

YEAR IN REVIEW



LOADING...





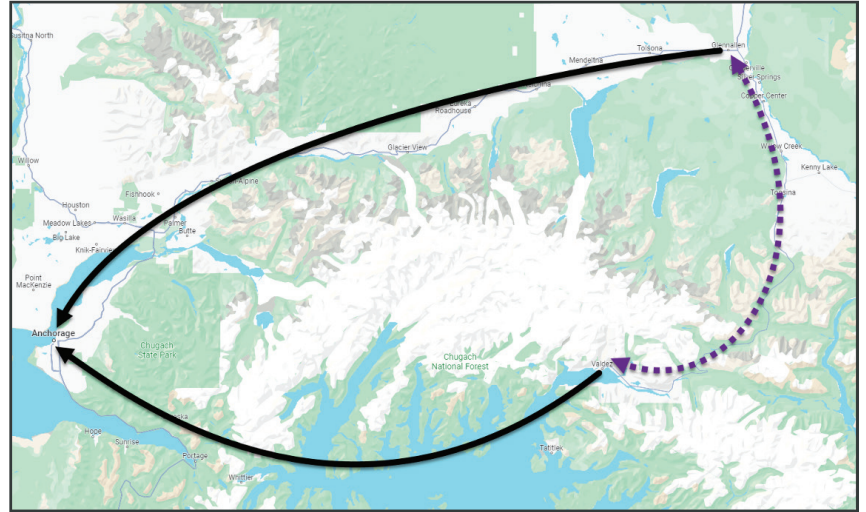
COMMITMENT TO COMMUNITY

At Copper Valley Telecom, supporting our communities is at the heart of everything we do. Through scholarships, donations, and local program support, we're proud to invest in the future of our service areas.

This year, we've provided over **\$97,000** to more than **37 local events, organizations, clubs, and scholarships**. From helping students pursue education and trade careers to funding in-person **FCC trip scholarships**, we're committed to creating opportunities that empower the next generation.

- Copper Valley Chamber of Commerce
- Copper Basin 300 Sled Dog
- Valdez Youth Wrestling
- Prince William Sound Community College
- Valdez Snowmachine Club
- HHES 5th Grade
- Kenny Lake School
- Alaska Telecom Association
- Copper Basin Fun Run
- Cordova High School
- Oktober Fest Valdez
- Valdez Emblem Club
- Little Sparrow Pregnancy Center
- Valdez Museum
- Copper River Basin Resource Center
- Valdez Torpedoes
- Glennallen High School
- Copper River School District
- Chief's Association - Valdez Cost Guard
- Project Santa
- Advocate for Victims of Violence
- Valdez High School
- Copper Mountain Foundation
- Copper Valley Electric
- Valdez Little League
- Valdez Fish Derbies
- Cordova Ice Worm Festival
- Copper River Watershed Project
- Recycling Our Area Resources
- Cordova Chamber of Commerce
- Ilanka Community Health Center
- Cordova Lego Robotics Team
- Prince William Sound Economic Development
- Wrangle Institute for Science and Environment
- Foundation for Rural Service
- Valdez Elks Tournament Pep Rally

BROADBAND REVAMP: ELEVATING SERVICE RELIABILITY IN 2024



At Copper Valley Telecom, we're proud to reflect on the strides we've made in 2024 to enhance our network and infrastructure. This year, we successfully completed a critical upgrade to our telecommunications system, strengthening the foundation for a more reliable and resilient service for all our customers.

In the past, our network relied on a single Internet headend in Valdez, connected to one upstream provider in Anchorage and then to the Lower 48 via subsea fiber. While functional, this configuration posed challenges when fiber cuts or equipment failures occurred outside of our network, leading to occasional disruptions for our customers.

To address these vulnerabilities, we've implemented a dual-headend setup, with a new headend in Glennallen. This setup connects to a secondary upstream provider, utilizing alternate routes to the Lower 48 via the Glenn Highway. This redundancy dramatically reduces the risk of service interruptions caused by fiber cuts or issues beyond Alaska's borders, ensuring that we can continue to serve you

without disruptions.

The addition of this secondary headend, along with diverse routes and redundant carriers, gives us enhanced control over our network, something that wasn't possible with a single upstream provider. This new infrastructure will allow us to maintain a more consistent service quality, even in the face of unforeseen challenges.

Along with this upgrade, we've also transitioned to self-hosting our own IP addresses. This move resolves past issues with leased addresses and allows us to take greater control of our network infrastructure, further improving reliability and performance. With these significant enhancements, our network is now more robust, secure, and prepared to support future growth, including the potential for even higher speeds.

As we continue to evolve, our commitment to providing exceptional service and connectivity remains steadfast. We're proud to be making connections that matter, and we're excited for the continued progress in the years to come.

TRANSPARENT CONNECTIONS WITH BROADBAND LABELS

The FCC's broadband "nutrition label" initiative, mandated to take effect by October 2024, is designed to make choosing internet services easier. These labels, now featured in CVT's marketing materials, provide a clear summary of key details like pricing, speeds, fees, and latency, helping you compare options and make confident decisions.

Much like food labels at the grocery store, these standardized broadband labels let you see what each plan offers at a glance. Whether you're streaming, gaming, or working remotely, they ensure you have the information needed to find the best fit for your needs.

At CVT, we're proud to showcase the value of our high-speed fiber internet through this initiative. You can view your broadband label anytime in your SmartHub account under "My Services." Questions? Stop by or call us at 800.235.5414. Here's to clearer broadband choices in the future!

Broadband Facts		Broadband Facts		Broadband Facts	
Copper Valley Telecom Residential Fiber 2000/1000 - Tier 1 Fixed Broadband Consumer Disclosure		Copper Valley Telecom Residential Fiber 2000/1000 - Tier 2 Fixed Broadband Consumer Disclosure		Copper Valley Telecom Residential Fiber 2000/1000 - Tier 3 Fixed Broadband Consumer Disclosure	
Monthly Service Price	\$180.00	Monthly Service Price	\$120.00	Monthly Service Price	\$99.00
This monthly price is an introductory rate	No	This monthly price is an introductory rate	No	This monthly price is an introductory rate	No
Contract Required	No	Contract Required	No	Contract Required	No
Additional Charges & Terms		Additional Charges & Terms		Additional Charges & Terms	
Provider Monthly Fee	\$8.00	Provider Monthly Fee	\$8.00	Provider Monthly Fee	\$8.00
AURORA Ref. Fee (Dsl)	\$0.00	AURORA Ref. Fee (Dsl)	\$0.00	AURORA Ref. Fee (Dsl)	\$0.00
AURORA Extender (Dsl Unit)	\$0.00	AURORA Extender (Dsl Unit)	\$0.00	AURORA Extender (Dsl Unit)	\$0.00
AURORA Extender (Additional Units)	\$0.00	AURORA Extender (Additional Units)	\$0.00	AURORA Extender (Additional Units)	\$0.00
AURORA Experience Bundle (Dsl)	\$0.00	AURORA Experience Bundle (Dsl)	\$0.00	AURORA Experience Bundle (Dsl)	\$0.00
Telephone Line	\$34.85	Telephone Line	\$34.85	Telephone Line	\$34.85
Unlimited Long Distance	\$3.00	Unlimited Long Distance	\$3.00	Unlimited Long Distance	\$3.00
Unlimited	\$2.00	Unlimited	\$2.00	Unlimited	\$2.00
Calling Features Value Pack - Starting at	\$1.45	Calling Features Value Pack - Starting at	\$1.50	Calling Features Value Pack - Starting at	\$1.50
Non-Published (Dsl)	\$1.45	Non-Published (Dsl)	\$1.45	Non-Published (Dsl)	\$1.45
Wireless Line - Starting at	\$40.00	Wireless Line - Starting at	\$40.00	Wireless Line - Starting at	\$40.00
One-Time Fees		One-Time Fees		One-Time Fees	
Installation Fee	\$50.00	Installation Fee	\$50.00	Installation Fee	\$50.00
Central Office Charge	\$23.25	Central Office Charge	\$23.25	Central Office Charge	\$23.25
Service Order Charge	\$12.00	Service Order Charge	\$12.00	Service Order Charge	\$12.00
Reconnect Fee	\$25.00	Reconnect Fee	\$25.00	Reconnect Fee	\$25.00
Unreturned Equipment Fee	\$100.00	Unreturned Equipment Fee	\$100.00	Unreturned Equipment Fee	\$100.00
Taxes & Surcharges	\$5.75 - \$0.01 - 3%	Taxes & Surcharges	\$5.75 - \$0.01 - 3%	Taxes & Surcharges	\$5.75 - \$0.01 - 3%
Discounts & Bundles		Discounts & Bundles		Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like long distance and wireless service.		Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like long distance and wireless service.		Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like long distance and wireless service.	
www.cvt.org/Internet-plans/pricing		www.cvt.org/Internet-plans/pricing		www.cvt.org/Internet-plans/pricing	
Speeds Provided with Plan		Speeds Provided with Plan		Speeds Provided with Plan	
Typical Download Speed	1000 Mbps	Typical Download Speed	1000 Mbps	Typical Download Speed	1000 Mbps
Typical Upload Speed	1000 Mbps	Typical Upload Speed	1000 Mbps	Typical Upload Speed	1000 Mbps
Typical Latency	< 5ms	Typical Latency	< 5ms	Typical Latency	< 5ms
Data Included with Monthly Price		Data Included with Monthly Price		Data Included with Monthly Price	
Unlimited		Unlimited		Unlimited	
Data Usage URL		Data Usage URL		Data Usage URL	
www.cvt.org/terms-and-conditions		www.cvt.org/terms-and-conditions		www.cvt.org/terms-and-conditions	
Network Management		Network Management		Network Management	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like long distance and wireless service.		Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like long distance and wireless service.		Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like long distance and wireless service.	
www.cvt.org/terms-and-conditions		www.cvt.org/terms-and-conditions		www.cvt.org/terms-and-conditions	
Privacy Policy URL		Privacy Policy URL		Privacy Policy URL	
www.cvt.org/privacy-policy		www.cvt.org/privacy-policy		www.cvt.org/privacy-policy	
Customer Support		Customer Support		Customer Support	
Phone	800.235.5414	Phone	800.235.5414	Phone	800.235.5414
Email	cvtdsl@cvt.org	Email	cvtdsl@cvt.org	Email	cvtdsl@cvt.org
Website	www.cvt.org	Website	www.cvt.org	Website	www.cvt.org
Address	329 Fairbanks Dr. PO Box 337 Valdez, AK 99686	Address	329 Fairbanks Dr. PO Box 337 Valdez, AK 99686	Address	329 Fairbanks Dr. PO Box 337 Valdez, AK 99686
Learn more about the terms and conditions of this offer by visiting the Federal Communications Commission's Consumer Resource Center.		Learn more about the terms and conditions of this offer by visiting the Federal Communications Commission's Consumer Resource Center.		Learn more about the terms and conditions of this offer by visiting the Federal Communications Commission's Consumer Resource Center.	
www.fcc.gov/consumer		www.fcc.gov/consumer		www.fcc.gov/consumer	
Unique Plan Identifier		Unique Plan Identifier		Unique Plan Identifier	
F0005729200000P#H#B#G		F0005729200000P#H#B#G		F0005729200000P#H#B#G	
fcc.gov/consumer		fcc.gov/consumer		fcc.gov/consumer	

ADVANCING CONNECTIONS IN TATITLEK AND BEYOND

This year, we made remarkable progress in connecting our communities with faster, more reliable internet. A highlight of 2024 was securing a \$16.5 million USDA ReConnect grant, enabling us to bring cutting-edge fiber technology to remote sections of our service area.

Building on our 2020 "Fiber to the Home" milestone—which delivered 25/3 Mbps fiber internet to Tatitlek, one of Alaska's first off-grid communities to receive fiber—we're now taking connectivity to the next level. The new subsea fiber extension from Valdez to Ellamar and Tatitlek will replace the existing microwave system, delivering

ultra-fast speeds of 1 Gbps for uploads and downloads.

This upgrade will transform internet access for residents, schools, healthcare facilities, and tribal offices, supporting smoother video calls, faster downloads, and expanded opportunities for remote learning, telehealth, and business growth.

At CVT, we are committed to making connections that matter, no matter how remote. This project underscores our dedication to fostering growth, innovation, and success in every community we serve.



RISING STARS IN THE COMMUNITY

Copper Valley Telecom proudly donated \$17,500 in scholarships to local graduating high school seniors. The 2024 scholarships were available to graduating seniors whose parents/guardians are CVT members (or wireless customers in some service areas).

Our scholarship winners are outstanding students chosen by CVT's Scholarship Committee based on the merits of their applications. We offer our heartfelt thanks to the Committee for their time and

dedication to this program.

From Left to Right: Mia Ranck, Desiderata Woodgate, Rudy Michael Benda, Anika Faye Palomar, Isabella Smelcer, Nicolas Alfaro, Kyi Tomas Gasman-Carino, Luke Itliong Mangrobang

2024 Scholarship Committee: Amber Cawley, Cheryle Fleming, Jessa Comer, Barb Doty, Kayla Goodwin, and Brian Hodges.

WE WISH YOU A

happy new year

2025

UPCOMING EVENTS

CORDOVA ICEWORM: Join us in Cordova from January 25th - February 1st!
CORDOVA BUSINESS LUNCHEON: More details to be announced soon!

Visit www.cvtc.org for more information.

The CVT Connection

Enter to Win a \$50 Account Credit

January 2025

WORDSEARCH

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

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

- | | | | |
|--------------|-----------|--------------|---------------|
| 1. Community | 3. Labels | 5. Donations | 7. Connection |
| 2. Broadband | 4. Revamp | 6. Service | 8. Year |

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, **JANET REMBE** (Glennallen), **CAROL HARRIS** (Valdez), and **JAMIE PALLAS** (Cordova). **REMEMBER TO FILL IN YOUR NAME!**

Name: _____ Phone: _____

