

ADAK TELE-CHATTER

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Volume 3, Issue 4

Adak Eagle Enterprises, LLC (907) 222-0844 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!

October 10, 2022 – All offices closed for
Columbus Day, Monday

October 18, 2022 – All offices closed for
Alaska Day, Tuesday

November 11, 2022 – All offices closed
for Veterans Day, Friday

November 24, 2022 – All offices closed
for Thanksgiving, Thursday

December 26, 2022 – All offices closed
for Christmas, Monday

Special Interest Articles

Affordable Connectivity Program

***Guide to Troubleshooting your Home
WIFI and Router issues***

AEE Administrative office moving

Discontinuing the IPTV service

Lifeline/ATU Services Available

***New Internet Plans for Residential
AND Business customers!***

Pre Paid WIFI Available

**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”**



Anchorage Office- Photo courtesy of Adak Eagle Enterprises

We here at Adak Eagle Enterprises thank you for your business! We have greatly appreciated our customers using our services to reach the four corners of the world. Amazing the opportunities Adak has and especially with streaming now available!

Speaking of streaming, there is a new Netflix documentary called Pirate Gold of Adak Island. Has Adak’s infamous Mr. Thom Spittler!

Please keep reading inside this issue to find out more of what Adak Eagle Enterprises is doing to improve the internet opportunities on Adak!

This issue will explore a few ways how to troubleshoot your home internet and router issues.

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.

Check the AEE website 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

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/

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.

Guide to Troubleshooting your Home Wi-Fi and Router Issues

3

Most home Wi-Fi issues can be fixed by unplugging the router, waiting two to five minutes before plugging it back in. This resets the device and frequently improves the speed.

Knowing the meaning of the colors of your Router's Lights can be helpful as well. When everything is working properly, will be a solid or blinking green or blue light. An orange or amber light may indicate a problem and a red or unlit signal shows there is no current connection.

If restarting the router did not fix the issue, you may need to set it up again completely. Most routers have a small "reset" button that needs to be held down with a paperclip or other small object. Doing this will restore the device to factory settings and you will be able to go through the first-time setup once gain.

If you need to, in Google, type in your device model number followed by "user manual" to find a digital copy of your router's manual.

To optimize your network, try moving your router to a more central location in your home. You might be experiencing interference from networks adjacent to yours. Try changing the channel on your router using the 5GHz band whenever possible, if your router supports it. These tend to be less congested and better performing than their 2.4 GHz counterparts.

If concerned about speeds, Google "speed test" to test the quality of your connection. Remember using Wi-Fi will always slow things down a bit.

Upgrading your router if it is several years old may be necessary to utilize the full features and with our new plans for streaming. The Adak website www.adaktu.net in Internet has recommendations for routers.

You may need to agree in your home on some guidelines or taking turns using the internet for those roommates or relatives who love streaming and gaming.

Reconsider your internet plan; you may have gotten into gaming, streaming movies. Give us a call; we have new plans to upgrade your current plan.

Make sure your wireless home network is secure to prevent hackers accessing your Wi-Fi.

ANCHORAGE OFFICE



The Anchorage Administrative office is moving! Our new mailing address is P.O. Box 772323, Eagle River, AK 99577 and will show on your November monthly billing and on our website www.adaktu.net

Photo courtesy of Adak Eagle Enterprises

ADAK CABLEVISION

Fall of 2022, Adak Cablevision will no longer be offering or continuing the IPTV service it has so well served the Adak community since 2004. Due to high-cost of broadcasting, third party channel retransmission of feed rights, Satellite's being decommissioned, the constant changing of receivers and costs made the service unreliable to our customers.



Photo courtesy of Adak Eagle Enterprises

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



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. Discounts are available 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.

WE HAVE NEW INTERNET PACKAGES!

Windy City Broadband has increased the speed to provide streaming opportunities and for multiple devices!

The new packages now support both residential and business customers, no more separate packages!

Find all packages on www.adaktu.net

The two most popular new packages being offered:

The ADAK HD Option 2 with 2mb/2mb and 150GB bandwidth limit

The ADAK SD Option 1 with 2mb/2mb and 100GB bandwidth

Consistent usage, streaming, multiple devices make these two packages appealing

Wi-Fi hotspots

Windy City Broadband also has pre paid Wi-Fi- hotspots in hotel units and in adak community spots. This will provide internet to the visiting adak customer who wants to pay for the day and up to a week.

These plans have comparable speeds for our adak visitors who want to stream or work.

The plans are at 1Mb/1Mb speeds with Bandwidth from 10GB for one day up to 75GB for 7 day broadband service.

The company is looking forward to the positive impact this will have for the Adak visiting customer!

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.

You can always email us at 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.



Photo taken by Adak Eagle Enterprises