENT OF NON-DISCRIMINATION

Copper Valley Telephone Cooperative, Inc., and its subsidiaries, assures that it will fully comply with all requirements of Title VI of the Civil Rights Act of 1964, all requirements of Section 504 of the Rehabilitation Act of 1973, as amended, all requirements of the Age Discrimination Act of 1975, as amended, the Americans With Disabilities Act of 1990, and all requirements of the rules and regulations of the U.S. Department of Agriculture (USDA) to the end that no person in the United States shall be denied the benefits of, or be

otherwise subjected to discrimination in the conduct of its programs or the operation of its facilities on the grounds of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity,

Under this Assurance, this organization is

committed not to discriminate against any such person in its policies and practices relating to applications for service, relating to treatment of beneficiaries and participants, including employment, rates, conditions and extension of service, admission or access to or use of any of its facilities, attendance at and participation in any meetings of beneficiaries and participants or the exercise of any rights of such beneficiaries and participants in the conduct of the operations of this organization.



The Copper Wire Quiz

Enter to Win a \$50 Account Credit

December 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, **Andrea Searles** (Glennallen) and **Jeanette Sutherland** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. What is the total payout of capital credits CVT is dispersing to its members this year? _____
2. What day will CVT's 12 Days of Christmas begin? _____
3. What year did the Title VI of the Civil Rights Act become law? _____

Name: _____ Phone: _____