

ADAK TELE - CHATTER

July 2020
Volume 1, Issue 3

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

Anchorage Customer Service Hours
M-Th 8:00am to 5:00pm
1-888-328-4222

We have after hours support,
please stay on the line and
someone will assist!

July 4, 2020 –All Offices Closed
for Independence Day

September 7, 2020 – All Offices
Closed for Labor Day

Special Interest Articles

*Stay Safe Stay Healthy
Adak Online Digital Learning
Broadband Upgrade!
Surge Protectors
Equipment Rentals!
Command Channel 6*



Summer on Beautiful Adak!

As our community is in full swing of summer, Adak Eagle Enterprise is keeping to the mandates and guidelines as a result of the COVID-19 to stay safe, stay healthy and stay home. We are committed to ensuring the essential services on Adak are seamlessly working while also observing and implementing the regulations to keep all safe and healthy.

We at Adak Eagle Enterprise in Anchorage are encouraging no visitors to the office. We are practicing social distancing with staggered employee office hours, cleaning the communal areas as used. We wear a mask when with another employee.

Our Adak Central Office is also not allowing outside visitors into the Central Office. Keeping vehicles cleaned, their communal areas clean, wearing a mask and gloves when coming to your home. Our Technicians will ask if anyone is sick or has been sick in your home to limit their exposure.

We welcome your calls for any service interruption and stand ready to assist as needed! Dial 611 from any Adak landline or wireless line for your essential service needs!

Adak Telephone is here for its customers good or bad times. We can connect you to the outside world so you can stay in touch with your business, loved ones or just to have fun on the internet.

This has been a bad year for the entire world with this COVID-19 Pandemic but we are still here to serve our customers. Stay safe and keep your family safe.

COVID-19 is no joking matter so please follow procedures that have been put in place from the State and your City.

**Larry Mayes
President/CEO
Adak Eagle Enterprise**

Dear Adak Eagle Enterprise,

It's difficult to put into words just how much we appreciate what Adak Eagle Enterprise and Windy City Broadband did when they provided free internet to all of the families with students in the Adak School.

The announcement of schools closing statewide on March 13 is a day few of us will forget. The very next week you set me up with internet, so I could test. When the program did indeed work, your company quickly began installing internet in the student family households!

Having access to the internet has given students the opportunity to not only maintain their current skills, but also to move forward learning and practicing new ones.

All of us, students, families and teachers thank you so much for what Adak Eagle Enterprises made possible! You helped all of us continue learning, stay connected to each other and be safe.

Sincerely,

Adak Students and Families

Adak School Staff

ADAK SCHOOL ONLINE DIGITAL LEARNING

March 18, 2020 Windy City Broadband mobilized their team and put together a broadband plan fitting for the Adak students and teachers. Knowing a school closure was imminent; the broadband was tested first by Julie Plummer and then rolled out to the student families from classrooms to family rooms and kitchens March 31, 2020.

Adak teachers were able to provide ipads and laptops to students who needed them and WCB provided routers free to families in need.

Teachers, student families, the Aleutian Regional School district administrator did an amazing job adapting the classroom learning platform to a distance learning platform!

At no additional cost, Windy City Broadband gave students the bandwidth needed! With internet satellite and fiber to the home, there was consistent access to the broadband needed resulting in an 80% growth of internet traffic within one week of having the Adak Student Plans relied on for normalcy of digital learning.

The heartfelt email sent by Adak School Julie Plummer keeps us inspired with our commitment to the Adak community at their times of need. We kept America Connected starting with Adak!

BROADBAND UPGRADE!

As a broadband customer who already has one of our residential plans, you have an opportunity to upgrade your current internet plan to the Adak Student Broadband Plan! The speed is substantial, 512/756 you will have faster downloads and the bandwidth increased to 10GB!

This is a custom built plan for our established customers; you will not find this plan on our website offerings with our other residential internet plans nor as an offering for a new customer.

Please call our Anchorage office for more information on this service offering!

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.

What you need to know to protect your equipment

Adak Eagle Enterprise wants to remind our customers about the importance of using surge protectors to prevent damage to your set top boxes, routers and other electronic devices in your home. Surge protectors are easy to forget about, but they are very important when it comes to protecting your equipment.

Surge protectors use a variety of different methods to protect electronics and appliances, but they basically work by diverting energy to a protective component located within the surge protector itself. The surge protector ensures that only the normal, safe amount of electricity passes through to your devices.

Most surge protectors are fairly inexpensive, but often people get confused about the difference between **a surge protector and a power strip; they are NOT the same thing.** Power strips provide additional plug-ins for devices, surge protectors guard devices from a power surge or acts of nature, like a lightning strike.

It is important to remember when using a power strip for your expensive electronics to be sure its specification say it has a surge protector as well. You can find a variety of surge protectors at Amazon.

Adak Eagle Enterprise would like to remind you equipment installed in your home, such as a set top box or wireless internet router, become your responsibility when installed. It is very important that you protect your equipment from damage with an appropriate surge protector.

I hope that you, your loved ones, and your colleagues are safe and well. I can honestly say that I've never experienced an event with such a drastic impact on how we live and work as the COVID-19 pandemic. Now more than ever, we must do the right things and be prepared to take steps beyond what we're typically required to do.

In the current situation, it is vital to stay digitally connected –

connected to your customers, your employees, and your communities. What are they experiencing, and how can they best be supported? Their feedback is essential to chart the right course to ensure they receive everything they need. I can assure you that Adak Eagle has the infrastructure and processes in place to help you stay connected through this challenging time.

Our top priority is the health and safety of our employees, customers, and partners. We have adapted to the changing environment very quickly, and our services will continue to be usable and accessible without interruption. We have a robust action plan in place, and we implemented specific precautions for the IT and Plant Operations to ensure continuity.

Our thoughts are with the people affected and everyone working around the clock to help those most in need.

Everyone at AEE wishes you and your loved ones good health and strength in the days and weeks ahead.

Stay safe and stay connected,

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

We have Equipment Rentals!

Summer is here! And with it comes outdoor projects which might involve digging or moving things. We have equipment for locating and digging, equipment for digging trenches, if you need to get up high, we have forklifts. We have a utility vehicle and trailer if you need to move something. We have a portable generator if you

need power while working remote. We have a cement mixer for your outdoor projects! Please give us a call or send an email to customerservice@adaktu.net

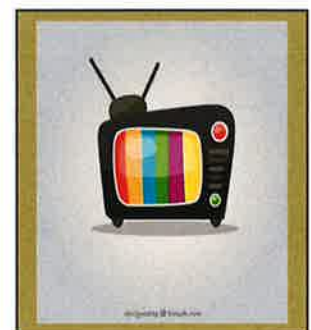
We are here to assist and schedule the equipment for your project needs!

COMMAND CHANNEL 6

Do you see the Adak Command Channel 6 screen shots when scrolling through your channels?

Adak Cablevision places all kinds of information on this special channel

- Our latest money-saving promotions
- News about changes or additions to our services
- Holiday Office Closures
- Planned maintenance outages
- Service Offerings
- Lifeline
- Seasonal Music playing at all times!





ADAK CABLEVISION has movies, sports, news, comedy, cartoons, drama, westerns, suspense and more! There are High Definition channels and our Interactive Program Guide for you to watch your program while scanning the guide!

MOUNTAIN MEN PREMIERING JUNE 4TH!

Four Mountain men who rely on ingenuity, tenacity and determination to weather the worst!

ADAK EAGLE ENTERPRISE THANKS YOU!

We at Adak Eagle Enterprise are proud to serve the community of Adak with exceptional services which keep you connected with family and friends around the world! Your input is vital to our success and we

appreciate the opportunities when we can enhance our services with more channels, or higher speeds and/or more bandwidth! By telling us what you need and want to stay and keep connected is

important to us. Our Business customers have been vocal in what they need for their operations to be successful. **Thank you to all our customers** who keep us informed when a service is not working to what they need in a service!