

ADAK TELE-CHATTER

January 2023
Volume 4, Issue 1

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, Customer Service is #1 during regular office hours

For after hours support,
Press 1 for Technical Support and someone will assist!

January 2, 2023 – All offices closed for New Years, Monday

January 16, 2023 – All offices closed for Martin Luther King Jr., Monday

February 20, 2023 – All offices closed for Presidents' Day, Monday

March 27, 2023 – All offices closed for Seward's Day, Monday

Special Interest Articles

Affordable Connectivity Program

Red flags and Common types of scams also how to report scams or frauds

New Internet Plans for Residential AND Business customers

Lifeline/ATU Services Available

Prepaid WIFI Available

Adak Public Library

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"



View from new Anchorage Office, a lot of snow this winter! Photo courtesy of Adak Eagle Enterprises

Happy New Year! Adak Eagle Enterprises appreciates you and your business! We are a reliable service provider bringing Fiber directly to your home or place of business. Our facilities are covered from the elements of "Adak Weather" this helps prevent outages. If there is an unforeseen or planned outage by the electric company, AEE has an 8-hour backup battery life along with a generator supporting all your services.

AEE continues to support our local community from supporting the city revenue from the sales tax compliance, to hiring local community members for various company projects. AEE is and will continue to support the community through 2023!

Please be aware of!!

The opportunity is there for scammers to target you. We share with you the common types of scams and how to avoid them. If you are scammed, there is an online tool or phone number available.

Adak Eagle Enterprises participates in the Affordable Connectivity program and Lifeline. Inside this issue is information to assist you in getting started!

Check the AEE website www.adaktu.net for the 2023 office closures, service maintenance windows, Adak Phone Directory, information on our services and Company information.

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.

KNOW THE RED FLAGS AND COMMON TYPES OF SCAMS

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The most common types of scams will target you:

- Contacted unexpectedly by phone, email, text, for personal information or money. NEVER click a link or download an attachment from someone you do not know.
- Pressured to act immediately with an alarming phone call, email or text that plays with your emotions. Scammers may pose as an employee from a familiar organization and say there's a problem that needs immediate attention. DO NOT ACT unless you have verified the person who has contacted you and the request is legitimate.
- Asked to pay in an unusual way, like gift cards, bitcoin, prepaid debit cards or digital currency to resolve fraud.
- Asked to provide personal or account information, such as an account verification code, bank account number or PIN. When in doubt, do not give it out.
- Offered a free product or "get rich quick" opportunity that seems too good to be true? Never cash a check for someone you do not know.

ONLINE SALES SCAMS

Be cautious if you see an online promotion too good to be true!

- Scammers set up fake stores selling fake goods and after you have made your purchase the store suddenly disappears. They may use social media platforms to contact you and instruct you to download an app or send money to take advantage of the offer.

HOW TO PROTECT YOURSELF:

- Slow down and use caution if pressured to act quickly
- Research the seller and products independently, check reviews for possible scam notices and compare prices with other websites. Make sure they have a refund policy, information on privacy terms and conditions, and ways you can contact them.
- Verify the website by looking carefully at the URL address bar or domain name to ensure you are visiting the correct domain and not a fake. Look for secure URLs (https://) and while a encrypted site does not guarantee safety, beware of buying from sites with no encryption.
- Use caution if asked to pay using untraceable means such as a wire, money transfer or gift card. If you do, you may not receive your purchase or the return of your money.

Go to www.usa.gov under consumer issues for information on reporting scams and frauds. You can report online or call 1-877-382-4357

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 7day broadband service.

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

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

ADAK PUBLIC LIBRARY HAS INTERNET AVAILABLE!

The library hours are:

Sunday 12pm-5pm

Monday 1pm-6pm

Tuesday 12pm – 5pm

Wednesday CLOSED

Thursday 1pm – 3pm

Friday 12pm – 5pm

Saturday CLOSED

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.



From all of us at Adak Eagle Enterprises, we hope everyone had a wonderful Christmas! This picture was from 2009 at the old VFW Hall. There was a community Christmas party with Santa for the children.

Photo taken by Adak Eagle Enterprises