

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!

July 5, 2021 – All offices closed for Independence Day Monday

Sept 6, 2021 – All offices closed for Labor Day Monday

## **Special Interest Articles**

***Emergency Broadband Benefit Program providing temporary discount on broadband***

**Say Do-Not-Call to unwanted telemarketers**

**Easy Steps to start Internet Streaming!**

**Know Before You Download the newest app!**

**6 Things You do not have to do with a Landline!**

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

**Mandatory 10-digit dialing October 24, 2021**

**Local Channel Discount**

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



## **Summer is here! The pretty colors of summer with Flowers**

Summer has reached Adak! Bird watchers are arriving and the environmental contractors are hard at work making Adak a safer place to live and work!

Windy City Broadband is an approved participant in the Emergency Broadband Benefit providing a temporary discount on monthly broadband bills for qualifying low-income households. Please read inside on how to apply.

A new internet streaming package is available to our residential customers! In this issue, we explain how easy it is to watch what you want, when you want. This package is also for those who want to do online schooling and work from home!

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.

Windy City Broadband is an approved participant in the Emergency Broadband Benefit (EBB) program. The EBB Program is a Federal Communications Commission (FCC) program that provides a temporary discount on monthly broadband bills for qualifying low-income households. If you reside in the Adak serving area, your household is on Tribal lands, you could be **eligible to receive up to a \$75/month discount** on your internet service. **Only one monthly service discount is allowed per household.**



A household is eligible if one member of the household meets at least *one* of the criteria below:

- Qualifies for the [Lifeline](#) program: click Lifeline link for more information.
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income since February 29, 2020; or
- Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 program.

**The EBB Program is a temporary** emergency federal government benefit program operated by the FCC and it will end when the fund runs out of money, or six months after the Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner. Upon its conclusion, customers will be subject to Windy City Broadband's regular rates, terms, and conditions. **You will need to contact Windy City Broadband if you wish to make changes to your services.**

**Can you get both the Lifeline and EBB Discounts?** Customers eligible for both programs can receive both benefits, but the total discount from both cannot exceed your internet charges.

**Is My Internet Plan Eligible?** Residential Silver 2020, Residential Platinum 2020 and the Adak Student Plan are eligible for EBB benefits. Existing customers on legacy or grandfathered plans would need to transition to an eligible plan.

**What Happens When Funds Run Out?** Participating households will receive notice (via hard copy letter and other means) of the end date. It is possible the final months benefit will be phased down, but it will still be at least 50% of the full EBB benefit amount.

**When do I get my Benefit?** Your first EBB Program credit will appear on the following month's statement after you have enrolled and opted into the EBB discount with Windy City Broadband.

Windy City Broadband is also participating in the offering of connected devices, a HP 11.6 Chromebook and a Samsung Tablet Galaxy 8". Customer co-pay will be \$49.00. Only one connected device per household.

## The FCC has opened enrollment for the Emergency Broadband Benefit Program

To apply, please follow the steps. If you are currently enrolled in the Lifeline program, you do not have to verify your eligibility again: please skip to #3.

1. Visit <http://getemergencybroadband.org/how-to-apply> Complete the online application.  
\*Important note on the application, please be sure **to check the box for Tribal lands** in order to receive the maximum benefit for Alaska internet customers.

### You can also print the application

[https://getemergencybroadband.org/res/documents/EBB\\_Application\\_Form\\_FINAL.pdf](https://getemergencybroadband.org/res/documents/EBB_Application_Form_FINAL.pdf)  
and mail to: Emergency Broadband Support Center, P.O. Box 7081 London, KY 40742

2. After you submit an application, USAC will share the results with you. You may receive an immediate approval or be requested to provide additional documentation.
3. Once USAC approves your application, please contact Windy City Broadband at 1-888-328-4222 to complete your enrollment. Before enrollment, Windy City Broadband will need to collect documentation demonstrating consent to enroll in the EBB program.

Additional information on the EBB Program can be found at [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit)

Windy City Broadband Customer Service [aeeservices@adaktu.net](mailto:aeeservices@adaktu.net)

I want to take this opportunity to thank each and every one of you for putting your trust in us over the last 15 years and bringing us to where we are today. We come to work every day for you. Our customer account managers, accounting department, IT, and plant personnel... everybody is driven to make your service better and easier for you. This commitment is stronger than ever during this exciting time.

Sincerest gratitude,  
Andilea Weaver  
VP/COO



## Say “do-not-call” to unwanted telemarketers

A national Do-Not-Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

Consumers may register their residential and wireless telephone numbers either by telephone or via the internet. Via telephone, call **1.888.382.1222**

Via internet at [www.donotcall.gov](http://www.donotcall.gov)

Inclusion of your number on the national Do-Not-Call Registry will be effective 31 days following your registration. Your number will remain on the registry permanently. You can also remove your number from the list at any time.

## EASY STEPS TO START STREAMING! ADD TO YOUR HOME ENTERTAINMENT, ONLINE EDUCATION OR WORK FROM HOME!

Streaming means watching traditional TV programming on a TV, or other device, using the internet. Streaming is becoming more and more popular as consumers are realizing they can watch LIVE TV, watch what they want, when they want and SAVE money at the same time.

### 1. Get a fast Internet connection

Windy City Broadband offers a streaming package of 1M/1M great for multiple devices and users.

### 2. Choose and Purchase a Streaming Device

Smart TV's – vary in price and size and are equipped with several streaming apps pre-loaded. You connect your TV to your WI-FI (or Ethernet), sign up for your preferred streaming service and sign-in on your TV.

3. Make a list of your favorite shows and live networks you watch and then check out [www.suppose.tv](http://www.suppose.tv) . This online tool will show you which services carry which channels. From here, you will be able to select a steaming service. Most offer a free trial period and can be cancelled at anytime.



## 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



### KNOW BEFORE YOU DOWNLOAD!

Have you ever read a Privacy Statement start to finish before installing a new app? Most people will answer “no” and the result can range from the irritating to the devastating. Millions of people signed away permission to their photos by saying “Yes” to the FaceApp.

Still more give their location to seemingly innocuous weather apps that go on to sell not just your location but your commuting and purchasing habits (based on your location).

Even multi-player gaming apps log (with your permission) your location, age, Facebook ID, friends list, and any messages you exchange with fellow gamers.

While privacy has certainly taken a backseat to entertainment and commerce, reviewing Privacy Statements more thoroughly may protect you from truly malicious intent.

So next time you're about to install the next best app, read the privacy Statement thoroughly and then decide what is more important: the privacy of your location, contacts, and communications OR seeing what you'll look like at 85.

## 6 Things You Don't Have to Do with a Landline

1. You don't have to think about signal strength.
2. You don't have to remember to charge the battery.
3. You don't have to run around the house looking for it when it rings.
4. You don't have to be careful not to drop it and break the screen.
5. You don't have to worry about losing your phone.
6. You don't have to take time to do software upgrades.

Keeping things simple is simply better. For details on our affordable landline service, call 1-888-328-4222 or visit our website [www.adaktu.net](http://www.adaktu.net)

## 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.
- A broadband **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 offer an **Adak Streaming package** with 1M/1M for your video streaming needs.



The FCC has required that starting October 24, 2021, all carriers' implement 10-digit dialing, and meaning you will need to dial the 907 area code plus the 7-digit phone number when making local and 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. After this date, calls dialed with only 7 digits may not be completed, and a recording may inform you your call cannot be completed as dialed. If you get this recording, hang up and dial again using the area code with the 7-digit number.

*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](https://www.fcc.gov/regulatory-commission-of-alaska) for more information.

## 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](mailto:customerservice@adaktu.net)

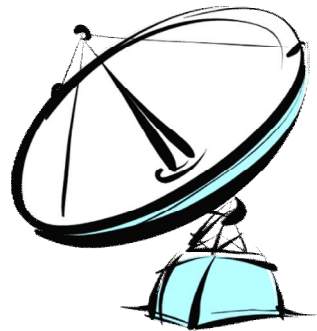


We are here to assist and schedule the equipment for your project needs!

## 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.

Thank you for your patience!



## 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!