

12 DAYS OF

Christmas

DECEMBER 7TH to 22ND
BUSINESS DAYS

It's back again, Copper Valley Telecom's 12 Days of Christmas sale! The 12 business days leading up to Christmas, we will have an exciting daily sale on items from accessories, headphones, kid's toys, and so much more!

Follow our social media and visit cvtc.org/12days each morning to discover the deal of the day.

HOLIDAY HOURS

CHRISTMAS CVT offices will be open 8am - 12pm on Friday, December 23rd and will be closed Monday, December 26th.

NEW YEARS CVT offices will be open 8am - 12pm on Friday, December 30th and will be closed Monday, January 2nd.

HOLIDAY *PHISHING*

It's holiday time again! Internet fraudsters are coming out in droves to take advantage of the seasonal uptick in web traffic and online spending. A staggering 71 percent of Americans plan to do most of their Christmas shopping online, which means scammers are ramping up for a field day.

Be sure to rely on your fast, dependable internet service from CVT to learn more about this year's seasonal scams and learn safety tips to help you separate the naughty from the nice.

Go Phish

Busy people get emails all the time. You tend to lose track of which ones are legitimate and which ones are simply posers. Even emails that seem to come from a familiar person or business can house a scam link.

If you're ever in doubt, mouse over the link without clicking. If the hyperlink doesn't match the sender, it's likely a scam.

Phishing emails are among the most prevalent scams out there, and they come in every shape and form. Fortunately, excellent resources exist to help spot a phishing scam.

Playing on Emotion

Remember the Nigerian Prince scam? While that one is easy to spot, new tactics are much savvier and subtle. Scammers tend to prey on moments of weakness, fear and uncertainty, which they easily create with made-up high-stakes scenarios meant to play on intense emotions. The message



often calls for immediate action, forcing you to make a dangerous snap decision.

Some of these include the Relative Imposter Scam. These messages target vulnerable seniors, posing as a family member in need of urgent financial assistance. It can be done by phone or email, and it is insidious because it plays on recipients' compassion. Beware of anything that calls for swift action or 'emergency' emails from your bank. Emotional manipulation can also appear as a fraudulent charity soliciting donations.

Too Good to Be True

Buyers everywhere are on the hunt for the best bargains at the holidays, which means that online grifters are also looking to rake in the rewards. You've probably heard about

someone or something 'too good to be true?' Well, the same applies to internet shopping schemes.

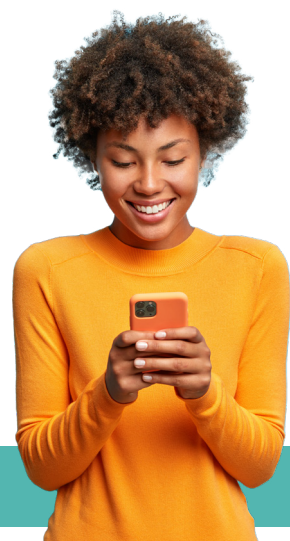
We frequently see this in the form of insanely discounted prices for hot items online, especially for the kinds of things that have no business being that cheap. They manifest as fake vouchers, fake links, fake ads or even counterfeit websites. Check and double-check to be sure you know what you're buying into.

The single connecting factor is that they're after your money, personal data or both. Be smart and protect yourself this holiday; if it seems too good to be true, it probably is.

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 or visit cvtc.org/lifeline to learn more.



2022 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 \$850,000 to its members! These funds result from retiring the remaining part of allocations from 2003, 78% of retired allocations from 2003, and 7% from 2021. Member's Capital Credit checks were mailed November 15th. 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.

CDMA *Sunset*

In 2021 we began to see the sunset on CDMA networks, saying goodbye to our 3G cellular network and hello to VoLTE! During this time, CVT customers with devices that were not VoLTE-capable were encouraged to transition to VoLTE-capable devices or to operate on current software to avoid a loss of service. CVT successfully shut down our CDMA networks in September of 2022.

As the next step in this process, Nationwide CDMA networks are scheduled to be fully decommissioned in early January of 2023. This change may affect roaming coverage in Alaska and the Lower 48 in places you have been accustomed to it

previously. Copper Valley Telecom is actively working with other carriers to establish new relationships to gain roaming LTE coverage in areas where CVT customers will experience a loss due to these nationwide changes. Further, CVT will continue to expand its own LTE network in the coming years to cover lost areas and gain new coverage where even CDMA did not go.

We are here to make this transition as smooth as possible, and we are proud to continue the evolution of our network to meet the changing and growing demands of our subscribers.



MERRY Christmas & HAPPY NEW YEAR



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 CVT Connection Quiz

Enter to Win a \$50 Account Credit

December 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, **Kathleen Stratton** (Glennallen) and **Gary Kennedy** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. How do you discover the 12 Days of Christmas deal of the day? _____
2. What might be affected when Nationwide CDMA is decommissioned? _____
3. What is one way to detect a phishing email this holiday season? _____

Name: _____ **Phone:** _____

