

**Congratulations to the winners of the CVT Annual Meeting Drawings. Winners were entered by submitting their CVT election ballots and randomly chosen to win a \$250 bill credit. In Valdez, the winners are Keith and Sarah Hogarth, Doris Kompkoff, First Baptist Church, and Rachel Andersen. For the Glennallen area, the winners are Eric Lutz and Cynthia Buchanan, Bryan Aber, Russell Posey, and Donna Jones. Congratulations!**



## BIG SAVINGS HEADED YOUR WAY

Here, at Copper Valley Telecom, we care deeply about our customers, and so when you asked for lower prices and simpler bills, we listened. Starting immediately, we will be absorbing most taxes and fees, so you can spend your money on the things that really matter.

We aren't hiding the fees in your bill (in fact, we've recently lowered

our rates) or making them magically disappear. CVT will be taking on an estimated **\$1.25 million** worth of State and Federal taxes and surcharges annually and paying them on behalf of our customers.

Visit our website at [www.cvtc.org/taxes-fees](http://www.cvtc.org/taxes-fees) to see the complete list of state and federal taxes that will be absorbed.

## PAYMENT OPTIONS FOR FINANCIAL HARDSHIP

To ensure CVT members who may be facing financial hardship due to the COVID-19 pandemic, stay connected to their Broadband and phone services, payment arrangements are being offered to those in need. If you have an outstanding balance on your Copper Valley Telecom bill, please call one of our Billing Representatives to make payment arrangements at (907) 822-3551 or (907) 835-2331.

The FCC Keep Americans Connected Pledge, designed to keep Americans connected in a time of financial hardship because of

COVID-19, began on March 13, 2020, and ended on June 30, 2020. Copper Valley Telecom is extending our pledge to keep our members connected, even though the FCC Pledge has officially ended on a Federal level.

Lifeline options are also available to CVT members who are eligible for the program. This federal program provides local or wireless telephone service at a reduced cost for qualifying applicants. Visit [www.cvtc.org/lifeline](http://www.cvtc.org/lifeline) for more information.



# FIBER PROJECTS MOVE FORWARD

CVT's Fiber-To-The-Home project is progressing as planned. In the Valdez area, FTTH work continues in the Alpine Subdivision, and work began in Heiden View Subdivision in July. Additionally, CVT is placing fiber to the new Valdez fire station, Harbor Drive area, and new conduit along W. Egan- in conjunction with the City of Valdez projects. Fiber has already been placed to the Senior Center, with other business scheduled to receive fiber later this summer.

In the Copper River Basin area, fiber transport construction began in July from mile 13.5 of the Tok Highway to the junction of Richardson Highway. This project is estimated to be finished by the middle of September. Traffic will not be affected by this project, except for brief moments when CVT contractors cross the road with equipment. CVT customers living in these areas may see our contractors digging or clearing land in the right of way, as they lay fiber-optic lines. Thank you for your patience while we make these exciting upgrades to our service area.

## COPPER VALLEY TELECOM WELCOMES NEW INTERIM CEO

During CVT's Special Board Meeting on July 7th, the CVT Board of Directors accepted the resignation of CEO James Dunn. Chief Operating Officer, Bruce Holdridge, has been appointed to serve as the interim CEO. Copper Valley Telecom thanks Mr. Dunn for his service to our company and we welcome Mr. Holdridge, as he begins his new position.



## UPCOMING EVENTS

# VOICEMAIL CHANGES TO COME

Copper Valley Telecom will be migrating over to a new voicemail system for landline and wireless customers, on September 1st, 2020. This change is necessary due to the current voicemail system being at the end of its life. In addition, the transition puts CVT one step closer to making the much-anticipated upgrade to VoLTE (Voice over Long Term Evolution), a higher quality, wireless communication system for mobile phones.

In preparation for the voicemail transition, we want to ensure that you have the opportunity to save any voicemail messages or greetings that may be important to you. Please visit [www.cvtc.org/voicemail](http://www.cvtc.org/voicemail) and complete the form on that page. Once submitted, a CVT representative will contact you to verify your identity. Upon verification, CVT will save the files requested and email them to your preferred email address.

More information will be available to help with the setup of your voice mailbox as we near September 1st. Our staff is dedicated to helping this transition go as smoothly as possible for all our customers.

### CVT High-5K Virtual Fun Run:

August 7<sup>th</sup>-9<sup>th</sup>

### CVT Volunteers for the R.O.A.R. Program:

August 12<sup>th</sup>, 19<sup>th</sup>, and 26<sup>th</sup>

Visit [www.cvtc.org](http://www.cvtc.org) for more information.

### The Copper Wire Quiz

### Enter to Win a \$50 Account Credit

August 2020

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, **LANETTE PHILLIPS** (Glennallen) and **BARBARA EZELL** (Valdez). **REMEMBER TO FILL IN YOUR NAME!**

1. What's the name of CVT's Interim CEO? \_\_\_\_\_

2. Name one program CVT offers to help those in financial hardship. \_\_\_\_\_

3. When will the new voicemail migration happen? \_\_\_\_\_

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