



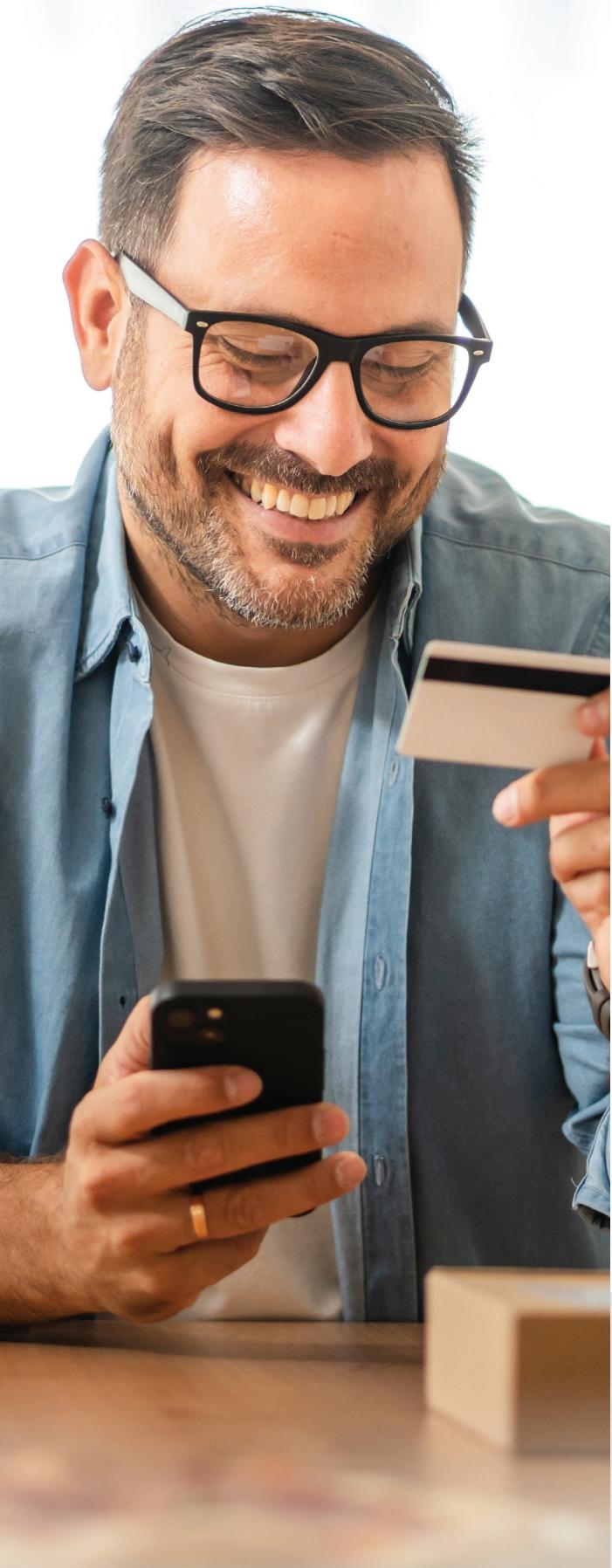
February 2026

THE CVT CONNECTION

CONNECTIONS MATTER



CVT PAYMENT SECURITY: WHAT'S CHANGING



At Copper Valley Telecom, protecting your payment information is a top priority. With updated legal and security standards, we've made changes to how credit and debit cards can be added or updated for automatic payments.

To keep your information secure, CVT staff are no longer able to take or store credit or debit card information over the phone or in person. This means we cannot update cards on file for you, even if you call or visit the office.

But don't worry, there are still easy and secure ways to manage your payments:

- **SmartHub:** You can quickly add or update your credit/debit card information through your SmartHub account anytime.
- **Pay by Phone:** Set up auto pay or update your card securely through our automated system using your **account number** and **MCM pin**. If you don't have

a pin, our customer service team can help you set one up. Access Pay by Phone by calling **855.939.3759** directly or through our main line at **800.235.5414** (follow the phone tree prompts)..

These methods ensure that your payment information is entered securely and protected from potential exposure. By using these secure options, you're helping us meet important compliance standards while keeping your information safe.

We understand that changes like this can feel inconvenient, especially if you're used to handling payments a certain way. However, these updated procedures are necessary to keep your financial information safe and to maintain the highest level of security for all of our members. Thank you for your patience, understanding, and continued partnership in keeping your information secure.

MAKING ONLINE BILL PAY EASY WITH SMARTHUB

SmartHub is a convenient and easy way to manage your CVT account and pay your bill online. Getting started is simple. Just contact our Customer Service team in person or by calling **800.235.5414** with your account number handy so they can verify your email and help you set up a temporary password for your initial login. For your first-time setup, we recommend using a desktop computer, as smartphones cannot complete the initial setup. Visit cvtc.smarthub.coop and enter your email

and temporary password. You'll then be guided through creating a new password, reviewing and accepting the terms and conditions, selecting your paper billing preferences, and setting a security phrase.

Once you've completed these steps, congratulations. You can now log in to SmartHub anytime to pay your bill, review account information, and manage your services online, making your CVT experience faster, simpler, and more convenient.

Quick Tip: Secure Ways to Update Your Card

- ✓ **SmartHub:** Log in anytime to add or update your card.
- ✓ **Pay by Phone:** Use **855.939.3759** or call **800.235.5414** (follow prompts). You'll need your **account number** and **MCM pin**, which our team can help set up.



START YOUR CAREER CONNECTING OUR COMMUNITIES

At Copper Valley Telecom, every team member plays a vital role in keeping our communities connected. From Valdez to Glennallen and Cordova, our employees help deliver reliable communication services that make a real difference in the daily lives of our members. Every call answered, every service installed, and every issue resolved contributes to our cooperative mission of providing top-quality communication services in our region.

Working at CVT means being part of a team where your work truly matters. Every role, from customer service and accounting to engineering and technical field work, contributes to the success of the cooperative and to the communities we serve. Employees at CVT are empowered to take ownership of their work, collaborate with teammates, and see the tangible results of their efforts every day.

We take pride in providing a workplace that supports growth, learning, and well-being. Our benefits are designed to help employees succeed both professionally and personally. We offer competitive pay, health insurance, retirement plans with 401(k) matching, generous leave accrual, quarterly bonuses, and education and wellness reimbursements. Employees also enjoy service discounts and a work environment that values teamwork, innovation, and collaboration. At CVT, you're not just taking a job—you're building a career in a place where your skills, ideas, and contributions are recognized and appreciated.

CVT currently has a variety of exciting positions available:*

- **Customer Service Representative (Valdez)** – Provide excellent member support, assist with products and services, and help customers troubleshoot issues.
- **Accounting Assistant (Valdez)** – Support day-to-day accounting operations, including accounts payable, payroll, and general ledger maintenance.
- **Director of Facilities and Wireless Operations (Valdez)** – Lead the strategic development and daily operations of our wireless network and facilities department.

- **Financial Controller (Valdez)** – Oversee accounting and financial activities, including managing the Accounting department.
- **Combination Systems & Network Engineer (Valdez or Glennallen)** – Maintain and support computer systems and networks, ensuring performance, security, and reliability.
- **Telecom Network Engineer (Valdez or Glennallen)** – Design, implement, maintain, and troubleshoot core, access, and distribution networks.
- **Telecommunications Combination Technician (Valdez or Glennallen)** – Install, repair, and maintain customer equipment and cable facilities.

At CVT, employees are more than team members—they are part of a cooperative that values their contributions and supports their growth. Whether you're collaborating with colleagues in the office, troubleshooting complex technical challenges in the field, or providing world-class service to our members, you'll find a workplace that encourages learning, innovation, and professional development.

Being part of CVT also means making an impact in your community every day. Our employees are helping neighbors stay connected, businesses operate smoothly, and communities thrive. From ensuring reliable internet and phone service to supporting local initiatives, CVT team members are an essential part of what makes our region strong and connected.

If you're looking for a career where your skills make a real difference, your work supports your neighbors, and you can grow professionally while being part of an amazing team, CVT is the place for you. Apply today and help us continue connecting our communities.

*These positions were available at the time this article was written and may have since been filled. For the most up-to-date openings and details, please visit www.cvtc.org/careers.



2026 Scholarship Opportunities

Visit www.cvtc.org/scholarships to learn more and apply today!

CVT Scholarship

\$21,000 to eligible graduating seniors

Deadline
March 6th

FRS Scholarship

Scholarships to rural students for their first year

Deadline
February 14th

FRS Youth Tour

Sponsored trip to Washington D.C.

Deadline
March 6th

ATA Scholarship

Scholarships to eligible Alaskan seniors

Opens in
February

UPCOMING EVENTS

CORDOVA ICEWORM: Celebrate with us February 2-7! Stop by our Cordova location for special promotions, and don't miss our Hot Cocoa Bar during the parade on Saturday, February 7th. We'll be open 11:00 AM - 2:30 PM that day, serving up treats as we embrace the festival's 'Ice and Dice' theme. Come join the fun!"

PRESIDENTS' DAY: We will be closed for Presidents' Day on Monday, February 16th.

Visit www.cvtc.org for more information.

The CVT Connection

Enter to Win a \$50 Account Credit

February 2026

WORDSEARCH

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



1. Payments

2. Security

3. Online

4. Careers

5. Telecom

7. Smarthub

6. Scholarships

8. Connecting

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, **WALTER INGALLS** (Glennallen), **MICHAEL FREERSEN** (Valdez), and **HOLLY GLASEN** (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, Mike Rego, Terry Valentine, and Jessica Vincent

