

# The Copper Wire

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

July 2017



A Program of:  
**NTCA** THE RURAL BROADBAND ASSOCIATION

## The Final “From the Desk of Dave Dengel”

The last annual meetings are complete, the final Board meeting is coming up shortly and the concluding “From the Desk of” is here.

As many of you know by now, I will be retiring on June 30<sup>th</sup>. It has been quite the run from when I started a little over 13 years ago. Copper Valley has come into its own in the telecommunications industry, both in Alaska and nationally. Our fiber and microwave network is second to none and our wireless business has grown significantly. The growth of Copper Valley has truly been a team effort. The employees have stepped up to the challenge to continue to improve our network and our relationships with our customers. The Board has provided myself and the employees with the resources needed to do our jobs. My job has been to coach the team and lead them. It has been a true privilege to work with the employees at Copper Valley and I am very proud of the job that we do every day, day in and day out for our members and customers.

2017 marks the beginning of Copper Valley beginning to expand outside our service area. By the end of the year, we will have fiber between Glennallen and Delta Junction. Many have asked why we are doing this: it is simple, Copper Valley is looking to increase our revenue streams from outside of our traditional service area so that we can spend this money on continuing to provide affordable state of the art telecommunication services to our members. One only has to look at other successful telecommunication companies to see that expansion is necessary to replace revenue that we will be losing in the future. We are in an extremely competitive industry and moving forward and expanding is necessary. Of course, we need to continue to provide exceptional customer service to our current customers and members.

This year also marks the implementation of the Alaska Plan which will guarantee a fixed revenue stream for Copper Valley for the next 10 years. Without the Alaska Plan, our future would have been uncertain. Copper Valley will begin a significant effort to increase Broadband speeds to all customers, regardless of where you live, be it Valdez, Glennallen, McCarthy, Tatitlek, Paxson, Mentasta, Eureka, Lake Louise and places in between. This will be a 10 year effort, so please be patient with us we are move forward.

While I may be leaving the company, Leila and I are not leaving the area. We will continue to see many of you at our annual meetings and picnics!

### Alaska Telephone Association:

#### 2017 Annual Meeting Recap

Of 10 directory covers entered into ATA’s annual contest, CVT placed 3rd this year! This is the first time that CVT has placed in this statewide contest!

CVT member, Anthony Delaquito, was also announced as a \$2,000 scholarship recipient from ATA.

Congratulations Anthony!



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INTERNET

# 5 FAQ's about Fiber to the Home

## 1) What are the fastest speeds available and how much will they cost per month?

1 GB - \$149.95                      50 Mbps - \$99.95  
100 Mbps – \$129.95                25 Mbps - \$89.95

**2) What speed do I really need?** This is based on how many devices are connected and what those devices are being used for. For example, to stream 4K content a speed of 25 Mbps or higher is recommended.

**3) Is it really unlimited?** YES! We do not cap your internet usage.

**4) Are there special promotions now that you are offering faster speeds?** Anyone who increases their current internet speed to 15 Mbps or higher will receive 2 months free and a free Google Chromecast Ultra!

**5) Does somebody have to come to my house?** Yes. These newer speeds are only possible with updated equipment. Our technicians are generally onsite for about 1 hour. Additionally, for those upgrading to a premium speed, our techs can provide you with a heat map that will tell you the ideal location for your wireless router. This will help determine the best location for your wi-fi signal and should help eliminate areas with low connectivity.

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## Galaxy S8 Review

My name is Jared Chase, I am the Customer Service Supervisor at Copper Valley Telecom, and I use the Samsung Galaxy S8+. Like many, I do my research before committing to a device. I want a phone that is fast, slim, and takes good pictures. This phone meets all three of those three criteria.

**Fast:** 4GB of RAM! What does that mean? It means that the phone can handle jumping back and forth between apps. It means that I can run heavy duty apps like HD games & Photoshop. It means my phone is ready for whatever app I need to download in the future.

**Slim:** This phone fits in my pocket! Not only that, because it is so slim my thumb and fingers can reach the entire screen without having to use two hands.

**Takes Good Pictures:** 12-megapixels with an f/1.7. What does that mean? It means the photos are large and the camera will perform well even in low light. However, when it comes to digital images it's not all about megapixels anymore. It's about the complicated processing behind the sensor. Cameras are my specialty. I could go on and on about the sensor's focal points, the autofocus system, and the HDR capabilities. Essentially, at this time, there is no better camera on any of our phones at Copper Valley Telecom.

I have been using this phone for two months now with no issues and no regrets. For those of you who are familiar with Android devices, this is the phone I would recommend. If you are looking for an Apple product, the only thing that compares is the iPhone 7.

### 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

July 2017

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 Jim Odden (Glennallen) and William Smith (Valdez). *REMEMBER TO FILL IN YOUR NAME!*

- 1) What is the monthly price for 1GB? \_\_\_\_\_
- 2) What place did CVT take in the ATA directory cover contest? \_\_\_\_\_
- 3) How many megapixels does the camera on the Galaxy S8 have? \_\_\_\_\_

Name: \_\_\_\_\_ Mailing Address: \_\_\_\_\_ Phone: \_\_\_\_\_