

# ADAK TELE - CHATTER

October 2021  
Volume 2, Issue 4

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

**NEW Customer Service Hours**  
Anchorage Mon-Thurs 9:00am 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!

Oct 11, 2021 – All offices closed  
for Columbus Day Monday

Oct 18, 2021 – All offices closed  
for Alaska Day Monday

Nov 11, 2021 – All offices closed for  
Veterans Day Thursday

Nov 25, 2021 – All offices closed for  
Thanksgiving Day Thursday

Dec 24, 2021 – All offices closed for  
Christmas Day Friday

## **Special Interest Articles**

**Emergency Broadband Benefit  
Program**

**Start Internet Streaming!  
Router Recommendations  
Fall Solar Outages  
Surge Protectors  
Robo Calls**

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

**Fun Facts on Telecommunications!**

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



## **Fall and Winter are on their way! Are you ready?**

Fall and winter is coming, are you ready with the high speed internet being offered? Know to start the 10-digit dialing?

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.

New internet streaming packages are available to our residential customers! In this issue, we explain how easy it is to watch what you want, when you want. These packages are also for those who want to do online schooling or 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.
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**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](https://www.fcc.gov/broadbandbenefit)

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

## Windy City Broadband router recommendations

With our new streaming packages, you may be looking at upgrading your router to utilize the full features of your new plan across your entire house.

Solid Performance – [Netgear Rax20](#)

Enhanced Performance – [Netgear Nighthawk AC2600](#)

Extreme Performance – [Netgear Nighthawk AX6 AX4300](#)

Price examples are from Amazon. WCB has not tested nor does warranty these recommendations, routers, or any particular supplier.



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 Has multiple plans to choose from which will give you the speed and bandwidth for streaming!

### 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 consumers who qualify through participation in other government programs or income. The service is non-transferrable and 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 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 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

## ADAK TELEPHONE SERVICES AVAILABLE

Local Exchange service is a voice grade service includes: free unlimited local usage within the exchange, single party service, Access to: Operator services, Long distance calling, Directory Assistance, Toll Limitation.

Residential \$40.60

Business \$53.60

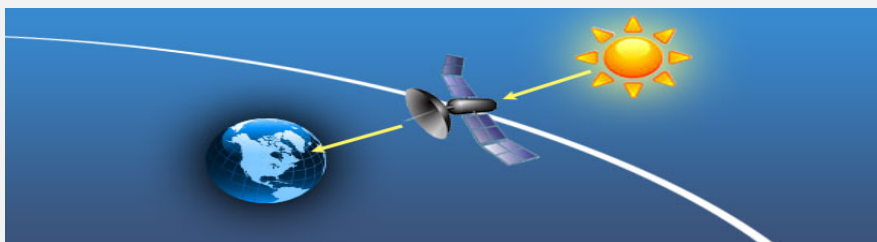
Data Line \$28.60

## Solar Outages Affect 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, can last anywhere from 5 to 10 minutes. We will keep our customers informed by the website and the Command Channel.



## Protect your Equipment with Surge Protectors!

Adak Eagle Enterprise wants to remind our customers about the importance of using surge protectors to prevent damage to set top boxes, routers and other electronics in your home.

Surge protectors basically work by diverting energy to a protective component located within the surge protector itself. The surge protector ensures only the normal, safe amount of electricity passes through to your devices.

**A surge protector and a power strip; they are NOT the same thing.** Power strips provide additional plug-ins for devices.





## ROBO CALLS AND WHAT TO DO:

Despite continued investment and efforts to fight illegal robocalls plaguing telephone customers, there continues to be an increase in scam calls.

They pretend to be a recognizable local business to trick you into giving them sensitive information or money. Callers use unassigned numbers or may copy the name and number of the party they are calling; regularly change the fake numbers they are using, to get around call blocking services. Many of these calls originate in foreign countries.

There is no fail-safe tool for stopping these calls because it is so easy for scammers to fake the location from which they are calling. You can help fight illegal robocalls by following these tips

1. **Do not give out personal information or financial information.** If you receive an unsolicited call from a company that you do business with and the caller asks for personal information, tell them you will call back on their number of record. Look up their publicly available telephone number from a billing statement or the phone book to call back.
2. **Do not answer calls you are not expecting or calls from unfamiliar names or numbers.**
3. **Never respond to a robocall.** If you happen to pick up a call, hang up as soon as you realize it is a robocall. **NEVER “press 1” or “press 2” or speak to the caller.** If you respond it will lead to more robocalls because the caller will now know they have reached a working number or a “live” prospect.
4. **Make sure your landline and cell phone numbers are on the Do Not Call Registry** by going to [donotcall.gov](https://www.donotcall.gov) or calling 1-888-382-1222 from the phone number you want to register.
5. **Report unwanted calls** at [www.donotcall.gov](https://www.donotcall.gov) and [consumercomplaints.fcc.gov](https://consumercomplaints.fcc.gov).



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/) for more information.

# FUN FACTS TO KNOW



**Édouard Estaunié** was a French novelist. Estaunié trained as a **scientist and engineer** before turning to the novel in 1891. In 1904, he devised the word "telecommunication". He was elected to the Académie française in 1923. He was also a reviewer, critic, and homme de lettres as well as a novelist.



**Telecommunication** is the transmission of information by various types of technologies over wire, radio, optical, or other electromagnetic systems. It has its origin in the desire of humans for communication over a distance greater than that feasible with the human voice, but with a similar scale of expediency; thus, slow systems (such as postal mail) are excluded from the field.

The word *telecommunication* is a compound of the Greek prefix *tele* (τῆλε), meaning *distant*, *far off*, or *afar*, and the Latin *communicare*, meaning *to share*. Its modern use is adapted from the French, because its written use was recorded in 1904 by the French engineer and novelist Édouard Estaunié. *Communication* was first used as an English word in the late 14th century. It comes from Old French *comunicacion* (14c., Modern French *communication*), from Latin *communicationem* (nominative *communicatio*), noun of action from past participle stem of *communicare* "to share, divide out; communicate, impart, inform; join, unite, participate in", literally "to make common", from *communis*.

## 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!

**HAVE A GREAT CHANGE OF SEASON INTO WINTER  
EVERYONE!**

