

Adak Eagle Enterprise (907) 222-0844 www.adaktu.net

Anchorage Customer Service
Hours
M-Th 8:00am to 5:00pm

March 30 – All offices closed for
Seward's Day
April 13 – All offices closed for
Easter Monday
May 25 – All offices closed for
Memorial Day
June 15-All offices closed for
Flag Day

Special Interest Articles

Broadband Packages!
Applying for your Real ID

Alaska Airlines Peace of
Mind Policy
Outdated Routers?
AEE Restricting Office Visits

Available Scholarship!
Adak Command Channel



This is a challenging time for all of America and the world with this Corona Virus. AEE is here to support it's community in this time of crisis. Let's all follow the mandate guide lines that are presented to us and be safe.

*Larry Mayes
President/CEO*

Spring is coming and so has the increase of bandwidth for our internet customers!

March 2020 Windy City Broadband increased the speed and bandwidth on all packages!

Residential and Business customers will benefit from the upgrades Windy City Broadband has made possible!

A Residential Platinum customer with the new 512/512 speeds will be able to heavy browse websites or social media, send/receive email, update devices.

A Business Platinum customer with the new 1M/1M speeds will have the ability for VPN, software

updates, wireless printers and video streaming.

Our residential customers can purchase more bandwidth before exceeding their limit. This is an opportunity for savvy customers to save \$\$ per GB from the standard overage fee.

We also for our residential customers offer monthly Tech Support which includes hands on support from our IT call desk to assist all customers.

All of our customers benefit from the weekly broadband alerts sent

when the customer is over the 50% limit. Please take these emails into consideration to help manage your bandwidth to avoid overages.

Our customers can manage their bandwidth on their own with the username and password provided at time of install. If you need assistance with this, please give our office a call. A guide is also provided to help assist with navigating the website used.

This website allows you to see your traffic and when used over the course of the dates you set.

We no longer charge work order fees for new installs or move of service!



It's the Real ID and is not just a regular license; it's an identification card that meets added security requirements set by the federal government. To travel, you will need a Real ID to get through airport security, unless you have a passport.

DIVISION OF MOTOR VEHICLES

APPLYING FOR THE REAL ID

The Division of Motor Vehicles has announced all Alaskans beginning October 1, 2020 will need a form of federally acceptable ID to board a federally regulated commercial aircraft, access federal facilities, and enter nuclear power plants.

To get a Real ID, you will need to provide proof of your name, identity, date of birth, lawful status and show two documents proving your residency.

If you look inside your **Adak Eagle Enterprise** invoice, you will find above each service, your physical address proof of your residency.

The Real ID driver's license costs \$40 and the standard driver's license costs \$20.

The Alaska Department of Motor Vehicles will now process REAL ID applications at the **Ted Stevens Anchorage International Airport**. The ANC-DMV, located at 4600 Postmark Drive in the North Terminal, will only accept credit card payments, and you must make an appointment prior to arriving, which will create almost no wait time. People flying in from rural communities off the road system are expected to utilize this distinct location as they travel through Anchorage to their destinations. Alaskans arriving by air through the South Terminal can access the ANC-DMV by foot through the Terminal Connector located near the Alaska Airlines baggage carousels, or take a free airport shuttle from the lower level exit of the South Terminal. To help navigate this process, below is a link:

<https://www.dmv.com/ak/alaska/apply-id-card>

ALASKA AIRLINES PEACE OF MIND POLICY

Alaska Airlines is closely monitoring the developments related to the coronavirus. Their top priority is the safety of their customers and employees. They have launched the **Peace of Mind policy** so their customers can take comfort knowing any ticket purchased after February 27, 2020 can be changed or canceled without a fee (applies for any travel through February 29, 2021). Please go to www.alaskaair.com for more information how Alaska Airlines is taking care of their passengers and employees.

Windy City Broadband offers their customers levels of support for their bandwidth. At every install, a customer is provided a guide to managing their bandwidth with a username and password. This enables the customer to check their bandwidth at anytime knowing when internet is being used and how much. Another level of assurance to our customers when avoiding overages is the weekly courtesy email alert sent to all customers who reach 50% or more. A residential customer has the option of purchasing additional GB to avoid the cost of overages a savings of \$20 per GB. An additional level of support is our Technical Support plan. Once subscribed to, a customer has over the phone technical assistance from our trained IT staff as well as the option for hands on support to assist with issues which can impede a customer enjoying their internet service.

Outdated Routers and Interference

May be causing issues with your Wi-Fi connectivity and slowing down your internet speeds. A slow Internet connection can be very frustrating. There are many factors affecting your internet speed. Sometime you just don't subscribe to the speed you need for the number of devices being used, and sometimes your computer or device has an issue.

Did you know your router and signal interference between your router and your device play an important role in optimizing connectivity speeds in your home?

ROUTERS: If you haven't upgraded your router in awhile it could be the culprit for lags and longer load times. Older routers run old wireless standards and upgrading to a current model could improve your Wi-Fi capabilities. Wireless routers are an important piece of hardware and occasionally need upgrading, especially if you've tried everything else and still aren't getting Internet as fast as you want or need.

INTERFERENCE: The construction of your home has an impact on how well your devices connect to your router. If your router sits on a metal shelf, simply moving it can make a difference. You should also not hide your router behind the TV. For a better signal, you will need it out in the open, free of any walls and obstructions. Poor-quality wiring or damaged wires could also be slowing down your internet.

Finally, it becomes harder to connect your devices when they are further from the router, so keep this in mind when using your computer or device on your home Wi-Fi connection.

Windy City Broadband is here to help you find the solution to your Wi-Fi connectivity problems. If you need to upgrade your router or net gear, we have them for purchase. We provide free speed testing so you know your speeds. We offer Tech Support with over the phone and hands on support for a monthly fee.



To Our Customers,
The outbreak of COVID-19 is affecting individuals across the world. Adak Eagle Enterprise is undertaking efforts to limit the spread of COVID-19 to our employees, customers, and the public at large. Accordingly, Adak Eagle Enterprise will **be restricting in-office visits for the immediate future**. When possible, the visit will be scheduled to take place over the phone. We recognize not every visit can take place over the phone and will schedule in-office visits or service needs based on the circumstances of the particular matter. We realize this may cause inconvenience for many of our customers and other individuals who prefer in-office or home visits. However, our focus at this time is to be part of the world-wide effort to prevent the spread of COVID-19. We appreciate everyone's willingness to be part of this effort with us. If you have any questions or concerns, please contact our office by dialing 611 or toll-free 1-888-328-4222.

Thank you

Andilea Weaver
Vice President/Regulatory Director
Adak Eagle Enterprise, LLC

Scholarship Committee

is proud to announce scholarship opportunities to Alaska resident students attending accredited higher education institutions. The deadline is **Friday, April 17, 2020**. Applications may be submitted online at <http://www.alaskatel.org/scholarships> by U.S. mail, courier or in person. (Clicking on the link will you get to the proper place for online submission). Paper applications are available by request.

The requirements for the application:

- Be sponsored by an Active or Associate

Member of Alaska Telephone Association.

- Have been a resident of Alaska for not less than 4 years or have attended school in Alaska for at least two years.
- Have demonstrated success in an academic or vocational field.
- Plan to attend an accredited post secondary school or training program for at least one year

Any questions can be directed to ATA at 907-563-4000

ADAK CABLEVISION

Adak Cablevision offers one package to our customers which include 51 channels. There are High Definition channels with a sharper picture and better sound. There is the Interactive Program Guide allowing you to watch your program while scanning the guide. There are channels just for movies, sports or just for news. The Local channels are all available, ABC, CBS, NBC and FOX along with PBS

channel known as 360 North on channel 1.

Our very own **Adak Command Channel 6** always has seasonal music; the slides will have notifications on office closures, service interruptions, and our services like Lifeline and After Hours Support. We keep our customers informed on what is new and upgraded,





MONDAYS IN MARCH!

TCM is setting sail to explore the world of movies set on or around the high seas. From courageous captains and dashing pirates to maiden voyages and naval battles, more than 50 film portrayals of various aspects of Life at Sea.

- 1932 The Most Dangerous Game
- 1972 The Poseidon Adventure
- 1958 The Old Man and the Sea
- 1952 The Crimson Pirate
- 1958 Torpedo Run
- 1969 Captain Nemo and the Underwater City

BOOMERANG IS LIKE HAVING CARTOONS EVERY DAY!
 SCOOPY-DOO
 LOONEY TUNES
 TOM AND JERRY
 YOGI BEAR
 BUGS BUNNY

ADAK EAGLE ENTERPRISE THANKS YOU!

We thank you for your input to our services and we have listened to our customers who wanted more cable channels and more internet. Adak Cablevision added 6 channels which have greatly increased the interest in our service with

ESPN available to all customers, Bravo, USA, SyFy and more. Our internet customers wanted faster speeds in order to download more content and bigger bandwidth so overages would not be a monthly issue.

Encouraging our business customers what they need for their organization has provided Windy City Broadband unique opportunities to custom broadband packages. We appreciate the feedback! Email or call Customer Service!