

# ADAK TELE - CHATTER

January 2021  
Volume 2, Issue 1

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

When calling our office, you now have options to direct your call. Customer Service is #1 during regular office hours

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

January 1, 2021 – All offices closed  
for New Years Day

January 18, 2021 – All offices closed  
for Martin Luther King Day

February 15, 2021 – All offices closed  
for Presidents Day

March 29, 2021 – All offices closed  
for Seward's Day

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

The 2021 Scholarship application will be available to students January 1, 2021

Special Interest Articles

2021 Broadband Bandwidth will be sent by automatic email!

Lifeline

How to Avoid Online Scams

Mandatory 10-digit dialing coming!

2021 Scholarships

Customer Service Information

Spring Solar Outages

Annual Notice of Terms and Conditions

Local Channel Discount

Thank you to all our Adak customers for the continued support and success of AEE!



## Continued winter on Adak!

### HAPPY NEW YEAR ADAK!

We are all looking forward to 2021 with the COVID vaccine on its way and hopefully the slow back to normal for all our local businesses and families!

Adak Eagle Enterprise has appreciated the support these past years from the Adak community! As a local cellular provider, Windy City Cellular provides roaming for ATT customers on Adak. Adak Cablevision and Windy City Broadband provide a quality top notch service with on island technical support. The enhancements and growth over the years since 2003 have provided Adak residents the great technical and customer service support. Adak residents providing services outside of AEE are doing it illegally when they retransmit, resell or share without the proper FCC license and Business license to cover such services. Adak Eagle Enterprise is always receptive to customer input to our level of service and we will remain steadfast to our company mission statement "To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the community".

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!

## Telecom updates coming in the New Year 2021

Congress Approves COVID-19 Relief Measure With \$7 Billion for Broadband. As a result of President Trump's signing the bill late Sunday, the federal government no longer faces shutdown and all of the telecom provisions in the bill discussed in the report, including funding for rural broadband and "rip and replace" funds for carriers with Huawei equipment, will go into effect. Top items to watch for are:

- Broadband Funding Will Benefit Rural Telecom
- Lawmakers Stress Significance of New Broadband Funding
- Bipartisan Group of Lawmakers Persevered To Win Passage of Relief Measure
- Relief Measure on Federal Government Operations
- Additional Telecom Provisions Included In \$1.4 Trillion Omnibus Spending Bill

Adak Eagle continues to monitor the activities that will help benefit our customers to achieve our goal of top communications for every Adak resident. As the year comes to a close we look back at this past year. We remain humble and thankful for the opportunity to serve our customers to the very best of our ability. March brought uncertainty to all of us, but what I noticed was the unity we still hold dear to our hearts, as the world was changing around us we all adapted and stepped forth with what America is based on Hope, Truth, Integrity, and helping our fellow neighbors in times of need. This is what makes Adak's Community and America such a sweet place to live.

AEE and staff wish you and your family a blessed New Year to come, and that 2021 will unite our fellow Communities even more.

**Andilea Weaver**  
Vice President / COO  
Adak Eagle Enterprise, LLC

## BROADBAND OPTIONS TO SUPPORT YOU FROM CUSTOMER 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 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!

**Coming new in 2021, automated emails on bandwidth usage** An automatic email will be sent giving you information on your plan. Will only be at 50%, 75% and 100% with the opportunity to reply or call Customer Service if you have concerns or questions.

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 telecom 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 <https://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

**Internet Safety: How to Avoid Online Scams!** Internet fraud is alive and well, anyone can become a victim. Familiarize yourself with these common internet scams and the measures you can take to avoid them.

- **Social Media Scams – Avoid deals that is too good to be true**, the price is super cheap, the product promises miracle results it's probably a scam. **Be Wary of Imported Goods** and **Don't buy directly from social media**, Sellers using direct messaging or apps like WhatsApp or Skype are most likely frauds. If you cannot find a legit store, just hit "exit".
- **Robocall scams** – The Federal Trade Commission (FTC) reports Americans have received more than three billion robocalls since the pandemic. **Don't pick up**, an unknown number, let it go to voicemail. If you find a computer-generated voice message, block the number and report it as a scam robocall. **Filter Scam calls out**, Most mobile phones have a feature or app that lets you filter out unknown callers and numbers that are likely to be fraudulent robocalls. The FTC has a complete guide <https://www.consumer.ftc.gov/articles/how-block-unwanted-calls> to help you block scam calls on Android iOS, and landline phones.
- **Coronavirus emails** – There has been an increase in scams posing as the Centers for Disease Control and Prevention (CDC), selling bogus cures and offering great deals. **Delete emails claiming to be "official"** and **Never click links in emails from unknown senders**. You will learn about COVID-19 from government officials, usually via the local or national news.
- **Fake Credit Report Websites** – By law, you are entitled to a free copy of your credit report once every 12 months. AnnualCreditReport.com (<https://www.annualcreditreport.com/index.action?kbid=62548>) is the only government authorized website, but the internet is full of imposter sites. These websites are trying to collect personal information, like your Social Security number or date of birth that can be used to steal your identity. **Don't respond to emails, pop-up ads or social media ads** offering a free credit report.
- **Bogus pop-up security warnings** – A bogus pop-up warns the user their computer has just been infected by a virus and directs them to download security software immediately. The goal of this scam is to make money by tricking the victim into purchasing rogue software. Or the supposed software is free, which encourages the victim to download it. Once installed, the software takes control of the victim's computer. One of the most effective ways to help avoid this scam is to protect your computer with genuine antivirus software from a reputable security company. (<https://www.safewise.com/resources/anti-malware-antivirus-buyers-guide/>) To help protect your kids (<https://www.safewise.com/blog/internet-safety-for-kids/>)

## Mandatory 10-Digit dialing coming to Multiple States/Area Codes

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. In order for 988 to work in your area code, 10-digit local dialing must first be implemented. This will apply to all calls within your area code currently dialed with seven digits. Beginning April 24, 2021, you should begin dialing 907 along with the 7 digits for all local calls. Your call will still complete with 7 digits if you forget. Beginning October 24, 2021, you must dial 10-digits for all local calls. There will be more information in next issue of Adak Tele –Chatter.



FOUNDATION FOR  
RURAL SERVICE

## 2021 Scholarships

The 2021 Scholarship application will be available to students January 1, 2021.

The foundation annually awards scholarships to an exceptional group of rural students for their first year of college or vocational school. All applicants require sponsorship by an NTCA-The Rural Broadband Association member company to be eligible. Adak Telephone Company is a member.

You must be a graduating high school senior, have at least a C grade average and express an interest to return to a rural community following graduation.

Go to [www.frs.org](http://www.frs.org) and apply online!

## Customer Service Information

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.

Windy City Cellular will no longer be providing or selling local service packages. We are continuing to provide roaming to ATT customers on the Adak Island.

Customer Service is becoming more email automated with the monthly invoices and the weekly courtesy broadband alerts.

Our business customers have the option to use ACH for their invoice payments and our residential customers have the option for credit card auto pay.

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.

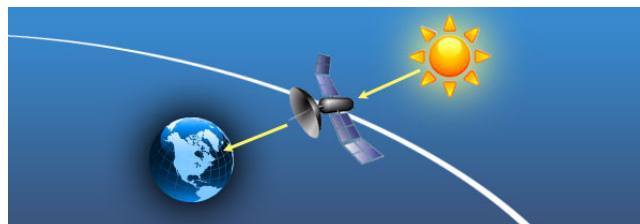
## Spring Solar Outages Affecting Services

### 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.



## Terms and Conditions

- The charges for your local regulated phone services are identified with an \*. If these charges are not paid in full by the due date on your bill, your local service may be disconnected. From your payment for services, Telephone is paid first; failure to pay for services and other charges on your bill, you may be disconnected from those services. The providers of those services may pursue collections of unpaid charges.
- If you feel that you have been billed in error or have questions about your bill, please call AEE customer service at 1-888-328-4222 or (907) 222-0844 within 30 days of your bill date. You will not be disconnected or penalized for non-payment of the charges in question. The portion of your bill not in question is payable in the regular due date.
- You should receive a billing statement every 30 days. If you don't receive your statement within reasonable period of time, please contact our customer service department. Failure to receive a billing statement does not relieve you from the obligation of paying your bill. Your monthly bill is delinquent of payment if not received at AEE by the due date shown on the first page of your statement.
- Unpaid balances for previous bills are due immediately. We will impose a late charge or 0.875% per month on any unpaid balances. Your service(s) may also be disconnected. If so, you must pay the bill in full, and may be required to pay an additional deposit and charges for the reconnection of your service.
- Accounts paid with NSF (Non-sufficient fund) checks will be charged a fee and may be subject to immediate disconnect.
- Credits will appear with "CR" behind the dollar amount being credited.
- You may call the RCA (Regulatory Commission of Alaska) at 1-800-390-2782 for inquiries or assistance with disputes regarding regulated utility services.
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transfer.

When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution.

# ADAK CABLEVISION

## LOCAL CHANNELS NOT AVAILABLE

We have appreciated the support of our customer's as this gets resolved and have been giving a monthly discount for the local channels. There has been a mechanical issue which is being worked on and will be resolved soon.

Thank you for your patience!

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