

# ADAK TELE - CHATTER

April 2022  
Volume 3, Issue 2

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

**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!

April 18, 2022 – All offices closed for  
Easter, Monday

May 30, 2022 – All offices closed for  
Memorial Day, Monday

June 14, 2000 – All offices closed for Flag  
Day, Tuesday

June 20, 2022 – All offices closed for  
American Eagle Day, Monday

## **Special Interest Articles**

**Emergency Broadband  
Benefit Program**

**Lifeline**

**Tips for a Stronger Home WiFi**

**Robocalls? What are they?**

**CPNI**

**How AEE Supports our Customers  
Terms and Conditions**

**Mission Statement of  
Adak Eagle Enterprises**

**“To be true to our customer’s culture,  
promote innovation, and to employ  
fast-changing technology, to meet  
the needs of the community”**



**Welcome Spring and a new season on  
Adak with summer contractors!**

**We thank you for your business**

Many residential customers have high speed unlimited internet! We offered this in 2021 and will continue in 2022 with a commitment to providing all customers on Adak with the best internet service!

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.

This issue will talk about customer support. How does Adak Eagle Enterprises support their customers from managing their bandwidth to getting technical assistance?

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.

# WHAT YOU SHOULD KNOW ABOUT THE EMERGENCY BROADBAND BENEFIT



## What is it?

A temporary FCC program to help households struggling to afford internet service during the pandemic.

The benefit provides:

- Up to \$50/month discount for broadband services;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

## Who is eligible?

**A household is eligible if one member of the household:**

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.



## How do I apply?

There are three ways to apply for the Emergency Broadband Benefit.

# 1

### Contact your Preferred Participating Provider Directly

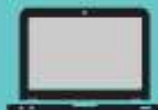
Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.



# 2

### Online

Use the online application at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)



# 3

### By Mail

Print an application in English or Spanish. Complete the application and send with proof of eligibility to:

**Emergency Broadband Support Center**  
P.O. Box 7081  
London, KY 40742

For additional information, Call **833-511-0311**, or visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)

### **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

## Tips for a Stronger Home Wi-Fi

There are numerous reasons you could be experiencing a lag or slowdown in your home internet. Here a few tips:



- 1) Assess your router location; place your router where it can cover the largest area of your home. The stronger the signal is those devices closest to the router. Place your router higher up. Make sure it is not tucked away or behind something to be sure you can effectively broadcast your Wi-Fi signal.
- 2) Adjust your antenna placement. Your Wi-Fi signal will match the way you point the antennas.
- 3) Reduce any network interferences. Other networks or devices can interfere with your wireless signal. Example, cordless phones, Bluetooth devices and even a microwave can impact the signal.

## ROBOCALLS?

### What are they?



If you receive a phone call that delivers a pre-recorded message and not a live person, that is a robocall.

A legitimate robocall might be Political calls about candidates running for office, charities asking for donations, public service announcements, appointment confirmations and prescription refills.

A nuisance robocall might be a call you don't want to answer all the time. Promotional offers, solicitation, and accounts receivable.

A high-risk robocall leads to loss of money, invasion of privacy, identity theft. Examples are scam calls

Next issue will explain how to avoid some of these robocalls..

### CUSTOMER PROPRIETARY NETWORK INFORMATION

Adak Eagle Enterprises, LLC is understandably concerned about the privacy and security of the sensitive, personal data we collect from our customer's during the course of your business relationship with AEE. 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. There is also a backup question and answer in the event you forget your password. 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.

Sincerely,

Customer Service  
Adak Eagle Enterprises, LLC



## *How does Adak Eagle Enterprises support their customers?*

- We provide after hour/weekend support, call 611, press #1 for technical support. \*A charge may be assessed for the support if tech enters your home.
- Our Adak website has Troubleshooting for cable Set Top Boxes. Try this if you are getting messages on your TV screen before calling your Customer Service for a trouble ticket.
- The Adak website and Command Channel have slides which keep our customers informed of office closures and promotions. The Adak website is a great place to view the services offered, Lifeline, Company information in regards to rates, phone directory, make a payment on your monthly invoice and links to various resources for Adak.
- There is a Monthly Broadband support offering which includes no charge to customer for changing MAC address when you get a new router. Includes over the telephone technical help. You are also offered to download the Team viewer client on your PC, this will allow the tech support to remote into your computer and provide additional tech support.
- There is a online tool for broadband customers who can view their usage free.
- When calling in a trouble ticket, always have what time and what is happening or not happening with your service. All information helps to resolve as quickly as possible.
- All these support helps will keep you informed as a customer and provide the support needed!

## ADAK EAGLE ENTERPRISES THANKS YOU!

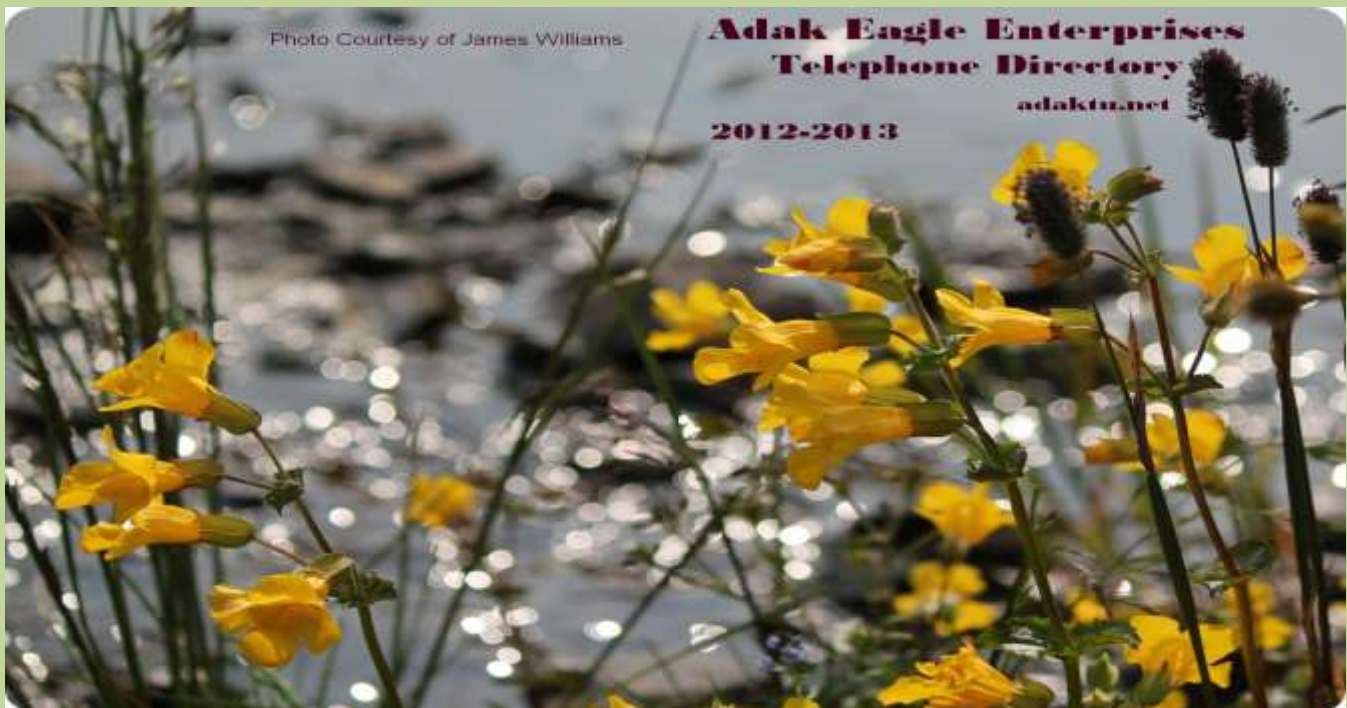
We at Adak Eagle Enterprises are proud to serve the community of Adak with exceptional services which keep you connected with family and friends around the world! Your input is vital to our success and

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.

You can always email us at

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

Let us know what you want in your service or if you have questions or concerns. We are always willing to try and answer your questions.



Telephone directory cover from 2012

Photo courtesy of James Williams, who used to live on Adak.