

# In Touch

SUMMER 2022

## Congratulations to All the Graduates

Graduations are cause for celebration, whether a student is graduating from high school, college, or another type of educational program. CalTel recognizes the hard work required to reach these important milestones, and we wish all the graduates in our community good luck as they begin the next chapter of their lives.

### Contact

#### Copperopolis Office:

513 Main Street / P.O. Box 37  
Copperopolis, CA 95228  
Phone: (800) 253-2511 or (209) 785-2211  
Monday – Friday 8:00 AM to 4:30 PM

#### Valley Springs Office:

4 Jean Street, #3  
Valley Springs, CA 95252  
Phone: (800) 253-2511 or (209) 786-2211  
For the foreseeable future, this office will be open Wednesday 8:00 AM to noon and 12:30 PM to 4:30 PM.

#### Office Closures

05/20 for Fair Day  
05/30 for Memorial Day  
07/04 for Fourth of July

#### Email

Telephone/TV: [cs@calaverastelephone.com](mailto:cs@calaverastelephone.com)  
Internet: [support@caltel.com](mailto:support@caltel.com)

#### Visit Us Online

[www.caltelconnect.com](http://www.caltelconnect.com)

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**HAPPY  
MOTHER'S DAY  
TO ALL MOMS.  
YOU ROCK!**





## One Big Thank You to Two Retiring Employees

Yvonne Wooster (left) and Cheryl Hoag

Yvonne Wooster started working for Calaveras Telephone Company in 1978. Cheryl Hoag joined our team in 1987. This year, both women will retire with our gratitude and begin much-deserved retirements.

### Yvonne Wooster

In August 1978, Yvonne Wooster came into the brand-new Calaveras Telephone Company office to pay her phone bill. Little did she know that owners Howard and Ellen Tower would soon be paying her! They offered Yvonne a job as a customer service representative, which began her 43-year career with our company.

During those years, Yvonne witnessed many changes in the telecom industry, such as the launch of internet service. She also experienced changes to her role at Calaveras Telephone Company (now CalTel). Yvonne learned all aspects of customer service, billing, central office, and state and interstate tariffs, and she advanced to become regulatory manager. In this role, she played an integral part in customizing the CalTel billing system, transitioning to Enhanced 911, and developing processes for the state Lifeline program. Yvonne also served on the Lifeline Administrative Committee and ensured our company complied with all state and federal requirements.

Yvonne leaves a legacy of knowledge and professional development through the people she mentored during her career—both CalTel employees and her peers in the industry—using her trademark good humor and ability to easily build connections.

Her retirement from CalTel is scheduled for the end of April, after which Yvonne plans to spend more time enjoying her grandkids and helping her husband Kelly on their ranch. She said, “I’m sure my husband has a lot for us to do!”

Reflecting on her years in the industry and the company, she noted, “I’ve had a challenging and rewarding career in the telecom industry. The Tower family has been good to me, allowing me the flexibility to do my job and attend events for my family. I look forward to this new chapter in my life.”

### Cheryl Hoag

A Ford Taurus station wagon was the driving force behind Cheryl Hoag’s 35-year career with Calaveras Telephone Company.

Cheryl was getting tired of going through a series of older, high-mileage cars. So, in 1987, she splurged on a new Ford Taurus station wagon. It seated eight, which was handy for the mother of two who was driving her young boys and their friends from pillar to post for all kinds of activities. The only problem was the expense. Cheryl needed a job to make the payments.

She didn’t have to go far to find employment, since Cheryl lived next door to Calaveras Telephone Company. One day, she knocked on the office door and spoke with Howard Tower. He immediately hired her as a part-time filing clerk, and a few months later, she had a full-time job in the front office. Eventually Cheryl became the customer service manager.

“I love customer service since I love helping people,” she said.

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# One Big Thank You

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Cheryl's career changed in 2012 when she moved into marketing and community outreach. To prepare for her new position, she studied for and received her certificate in marketing through the UC Berkeley Extension program, traveling to an evening class in the Bay Area every week for nearly two years.

She recalled, "It was hard to stay up with those college-age kids after working all day, but I did it. And I'm proud of that."

Her community activities have included sitting on the board for the Copperopolis Area Business Association, Valley Springs Area Business Association, and the Mark Twain Elementary School District. She's a current board member of the Calaveras County Chamber of Commerce and a member of Soroptimist International of Calaveras County.

Cheryl is looking forward to the freedom and rest that retirement will provide and plans to spend more time with family and friends. In addition to her husband Ed, her family includes two sons, Jake and Ward, plus five grandchildren, with the oldest getting married in September.



## Take a Moment to Remember on Memorial Day

On Memorial Day, we honor America's fallen heroes and ensure they will never be forgotten. Though the tradition started in 1866 after the Civil War, it only became a national holiday in 1971. Today the tradition includes placing small American flags on the graves of soldiers.

In December 2000, the U.S. Congress and the president signed the National Moment of Remembrance Act into law, encouraging the American people to take a moment of silence each Memorial Day to commemorate those who died in service to the nation.

Each year, the National Moment of Remembrance takes place at 3:00 p.m. local time. Wherever you are then, please pause in silence for the duration of one minute to remember those who have died in military service to our country.

This is a small way for all of us to recognize the huge sacrifices made by these brave men and women.

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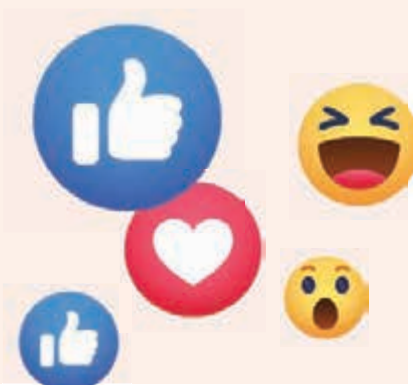
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Please "Follow" along at [facebook.com/calaverastelephone](https://facebook.com/calaverastelephone).





## Go Green and Switch to Paperless Billing

According to the U.S. Environmental Protection Agency, the average American uses the equivalent of about one 100-foot-tall Douglas fir tree in paper each year. An easy and effective way to help the environment is to convert your billing statements from postal delivery to electronic delivery. This results in less demand for paper and less air pollution from paper production.

Mother Earth isn't the only one who will benefit, however. When you switch to paperless billing, you'll have less paper clutter in your home. You'll also save time sorting, filing, and shredding.

CalTel offers paperless billing as part of our convenient eBilling program. With paperless billing, you won't receive a billing statement from us in the mail. Instead, you'll be alerted when your monthly bill is ready for you to review online, then you can pay it online with eBilling.

**It's quick and easy to sign up for the paperless billing option in our eBilling program. Simply visit [www.caltelconnect.com](http://www.caltelconnect.com) and follow the instructions. If you have questions or need help, call us at (209) 785-2211.**



## What You Can Do About Buffering During Streaming

When you're excited about streaming a movie or TV program, the last thing you want to see is the annoying rotating arrow or spinning circle that indicates buffering is taking place. Before we share tips on how to minimize buffering, let's start with an explanation of why it happens.

Buffering refers to downloading a certain amount of data before starting to play the video. One common form of buffering occurs when your internet connection is too slow to stream a video in real time. Your device will buffer the video data and start playback when there is enough to prevent video lag. If the streaming video reaches the point where it must wait until more information is available, it will pause, and you'll again see the loading screen. Once the video stream catches up, it plays again.

This process can take just a few seconds or might last several minutes. If the video is long, you might encounter several buffering sessions during your viewing time.

If you experience buffering often and are frustrated by it, you may want to upgrade your internet speed. A slow connection will delay the delivery of audio and video information, in which case you will see the loading screen. A fast connection can stream movies and TV programs virtually without interruption and easily accommodate high-definition or 4K video. For an optimal streaming experience, we recommend an internet speed of 25 Mbps or higher.

An additional consideration is how fast your router can send the video and other information to the computers, media streamers, smart TVs, and internet-enabled Blu-ray players connected to it. Routers designed to work with streaming video, sometimes called AV routers, can stream more data, reducing playback interruptions. When looking for wireless and power-line adapter accessories, check the speed ratings; they indicate whether they're optimized for AV, so you can stream high-definition video and audio.

**If you have questions related to buffering or need help selecting a faster internet plan, call CalTel at (209) 785-2211 or stop by our office.**

