



## Happy New Year From Our Family to Yours!

All of us at Waitsfield and Champlain Valley Telecom wish you and your family a Happy New Year. It's been our privilege to provide your communication services in 2016, and we look forward to serving you in 2017.

### Waitsfield and Champlain Valley Telecom

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**Office Hours:**  
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**Contact Customer Service for assistance**  
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Visit us online at [www.wcv.com](http://www.wcv.com)

**Office Closures:**  
Monday, January 16 - Martin Luther King, Jr. Day  
Monday, February 20 - Presidents' Day



## When to Reboot Your Router and When to Replace It

It may seem simple, but one of the easiest ways to fix a wide variety of technical issues is to simply reboot (or restart) the device, including your router. This is because routers are like small computers that use memory, a processor, and an operating system. And like your desktop or laptop computer, routers also benefit from a fresh start every now and then.

For example, if your internet service goes down at your home, the first thing to try is to reboot your wireless router. It's a quick process that will often take care of the problem:

1. Unplug your router from its power outlet (don't just turn it off).
2. Wait about a minute, then plug it back in.
3. Allow the device a minute or two to turn back on.

If your Wi-Fi problems persist, it might be time for you to replace your router. With the increasing number of internet-connected devices in homes today, "old school" router technology may not be up to the demands. That router you purchased many years ago may not be equipped for your home's current Wi-Fi network load.

Our latest router model support the 802.11ac standard, which can effectively handle 20 or more devices. By contrast, the 802.11g standard — introduced in 2003 — was designed to handle just two or three. One of the best ways to make sure your home's Wi-Fi network is as fast and reliable as possible is to buy a new router that supports 802.11ac.

Another factor to consider is the speed of your internet service. Some older routers have a speed cap limiting the maximum internet speed possible, which means your outdated router may be preventing you from receiving the full speed of your internet plan.

**For help troubleshooting your current router or upgrading to a newer model, contact our Tech Support Department at 888.321.0815. We're here to help!**



## Customer Spotlights

### Gracie's Kitchen & Marsh Hollow Jams – Waitsfield

Grace Holter and John Snell joined efforts and opened their doors this past September. Mad River Valley residents will recognize Holter and Snell from area farmers markets, where they've been sling-ing tamales and jams for years as Gracie's Tamales and Marsh Hollow. Both Grace and John needed consistent access to a commercial kitchen, so they decided to join efforts and take over the former Pizza in the Valley storefront. Holter's daily changing menu features home-cooked fare to stay or go as well as retail tamales, baked goods, and of course John's artisan jamaes, jellies, and condiments. Gracie's Kitchen & Marsh Hollow Jams is located at 4752 Main Street in Waitsfield. They are open daily from 7:00 a.m. – 4:00 p.m. Call them at 496-9000 and friend them on Facebook.



### One Radish Eatery – Richmond

Ryan and Jessica Bunce have found success as the owners of Barrio Bakery in Burlington, but their mission to bring fresh, delicious food to Vermonters doesn't end with their cozy bakery cafe. The couple is now opening One Radish Eatery in Richmond, a unique breakfast-and-lunch spot that brings delicious dishes and picnic-ready foods to a gorgeous red building on Esplanade, formerly Parkside Kitchen. A much-needed complement to the local bakery scene, the cafe puts a fresh, local spin on tasty restaurant favorites. Located next to a community park and just minutes from the Richmond Town Hall, One Radish Eatery will offer breakfast, brunch and lunch dishes and plans on expanding to dinner service next spring featuring brick-oven pizza with local ingredients. One Radish Eatery is located at 39 Esplanade in Richmond and can be reached at 434-7770.



## WCVT Lends a Helping Hand

Giving back to the communities we serve has always been an important part of who we are at Waitsfield and Champlain Valley Telecom. As we welcome in 2017, we'd like to share some of the community programs and events we supported in 2016:

- Three Day Stampede in Bristol
- Bristol 4th of July Parade
- Bristol's Better L8 Than Never Car Show
- Bristol Movies in the Park
- Children's Bristol Halloween Party
- Eunice B. Farr Incentive Award Scholarships
- Fill a Backpack Program
- Giving Tree
- Green Mountain Audubon Center
- Hinesburg Concerts in the Park
- Hunter Safety Courses
- Local Schools, Chambers, Civic Organizations
- Mad River Path Association
- Mad River Valley Rotary Club
- Mad River Valley Community Fund
- Mad River Valley Community Easter Egg Hunt
- Mad River Valley Little League
- Our Community Cares Camp
- Red Cross Blood Drives
- Relay for Life
- Richmond Area Little League
- Vermont Festival of the Arts
- Vermont Food Bank and 14 Food Shelves in Service Area
- Vermont Special Olympics
- Vermont Youth Conservations Corps
- Williams Woods
- ... and many MORE!

Waitsfield and Champlain Valley Telecom also provide each employee 16 hours of community service time yearly to be used on local projects. We want to do our part to enhance the quality of life for area residents today as well as foster continued growth in the year ahead.

**If your organization has a project in the making and is looking for help, contact Alan Jones at 496-8328 or [ajones@wcv.com](mailto:ajones@wcv.com) to discuss the possibility of WCVT participation.**

### Welcome New Businesses

When you buy local, everyone benefits. Please support the community by doing business with these new neighbors.

<b>East &amp; West Auto</b> – Huntington	434-2299	<b>Perry Institute of Marine Science</b> – Waitsfield	496-2700
<b>Gracie's Kitchen &amp; Marsh Hollow Jams</b> - Waitsfield	496-9000	<b>Rose Pavilion</b> – Bristol	453-2777
<b>One Radish Eatery</b> – Richmond	434-7770	<b>Splinters Boardshop</b> – Warren	496-7441

