

# ADAK TELE - CHATTER

April 2021  
Volume 2, Issue 2

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!

April 5, 2021 – All offices closed  
for Easter Monday

May 31, 2021 – All offices closed  
for Memorial Day

June 14, 2021 – All offices closed  
for Flag Day

## ***Special Interest Articles***

From the Desk of Vice  
President/Regulatory Director/COO  
Andilea Weaver

## **New Broadband Adak Streaming!**

**Alaska Telecom Association  
2021 Scholarship Deadline April 9, 2021**

## **Lifeline**

**How to Avoid Phishing Emails  
Avoid the Bait!**

## **CPNI Information**

**Customer Service and how to manage  
your account**

**Mandatory 10-digit dialing**

**Local Channel Discount**

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



## **Spring Migratory Birds on Adak!**

### **LOOKING FORWARD TO THE CHANGE IN SEASONS!**

The seasons on Adak are changing and so is Adak Eagle Enterprise! Read inside this current issue for a new residential broadband package! Innovative and progressive for those customers who want to stream their favorite movies, online schooling and work!

The AEE customer now has so many options to manage their account for ease of convenience and with automated features. This current issue explains the many ways you as a customer can manage your services and account.

The FCC has required starting October 24, 2021, all carriers implement 10-digit dialing, read inside the current issue as to why and what changes are being made for you as an AEE telephone, wireless customer.

Always check the AEE website [www.adaktu.net](http://www.adaktu.net) for office notifications of office closures, service maintenance windows and information on our services.

From the desk of VP/RD/COO

**Advantages of Fiber-to-the-Home**

Greater Capacity and Reliability! Today's technologies that require more and more bandwidth, like content streaming to multiple devices, file sharing, gaming, and home monitoring systems. Fiber optics is the only technology that can keep up with these bandwidth demands.

Data on a fiber optic's can travel many miles in a split-second—at the speed of light, in fact. This speed allows a more cost-effective method to transmit large amounts of data to everyone's homes, between homes, and around the world.

Voice and data transmissions via fiber are more secure than when they are sent over conventional copper cable connections.

Once installed, fiber is easily upgraded by changing the electronics that create the light pulses, and not replacing the cable itself. That's why fiber networks are said to be "future-proof".

**Regulatory update for 2021:**

Two major efforts underway are the implementation of the Emergency Broadband Benefit program and continued enhancements to broadband mapping.

The EBB is a fund authorized in the 2021 Consolidated Appropriations Act to provide discounts of \$50 to \$75 for broadband services and \$100 for a connected device to those eligible. The commission acted quickly to begin implementation of the program issuing an order that, among other things, detailed the process for broadband providers to participate and identified what households are eligible. Eligible telecommunications carriers choosing to participate are automatically approved upon showing they offer qualifying broadband service, and there is an application process for ETCs. AEE is in the process of identifying if this program would be beneficial to our customers and the requirement they will need to report and monitor services at.

On broadband mapping, the FCC took steps to comply with last year's Broadband Data Act by requiring carriers to produce more detailed information on the types of service offered and identify where broadband is available. Acting Chairwoman Rosenworcel has also announced the creation of the Broadband Data Task Force to oversee the work efforts needed across FCC bureaus and offices to create more precise maps. AEE continues to report service types and offerings to the FCC along with new testing requirements coming in 2022 for our serving area.

The American Rescue Plan Act, the latest COVID-19 relief bill, authorized over \$7 billion for the Emergency Connectivity Fund as a subsidy to the E-rate program to help schools and libraries pay for internet service, hotspots and other devices for students and teachers.

AEE has submitted a bid to provide service to our local Library, this is a wonderful opportunity to help our local community reach for higher educational opportunities while in the city limits.

As always we are looking for new ways and opportunities to serve your needs as the world around us changes.

Regards,  
Andilea Weaver  
VP/RD/COO  
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 9, 2021**. 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



## OFFERING NEW INTERNET PLANS!

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!

If you want faster speed and more bandwidth, the newest residential broadband plan we are offering is now **Adak Streaming!** 1M/1M speeds and 50GB allowing the opportunity for streaming video, online education programs and work!

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!

### **New in 2021, automated emails on bandwidth usage**

An automatic email is now sent giving you a percentage of usage used. Will 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 looking 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

<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



### PHISHING EMAILS – AVOID THE BAIT!

Phishing emails are emails that appear to be from a company or people you know. But they are scammers! They may send you a link to click on asking for personal information like a password, social security number or date of birth or they may even try to gain access to your computer!

### Here is how phishing works:

You get an email or text

- They pretend to be someone you know and ask you to click on a link, give you a password, bank account number or other personal information.
- You think it is real
- Scammers can spoof logos and use fake email addresses. They use familiar company names or pretend to be someone you know.
- They pressure you
- The messages urge you to act now or something bad will happen.

Clicking on a link from a scammer can allow them to install programs that lock you out of your computer and compromise your personal information.

### How to avoid the bait:

Check it out before you click

- Call the company or person directly who you think is contacting you. If you have a contact at the company, use the number or email you know is correct.
- If you do not know them, look up the website for the company name they gave you and see if the person who contact you really works there.
- NEVER open an email attachment if you do not know who it came from or why you received it.

### Scam Tip- offs

- You do not do business with the company that **contacted you.**
- **Your name is missing**, words are spelled wrong or it contains bad grammar.

Be careful-some phishing schemes look very real, check it out and protect yourself.

Adak Eagle Enterprise, LLC is concerned about the privacy and security of the sensitive, personal data collected from our customers. In recognition of these concerns, we have implemented and follow practices to adequately protect CPNI from unauthorized access, use, or disclosure.

We request all our customers when you install services, to provide us with a password that only you and your authorized users will know. You will be required to use your password when you call customer service for information on your account.

Examples of what is considered CPNI are: The amount a customer spends on services on a monthly basis, optional services used (call waiting, call forwarding, etc), sensitive personal information, your payment history, notes on your account. Number of business lines for a business customer, call detail – phone numbers called and calling patterns, time, date and duration of calls.

If you stop by our Anchorage office, you will be required to show either State or Federally issued photo identification

before we can discuss or release any account services information. We are required to notify you immediately of a password change or mailing address changes. Working together, we will continue to keep your account safe and secure.

Customer Service

## How to manage your AEE accounts and how Customer Service can assist

- **Your invoices** are now sent by email monthly, if you want to have a mailed copy, please call.
- You now see the **tax surcharge percentages** for your services on the monthly invoice.
- **Payment options** to fit your needs, mail your payment, pay by phone by dialing 611 or 1-888-328-4222, set up auto-pay having your credit card on file with automatic monthly payments, do an online payment through the [www.adaktu.net](http://www.adaktu.net) website, click Payments, a business can set up ACH payments adding to the convenience of less paper and less bank fees.
- When calling our office, you have options to direct your call. Customer Service will be #1 during regular office hours Monday-Thursday 8-5 Anchorage time.
- If you have a **service interruption or outage** during after office hours, Press #1 for Technical Support and can press #2 to leave a voicemail for Customer Service.
- You can manage your broadband usage with the FREE broadband management tool, be set up with the username and password and check your usage anytime.
- An **email alert** will be sent automatically when your usage hits 50%, again at 75% and again at 100%. After 100%, you will have overages. Prevent those by calling our office to buy GB, less expensive than the cost of overages.
- The **Command Channel 6** and the [www.adaktu.net](http://www.adaktu.net) website provides the most up to date information on services, office closures, service maintenance notifications, type of services offered and rates, application for new service, lifeline, links to important Adak information.
- Can't decide between Cable and Internet service? We now have a **Adak Streaming package** with 1M/1M for your video needs!





## GET READY FOR 10-DIGIT DIALING FOR LOCAL AND IN

The FCC has required that starting October 24, 2021, all carriers implement 10-digit dialing, meaning you will need to dial the 907 area code plus the 7-digit phone number when making in-state calls. Additionally, the contacts or speed dial on your phone will need to be updated to include the 907 area code for calls to be completed. **Adak Telephone Utility** is encouraging all customers to begin implementing 10-digit dialing as soon as possible.

The 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. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July of 2022.

*When will the change begin?* Beginning April 24, 2021 you should begin dialing 10 digits (area code + telephone number) for all local calls. If you forget and dial just 7 digits, your call will still be completed. Beginning October 24, 2021 will be mandatory to dial 10-digits.

*What will you need to do?* In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Examples: Fax machines, PBXs, security systems or gates, mobile or other wireless phone contact lists, call forwarding settings, voicemail services and other similar functions.

*What will remain the same?* Your telephone number, including current area code, will not change. The price of a call, coverage area, or other rates and services will not change. What is a local call now will remain a local call regardless of the number of digits dialed. You will continue to dial 1+ area code + telephone number for all long distance calls. You can still dial just three digits to reach 711 (relay services) and 911 (emergency services). 611 will still reach Adak Eagle Enterprise. The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK.

Please go to [Regulatory Commission of Alaska](#) for more information.

### 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!