

The Copper Wire

A member/owner newsletter brought to you by Copper Valley Telecom

April 2017



A Program of
NTCA THE RURAL BROADBAND ASSOCIATION



2017 Customer Appreciation Picnics

12:00 pm - 1:00 pm

**June 23:
Valdez
CVT Business Office**

**June 30:
Glennallen
CVT Business Office**

**July 14:
Cordova
Hollis Hendrichs Park**

Come have CVTC staff serve you hamburgers, hot dogs, chips, cookies and drink!

Lifeline Program Details

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers. The purpose of this program is to ensure that all Americans have the opportunities and security that phone services bring. This includes being able to connect to jobs, family, and emergency services.

In 2004, Lifeline expanded their program to include wireless phones. Having a phone on our network can literally be lifesaving. The inclusion of wireless phones added even more security and opportunities for low-income consumers. Not only did this increase the safety of our customers, but also came along with all the other conveniences that a wireless phone provides.

The fall of 2016 marked another expansion of the program with the addition of three more ways the Lifeline program can help:

- Landline - Home Phone
- NEW** Landline & DSL Combo
- Voice Only Wireless – Standard Cell Phone
- NEW** Wireless Data Tablets & Routers
- NEW** Voice and Wireless Data combo - Smartphones

This update marks the largest expansion since the program was established. Having access to broadband services has become an essential part of daily life and the program is adapting to our changing world. These services could potentially give low-income consumers a way to work from home or quickly access important information.

Copper Valley Telecom is proud to participate in this important program!

Backup Power Supplies

Customers with digital voice services require a backup power supply battery. Backup batteries are included with the sale of these devices and more can be purchased at any CVTC location. This is required for your digital voice service to be in service during a power outage. These batteries will allow fixed wireless phones to work during a power outage and maintain the ability to connect to 911 emergency services. Please direct any questions to Jared Chase at 835-7718.

IT PAYS TO SHARE.
FAMILY SHARE PLAN =

BIG SAVINGS

4+ PHONES ON SHARED DATA =

12 MONTHS
FREE TALK & TEXT
ON ONE LINE*

*MUST ADD NEW LINE TO QUALIFY.
OFFER EXPIRES MARCH 31, 2017.
UPGRADE TO 4G AND GET \$100 CREDIT PER LINE.
SOME RESTRICTIONS APPLY.

**NEW
MORE DATA,
LOWER PRICES**



LOCAL

LONG DISTANCE

WIRELESS

INTERNET



Upcoming Promotion

We will be running an exciting promotion from April 5th through May 31st!

New wireless lines are eligible to receive a \$300 Apple gift card or a \$300 account credit. We will also offer any 6 series iPhone FREE with a 2 year contract.

The Apple gift card can be used to purchase any of Apple's accessories including Smart Watches, wireless headphones, cases, or chargers. The \$300 account credit can be used to instantly take \$300 off your phone or apply it to your account.

Watch for more details soon! (some restrictions may apply).



Wireless Insurance Update

Last month, CVW completed the Fortegra Insurance opt-in program and successfully moved a very large number of our customers onto Fortegra coverage. In the time since our switch, a few of you have filed claims with our new insurance company and we have received excellent feedback!

Previously, our average turnaround time for our insurance claims was 4.5 weeks. Now customers are getting working phones within 24 to 72 hours from filing their claim. A McCarthy customer shared their success story with Fortegra: not only did the phone get to **McCarthy in 48 hours**, but all of the photos and apps transferred without any issues thanks to one of our wonderful Customer Service Representatives. Though the opt-in period has ended, you may add Fortegra Insurance to any new handset!

Copper Valley Telecom Annual Meetings

This year, Copper Valley Telecom will be holding our Annual Meetings on May 9th in Glennallen at the Murdock Center and on May 11th in Valdez at the Civic Center. Please mark your calendars and plan to join us!



Ballot packets will be arriving at your mailboxes soon. There are two seats up for election this year, one in each district. In Glennallen, Tami Jindra will be running unopposed and, in Valdez, Jennie Sodergren and incumbent Mike Britt will appear on the ballot. Also on the ballot this year are proposed changes to the Articles of Incorporation and to the Bylaws. **Make sure to return your ballots by the deadline (April 24) and you could win a \$100 service credit!**

CVTC Board of Directors

- Bill Bryson (P)
- Mike Rego (VP)
- Mike Britt (S/T)
- Jason Hoke
- Tami Jindra
- Travis Million
- Ryan Morgan
- Trish Stowe

The Copper Wire Quiz

Enter to Win a \$50 Gift Certificate

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Answer these three questions correctly, tear off, and mail or drop off at the Glennallen or Valdez business office. Return by the 15th of the month to ensure your entry is included in the monthly drawing. Congratulations to last issue's winners M. Lightwood (Copper Center) and Carol Harris (Valdez). *REMEMBER TO FILL IN YOUR NAME!*

- 1) During the upcoming promotion, what is the value of the gift card or credit? _____
- 2) When is the Cordova Customer Appreciation Picnic? _____
- 3) When do Annual Meeting ballots need to be received by? _____

Name: _____ Mailing Address: _____ Phone: _____