

# THE CVT CONNECTION

## TEMPORARY HOURS

Beginning October 26th, the Valdez and Glennallen storefront offices will have temporary store walk-in hours due to staffing Monday through Friday, 1 PM to 6 PM. We will be available by phone from 8 AM to 6 PM during regular business hours. If you or anyone you know are interested in a career at Copper Valley Telecom, please visit [www.cvtc.org/careers](http://www.cvtc.org/careers) to take the first step in joining our team!



## ENTER THE ANNUAL PHONEBOOK PHOTO CONTEST

**We are thrilled to announce the 2022 Copper Valley Telecom Annual Phonebook Contest!**

Every year, local residents submit striking photographs of the incredible Alaskan landscape for a chance to be voted as the cover of the upcoming Copper Valley Telecom Phonebook. Each contestant can enter up to three photographs taken within CVT's service area.

In addition to the phonebook cover, the winning photograph may be featured in CVT storefronts, social media, web content, and other promotional materials. Not to mention, the winner will receive a **\$200 cash prize!**

Entering the contest is easier than ever, just upload your image right to our website at [cvtc.org/PhonebookPhoto](http://cvtc.org/PhonebookPhoto). There, you will also find more information on the contest and be able to view past winners.

We look forward to seeing all your submissions and wish you the best of luck!

### CONTEST RULES

- 📷 Photos must be taken within the CVT Service Area
- 📷 Submissions must be received by November 29th at 5pm
- 📷 Contestants may submit no more than 3 photographs
- 📷 Photos may not be watermarked
- 📷 Photos deemed not of print quality resolution will be ineligible

**SUBMIT YOUR PHOTOS AT  
[CVTC.ORG/PHONEBOOKPHOTO](http://CVTC.ORG/PHONEBOOKPHOTO)**







Did you know that if you have AURORA Wi-Fi, you can download the CVT Connect app and see how your network is performing?

# Need for **SPEED?**

## How much speed do you need?

Today's homes are brimming with devices that connect to the internet. Technology is everywhere in your home, from tablets to smart TVs to cell phones and smart speakers.

When you use reliable high-speed Unlimited Fiber Internet at Copper Valley Telecom, you can confidently stay connected to the internet for all of your streaming and internet needs. But, if your home is full of devices and people who regularly use them, you may wonder if you need to upgrade your internet speed.

Many factors influence internet performance in a home. For example, the location of your router, obstructions like walls and glass, interference from electronic equipment, and multiple devices can contribute to slow-downs and underperformance.

We'll help you self-assess whether you should upgrade your internet service plan's speed. Then, you can choose a speed plan that makes a huge difference in your home's internet service.

Given the diversity of devices in a typical home, it can be easy to undercount how much internet-using tech there is in your house!

## Use the following list and guide to ensure you don't miss any device:

1. Start by counting your personal devices like your laptop, tablet, and cell phone.
2. Do the same for every other adult in your home, be it a spouse or a roommate, and count their devices.
3. Count the number of smart TVs in your home, including televisions that use a streaming stick (e.g., Roku, Amazon Fire Stick)
4. Count your children's laptops, tablets, and cell phones.
5. Count any smart home devices like smart speakers (think Echo or Google Home devices), smart doorbells (like Ring), smart security video cameras, smart appliances, and smart thermostats.

Once you've gone through each of the categories above, total them all up to see how many devices you have. Then write that total down and save it.

## How do your devices add up?

Now that you've done an accounting of the total number of devices in your home, you need to understand how much bandwidth these devices can take up. Bandwidth, in simplest terms, is the maximum capacity any internet connection can have.

The higher the bandwidth, the more data can be sent to and from your device—which makes a huge difference when you have multiple devices streaming movies in different rooms at the same time!

Thankfully, fiber internet has much greater bandwidth capacities than copper. But too many devices in use at the same time can "eat up" the bandwidth and lead to slow-downs.

Some devices use a lot more bandwidth than others. For example, smart TVs use vast amounts of bandwidth to stream movies and television shows. So, if you have multiple smart TVs streaming simultaneously, you may experience some slow-downs.

Cell phones use bandwidth anytime they use the internet in your home. So, whether conducting a simple Google search, or engaging in a more intensive activity like watching a YouTube video, if your kids are actively using their cell phones, expect they are taking up bandwidth, too. Laptops and tablets will also use lots of bandwidth for gaming or file sharing. Even your Echo Dot will take up bandwidth if you're streaming music while getting dinner prepared.

## Adding it all up and upping your Internet Speed

When all the devices in your home are tallied and you consider the amount of bandwidth in use by everyone in your home, you'll begin to understand why you may need a speed upgrade.

Adding extra internet speed will almost certainly improve the performance of all the devices in your home, given how many are regularly in use.

And the best part of increasing your internet speed is that by providing enough bandwidth, everyone in your home can use their devices at the same time without experiencing slow-downs!

Upping Copper Valley Telecom's speed tiers—especially by going up to 1 GIG—means that your household no longer needs to take turns on who streams which show or movie at a given time or plays online games against their friends.

Faster internet speeds and higher bandwidth will also give you a little more peace at home.

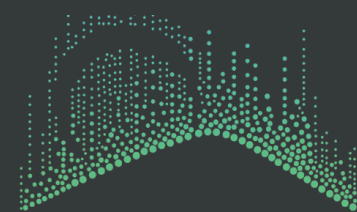
So when you're ready, be sure to call the friendly and knowledgeable representatives at 800.235.5414 and they will be available to answer all your questions and help you choose the best internet speed plan to meet your home's needs!

# SmartRG *End-of-Life*

Technology moves fast, and modems, routers, and gateways are no exception to the rule and, on average, need 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 data streams 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 Smart RG gateways will reach their end-of-life support on December 31st, 2022. Technicians will no longer have access to the portal required to troubleshoot Smart RG gateways and customers will need to replace the equipment with a new leased gateway before we can troubleshoot the service. Alternatively, customers may purchase their own gateway from a third-party vendor; however, CVT technicians will be unable to troubleshoot that equipment should an issue occur. Please visit [cvtc.org/gateway](https://cvtc.org/gateway) to learn more about gateway requirements on the CVT network.

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!



**AURORA Wi-Fi**  
INTERNET AT NORTHERN LIGHT SPEED



# PICK-YOUR-OWN *Pumpkin Patch*

CVT and CVEA were happy to bring you the 2022 Pick-Your-Own Pumpkin Patch event October 8th in Glennallen and Valdez. From pumpkins galore, yummy food vendors, exciting activities and local fundraisers to support the community - there was no shortage of enjoyment to be had! We couldn't have done it without all the wonderful individuals that donated their time and efforts to join us in this fun event for Co-op Month!



## UPCOMING EVENTS

**VETERANS DAY:** In observance of Veterans Day, Copper Valley Telecom will be closed on November 11th.

**THANKSGIVING:** Copper Valley Telecom will be closed on November 24th & 25th so that employees may spend the Thanksgiving Holiday with their loved ones.

The CVT Connection Quiz

Enter to Win a \$50 Account Credit

November 2022

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, **Judo Thurmond** (Glennallen) and **Lisa Wax** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. Where can you submit your photos for the Phonebook Contest? \_\_\_\_\_
2. What is one way to get faster internet? \_\_\_\_\_
3. What was your favorite part of the Pick-Your-Own Pumpkin Patch? \_\_\_\_\_

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

