

# ADAK TELE - CHATTER

July 2022  
Volume 3, Issue 3

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!

July 4, 2022 – All offices closed for  
Independence Day, Monday  
August 1, 2022 – All offices closed for  
Lammas Day, Monday  
Sept 5, 2022 – All offices closed for Labor  
Day, Monday

## **Special Interest Articles**

***Affordable Connectivity Program***

***Vice-President, Andilea Weaver***

### ***Lifeline***

***Robocalls? How to Avoid them***

***Adding New Devices to your home?***

***Equipment Rentals Available***

***Adjusting your streaming quality***

**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”**



Photo courtesy of Adak Eagle Enterprises

## **Time for Fishing on Adak!**

**We thank you for your business**

Adak residents and summer contractors are enjoying the high speed internet offerings! With more bandwidth than ever before and speeds, the summer is a breeze with streaming and internet content!

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

This issue explains adding new devices to your home, how to avoid those robocalls, renting equipment, and adding quality to your streaming.

Please read the great information from our Vice President, Andilea Weaver. She enjoys keeping our customers informed on the changes being made within the telcom industry.

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.

## Affordable Connectivity Program (ACP)

ACP is a Federal Communications Commission (FCC) temporary emergency federal benefit program providing a temporary discount on monthly broadband bills for qualifying low-income households. The Adak serving area is on Tribal lands and eligible for \$75/month discount on your internet service. Only one monthly service discount is allowed per household. The benefit also provides a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers.

To determine if your household is eligible and to apply, please visit [acpbenefit.org](http://acpbenefit.org)

Households can qualify for the ACP by showing that at least one member of their household meets one of the following criteria:

- Participates in the FCC's Lifeline program
- Has household income at or below 200% of federal poverty limit
- Participates in a Lifeline-qualifying government program
- Supplemental Nutrition Assistance Program (SNAP) formerly known as Food stamps
- Medicaid
- Received a Federal Pell Grant in the current award year
- Participates in free & reduced-price school lunch program or school breakfast program
- Participates in the Special Supplemental Nutritional Program for Woman, Infants and Children (WIC)
- Qualifies for a participating provider's existing low-income program, subject to FCC approval of that provider's eligibility process

To apply, please go to [acpbenefit.org/how-to-apply/](http://acpbenefit.org/how-to-apply/)

Complete the online application with the Universal Service Administrative Company (USAC) or print an application and mail it to the address listed.

*\*\*Important note for Adak customers, on the application, please be sure to check the box for Tribal Lands in order to receive the full maximum benefit for Alaska internet customers.\*\**

After you submit an application, USAC will share the results with you. You may receive an immediate approval, or be requested for additional documentation from you and will provide information on how you can submit those documents for review.

Once USAC approves your application, please contact Windy City Broadband at 1-800-328-4222 or dialing 611 from your landline or wireless phone to complete your enrollment.

An update on the work your local telecommunications company AEE, and affiliates have been performing.

This past year AEE, and its employees have continued to work diligently towards better reliable, cost-effective services for your telecommunication needs. AEE continues to serve our customers and help maintain its facilities even when the weather isn't very cooperative. On the Federal side of telecommunications; small rural telecommunication continues to report, monitor, and fight for better funding to help with the burden of cost our customers are facing.

The FCC put together an order called: Supply Chain. This order has directed cellular companies using specific equipment for cellular services to report and apply for a Rip & Replacement program of said equipment. Windy City Cellular has completed this application process. WCC's application has made it to the final stage; we are now waiting for the appropriation of funding to be approved by July 15, 2022. What does this mean for Adak? The current cellular system is at its best, on a clear day a 3G service with limited data. Our roaming customers with AT&T for the nationwide contract are not included; as Adak is considered an extended area. With the removal of the current cellular equipment, we are negotiating a new contract for our roamers thus allowing a better quality of service with an LTE experience. We are on track for the R&R Fall of 2023. This also depends on the national supply chain disruptions and inflation. We remain hopeful that the economy continues to grow to allow for feasible build-out costs as projected and to stay on track.

There has been a lot of movement in the FCC regarding Robocalls, Broadband funding, Build out requirements, Leo's, Affordable Connectivity Program, and Universal Service Funding. We continue to fight for equality for Adak and its residents. Additional resources on how AEE is moving forward as the funding that helps support your local services could impact your resources my email is listed below, please reach out I'd be happy to discuss these issues with you.

#### A Few Federal Reminders

The transition to the 988 suicide prevention hotline is currently scheduled for July 16, 2022. By this date, all calls to 988 are to be routed to 1-800-273-TALK.

On the State side, AEE attends several boards to follow the progress of State access to telecommunications and the upcoming funding and reporting requirements, along with following telecommunication regulations. The Regulatory Commission of Alaska has placed an Order R-21-001 this order is to replace the AUSF funding. This funding has been the backbone in keeping local rates affordable. AEE continues to monitor the progress of AUSF as it is essential to our customers on Adak.

As the new cyber world approaches, a reminder of the importance of keeping your data secure by changing your password frequently, visiting your credit reports to monitor the health of your finances, and backing up your loved one's photos to an external drive.

Regards,

*Andilea Weaver* (aweaver@adaktu.net)



# ADDING NEW DEVICES IN YOUR HOME?

*Here are a few things to consider:*



## **OUT WITH THE OLD!**

Backup important files, images and contacts before switching devices. If you decide to recycle or sell your old devices, simply deleting files is not enough. Make sure to wipe the hard drive clean. Googling this process will explain how to do this.

## **IN WITH THE NEW!**

Take time to setup anti-virus, firewall protection and other security applications on your new devices. If you are installing a new Smart TV, manage the connection settings so it is not always on and consuming bandwidth even when you are not streaming. Submit any timely warranty paperwork for your new devices.

## 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*



If you have an outdoor project, we have equipment to rent for that! We have a forklift to move items off the barge, a trailer to carry heavy loads. If you need a utility vehicle, we rent one! Equipment is rented by the day, week or month. Discount for weekly and monthly.

Terms do apply, Proof of insurance, anything with fuel should be returned full.

Please call 611 from landline or wireless line.

# ROBOCALLS?

## How to Avoid Them

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

### Here are a few Consumer Tips

Don't answer calls from unknown numbers. Let them go to voicemail.

If the caller claims to be from a legitimate company or organization, hang up and call them back using a valid number found on their website or on your latest bill if you do business with them.

If you answer and the caller (often a recording) asks you to press a button to stop receiving calls, or asks you to say "yes" in response to a question, just hang up. Scammers often use these tricks to identify, and then target, live respondents, or to use your "yes" to apply unauthorized charges on your bill.

Be Aware: Caller ID showing a "local" number no longer means it is necessarily a local caller.

If you answer and the caller asks for payment using a gift card, it's likely a scam. Legitimate organizations like law enforcement will not ask for payment with a gift card.

If you receive a scam call, file a complaint with the [FCC Consumer Complaint Center](#) by selecting the "phone" option and selecting "unwanted calls." The data we collect helps us track trends and supports our enforcement investigations.

If you have lost money because of a scam call, contact your local law enforcement agency for assistance.



A national Do-Not-Call-Registry has been established to address unwelcome telemarketing calls. You must call from the telephone number you wish to register. To register, call 1.888.382.1222. You may also register, or obtain additional information, via the internet at [www.donotcall.gov](http://www.donotcall.gov). Inclusion of your telephone 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.

# STREAMING QUALITY SETTINGS INSTRUCTIONS

How to adjust data quality in Netflix, Hulu and Youtube. It's best to use the most efficient one for reliable service

Netflix

<https://help.netflix.com/en/node/87>

Hulu

<https://help.hulu.com/s/article/video-quality-settings>

YouTube

<https://support.google.com/youtube/answer/91449?hl=en>

You can find these instructions quickly and will be helpful to maximize your data quality. Other video services will have similar instructions.



You can always email us at

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

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