

September 2024

THE CVT CONNECTION

CONNECTIONS MATTER





CONNECTING OUR COMMUNITIES RAIN OR SHINE!



In August, Copper Valley Telecom had a busy and exciting month filled with community events! The month kicked off with a family-friendly 5K evening run during Valdez Gold Rush Days, which saw more than 35 people participating and receiving a free CVT 5K t-shirt! The route took them around town, passing by the ferry docks and down Valdez's park strips, with healthy snacks at the finish line! A big shout out to local business Richardson Highway Tent + Events for making our custom-colored balloon arch.

Valdez Gold Rush days ended the weeklong celebration with the parade of the year. Copper Valley Telecom staff and families decorated a company truck, jammed out with two of JBL's portable cube speakers, tossed over 100 lbs of candy, and enjoyed the sunshine.

The sunshine vanished, but CVT kept the fun going. Staff became

BBQ masters, grilling hamburgers and hot dogs for our 2024 customer appreciation picnics. Despite bracing for the wind in Glennallen and Valdez kids dressing for bounce houses turned slip N slides, everyone had a blast. We had a memorable evening with our communities, enjoying food and fun. Alaska Jump N Play joined us for the 3rd year with bounce houses, slides, obstacle courses, and interactive games. Axe throwing was a big hit for both kids and adults. Customers took home some CVT highlighters, lipbalm, tumblers, and insulated lunch totes! Baked in the Deez's smores and Dole whip cupcakes were a big hit, along with over 100 bags of cotton candy. Finally, CVT wrapped up the month with a BBQ lunch to celebrate all our wireless customers in Cordova.

To our service communities, thank you for allowing us to serve you and show our appreciation.



IMPORTANT UPDATE FOR SMALL BUSINESS IT CUSTOMERS: ENHANCING YOUR CONNECTIVITY WITH COPPER VALLEY TELECOM



Connectivity is vital to the success of any small business.. That's why we are committed to providing you with the most reliable and cutting-edge solutions to keep your operations running smoothly. We have some important news to share that directly impacts your network security and performance.

Ubiquiti has announced the End of Life (EOL) for the UniFi Security Gateway (USG) product. Recent power disruptions have lead to device failures. In response to this, and to continue offering you the best in connectivity solutions, we've introduced an advanced replacement: the Ubiquiti UDM Pro.

The UDM Pro, offers a host of enhanced features, including:

- **Integrated Network Controller:** Simplify your network management with an all-in-one solution.
- **Superior Performance:** Experience seamless connectivity with robust performance capabilities.
- **Advanced Security:** Protect your network with state-of-the-art

features, including direct management of Security Cameras.

- **Enhanced Redundancy and Future-Proofing:** Benefit from an additional WAN port and SFP+ ports supporting up to 10 Gbps.
- **Integrated Switch:** Consolidate multiple network devices into one versatile, powerful solution.

Existing USG products may continue to function but are at risk of failure until replaced. We understand that change can be daunting, but we are here to support you every step of the way. To discuss your upgrade options and how we can make this transition as smooth as possible for you, please contact Natane Sambo-Freeman, your Business Development Representative, at 800.235.5414

We are committed to your success and want to ensure that you have access to the best tools and services to grow and protect your business. Thank you for your continued trust and partnership with us. We look forward to navigating this transition together and to a future where your connectivity is more reliable, secure, and efficient than ever.

WHAT YOU NEED TO KNOW ABOUT THE BROADBAND REVAMP

At Copper Valley Telecom, we're excited to announce the completion of our Broadband Revamp project, a major upgrade to our telecommunications infrastructure.

Previously, our network depended on a single Internet headend in Valdez, which created challenges during fiber cuts or equipment failures outside our network, leading to service interruptions. To improve reliability, we've added a second Internet distribution point in Glennallen, connected to a secondary upstream provider via alternate routes to the Lower 48. This dual-headend setup greatly reduces the risk of disruptions.

To benefit fully from these enhancements, customers with older

equipment will need to upgrade. Those with outdated ONTs will receive a new Calix ONT at no cost, while customers using SmartRG gateways, which reached their end-of-life in December 2022, should upgrade to AURORA Wi-Fi equipment to enjoy the new network redundancy.

Customer's in need of these equipment upgrades, recently recieved a letter in the mail notifying them.

If you need to schedule an equipment upgrade, please contact our customer service team at 800.235.5414. We're here to help ensure you stay connected with the reliable service you deserve. Together, we're making connections that matter.

Scan this QR code and tune into the Broadband Revamp episode of our podcast CVT Connection on our website or your favorite podcast streaming application to learn more about this exciting new development!



DOUBLE DEAL

Purchase any phone and receive select iPad of equal or lesser value on us.

Some Restrictions apply. See store for details.



UPCOMING EVENTS

LABOR DAY: Our storefronts will be closed Monday, September 2nd, in observance of Labor Day.

Visit www.cvtc.org for more information.

The CVT Connection

Enter to Win a \$50 Account Credit

September 2024

WORDSEARCH

Locate the given words in the grid, running horizontally, vertically, or diagonally.

O	X	S	U	W	D	G	C	J	A	O	W	S	D	O	U	B	L	E	E
Y	B	U	X	R	N	S	Y	O	C	Y	E	F	O	C	S	I	C	R	N
N	N	B	O	A	U	U	L	R	N	O	U	X	Q	P	C	G	M	R	Q
O	W	M	B	I	B	H	S	D	E	N	E	W	I	D	I	A	Y	Y	A
R	E	D	U	N	D	A	N	C	Y	U	E	F	L	R	N	T	Y	K	F
E	Q	U	I	P	M	E	N	T	G	V	J	C	F	S	D	E	D	R	B
K	W	H	A	Z	B	C	O	M	M	U	N	I	T	Y	E	W	E	H	J
B	U	S	I	N	E	S	S	X	Q	J	P	X	G	I	O	A	T	O	N
X	H	K	C	K	I	D	K	M	P	V	V	R	D	D	O	Y	R	O	S
K	G	F	G	X	I	C	H	N	G	G	M	O	F	U	P	N	N	D	Q

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|------------|---------------|--------------|---------------|
| 1. Double | 3. Rain | 5. Community | 7. Connection |
| 2. Gateway | 4. Redundancy | 6. Business | 8. Equipment |

Solve the wordsearch, 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, **PATRICK BRANDT** (Glennallen), **FIRST BAPTIST CHURCH** (Valdez), and **JEANINE BULLER** (Cordova). **REMEMBER TO FILL IN YOUR NAME!**

Name: _____ Phone: _____



CVTC Board Members: Karen Linnell (P), Ryan Morgan (VP), Jennie Sodergren (Sec/Tres), Shanna Conway, Scott Malone, Paul Nylund, Mike Rego, and Terry Valentine