

Adak Eagle Enterprise (907) 222-0844 [www.adaktu.net](http://www.adaktu.net)

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

We have after hours support,  
Press 1 for Technical Support and  
someone will assist!

Daylight Savings November 1<sup>st</sup>  
Move your clock back 1 hour

November 11, 2020 – All Offices  
Closed for Veterans Day

November 26, 2020- All Offices  
Closed for Thanksgiving Holiday

December 24- 25, 2020 - All Offices  
Closed for Christmas Eve  
and Christmas Day

February 15, 2021 – Deadline for  
Foundation for Rural Service Youth Tour  
and Scholarship Applications

[www.frs.org](http://www.frs.org)

The 2021 Scholarship application will be  
available to students January 1, 2021 and  
March 6, 2021 – Deadline for FRS  
Scholarship Application

## Special Interest Articles

All Things Broadband!  
Upgrade, weekly alerts and  
Bandwidth Management

Power Surges or Outages

Secure Shopping Online Tips

Lifeline and National Verifier  
Please contact our customer  
service for more information

What's New in  
Customer Service?

Fall Solar Outages

New TV Channels!  
HBO, Lifetime, MAX,  
Viceland, FYI



## Lots of Snow on Adak!

Remember March of 2013 when Adak got all this snow?  
Ray Nelson would because this was his house!

Yes, winter is coming and we continue to encourage our  
readers to staying healthy, safe and stay home!

Adak Eagle Enterprise continues to follow the mandates and  
guidelines in our Anchorage and Adak offices of no visitors and  
social distancing amongst ourselves. Our Adak technicians will  
continue to ask when visiting your home if anyone is sick or has  
been sick.

While committed to ensuring the essential services are working  
seamlessly, we are observing and following the guidelines to  
keep our employees and our customers safe.

We welcome your call 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!

Note from our CEO Mr. Larry Mayes,

The COVID-19 crisis has made it very difficult to visit loved ones and friends.

AEE is here to help in these troubled times with our communication services (Internet, TV, Phone, and Cellular).

AEE staff is friendly and responsive. They work very hard to make sure that you get the best service.

**Electrical power surges or outages**

can leave you believing your broadband Internet connection is malfunctioning. A simple reboot of your equipment may solve the problem. If you experience problems with your broadband service after a power surge or outage, first try powering off your broadband modem and router (if you have one), then shut down your computer. Wait for one minute. Power up your modem first and wait two minutes. If you have a router, turn it on next and wait one minute and then power up your computer. In many cases, this will bring your equipment back on line and restore your connection. To avoid this issue, you may also use a battery backup that will keep your equipment running in the event of a power outage.

## BROADBAND UPGRADE AND TOOLS TO SUPPORT YOUR SERVICE

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

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

This Adak Student Broadband plan was essential last Spring for the Adak students and was very successful for these families!

We continue to keep this offering to our customers who want faster speeds and more bandwidth!

Also for our broadband residential customers, **bandwidth for purchase**. If you are below the 95% threshold of your bandwidth limit and need more GB to avoid the overage charge, give customer service a call or email for more bandwidth! The cost is less than the overage charges!

**Have you noticed a courtesy email alert sent by Customer Service?** If you are at or over 50%, an email will be sent giving you information on your plan. What percentage are you? What broadband plan do you have? When does the usage cycle end? What total bandwidth has been used so far? All these great questions get answered in the email.

Don't forget the **Broadband Management tool** is helpful in helping you look at your bandwidth whenever you want. No need to wait for the email! Just look up your bandwidth from the username and password provided free and know at any time before being charged overages.

## LIFELINE AND NATIONAL VERIFIER

Lifeline is a service offered as part of a government assistance program which provides discounts on recurring monthly phone or wireless charges. Lifeline is available to eligible consumers who qualify through participation in other government programs or income. The service is non-transferrable and the program is limited to one discount on telcom service per household. Link-Up provides a one-time discount on the installation of telephone in the household. Deposit will be waived if selecting Toll Restriction. The Lifeline National Eligibility Verifier determines whether subscribers are eligible for Lifeline. Apply online [CheckLifeline.org/lifeline](http://CheckLifeline.org/lifeline) to create an account and verify your eligibility. If you do not want to apply online, there is an option to click to use a paper form. Every year, the consumer will have to show they still qualify for lifeline. Federal Assistance programs: Medicaid, Supplemental Nutrition Assistance program, Supplemental Security Income, Federal Public Housing Assistance, Veterans and Survivors Pension Benefit

Simple Steps Can Help Protect Your Online Privacy – It is extremely important to protect your privacy online. The United States Computer Emergency Readiness Team suggests several safety tips when using the internet.

- Read a company's privacy policy before submitting any personal information. This policy should tell you if the company shares any of its customer information with other organizations.
- Only do business with established, credible companies. This means sticking to sites with a high percentage of positive reviews or sites you have heard of. If uncertain, and still want to do business with a site, use a one-time credit card number
- Make sure your information is encrypted. You can tell if the site uses encryption if its URL includes "https" instead of "http" and the site may have a lock icon in the bottom right corner of the window.
- Do not use your primary email address in online submissions. Get a second email address if necessary.
- Use company apps. Even better than secure websites are apps, which many retailers is now providing.
- Be aware of phony emails. Scammers may pose as a well-known vendor and send an email asking you to provide your login information. This isn't something legitimate businesses do, so don't be tempted to respond.
- Don't shop when using public WI-FI. Don't conduct financial transactions unless you are on a secure connection (your wired internet at home).
- Use a Credit Card. Though debit cards are handy, they do not provide the same kind of protection that credit cards offer (such as getting money back for illegitimate purchases).
- Use a one-time credit card. You can get a one-time number from your credit card company, so your real account number is not compromised.
- Do not allow web browsers to remember your password, in case a hacker gains control of your computer.
- Be sure to limit what information you share on social networking sites.

ADAK TELEPHONE UTILITY  
SERVICES AVAILABLE

Exchange Service:  
Residential \$40.60  
Business \$53.60  
Data Line \$28.60

Local Exchange  
Serving Area:  
Adak, Alaska

A Local Exchange  
Service which includes:  
Touch Tone Dialing with  
Free unlimited local  
usage within the  
exchange  
Single Party Service  
Access to:  
Operator Services  
Long Distance calling  
Directory Assistance  
Toll Limitation – Toll  
Blocking or Toll Control

WINDY CITY CELLULAR  
SERVICES AVAILABLE

Adak Smart \$40.00  
Adak Smarter \$60.00  
Adak Smartest  
\$100.00

Local Exchange  
Serving Area: Adak,  
Alaska

A Wireless Service which  
includes:  
Local usage within the  
exchange  
Access to:  
Operator Services Long  
Distance calling  
Directory Assistance

## All Things New in Customer Service!

When calling our Anchorage office, our customers now have options to direct their calls. Customer Service will be #1 during regular office hours Monday-Thursday 8-5 Anchorage time.

During the days the office is closed and you have a service interruption or outage, please press #1 for Technical Support and can press #2 to leave a voicemail for Customer Service.

Your monthly invoices are now being automatically sent through our billing software from a no reply email. This has been a tremendous help for Customer Service and will save on paper and postage.

Our Business customers can save on paper and time by using the ACH payment through their bank and all our customers can approve a credit card to be used for their monthly payments. No hassle of calling in or mailing of payment!

Our Adak Website [www.adaktu.net](http://www.adaktu.net) will have all the information needed for new services, office closures, maintenance notifications, lifeline, and how to contact the Anchorage office.

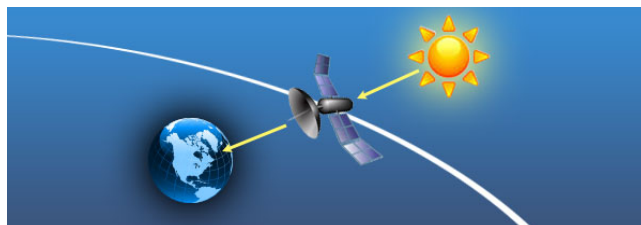
## Fall Solar Outages Affecting Services

### Fall and Spring Solar Outages

Twice a year, our customers experience brief interference or loss of signal as the sun passes behind various satellites. This phenomenon is known as a solar outage and occurs in the fall in October and then again in the spring around February.

These service disruptions are temporary, most solar outages can last anywhere from 5 to 10 minutes.

Our Network Operations will be watching for this and we will keep our customers informed by the website and the Command Channel.



## ADAK CABLEVISION

### MORE CHANNELS FOR TV VIEWERS!

Adak Cablevision is pleased to be providing more channels in their lineup!

Starz and Encore channels are no longer for viewing.

Adak Cablevision added 5 HBO channels, 7 Max channels, 2 Lifetime channels, Vice Land channel and fyi channel featuring Lifestyle programming with culinary, home renovation and makeover series.

Also showing is ESPN, Bravo, History, A&E, USA, CNN, SyFy, TCM, TruTV, TNT and more.

Stay up to date with your local news and events on the local channels.

The Adak Command Channel 6 has notifications on holiday office closures, maintenance notifications, services and more!



## 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!