

# ADAK TELE-CHATTER

April 2023  
Volume 4, 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, Customer Service**  
**is #1 during**  
**regular office hours**

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

**May 29, 2023-All offices closed for**  
**Memorial Day, Monday**

## **Special Interest Articles**

**Andilea Weaver, Vice President,**  
**Chief Operating Officer,**  
**and Regulatory Director of**  
**Adak Eagle Enterprises**  
**(PICTURES ON BACK PAGE)**

**Adak Eagle Enterprises participates in the**  
**Affordable Connectivity program and**  
**Lifeline**



**Andilea Weaver, a beloved part of Adak Eagle Enterprises**

*This Spring issue is saying goodbye to one of our most valued employees at Adak Eagle Enterprises. We as a company are immensely grateful for the contributions, she made during her 20 years at AEE.*

*We will miss her guidance, her insistence on excellency in all matters, her immense knowledge from the network to all departments within the company, she knows and understands the processes and how this company should be operating. She was quick to always explain the whys of how operations should be handled.*

*Her motto has always been to "train an employee to succeed, not to fail."*

*She was very much involved in the regulatory side of the company. She participated in the Telcom industry associations which assist and give a positive impact to the Alaska Telcoms as they continue to be innovative and competitive.*

*She will always care very much for the success of the Adak Community. She and Mr. Larry Mayes have worked very hard to bring quality reliable services to the community.*

**Please join our company when we say Best Wishes Andilea Weaver on your next venture! We will miss her positive influence on us the employees and this company! We are excited for you as you move forward in your successful career!**

*How to protect your home from cyber threats*

*New Internet Plans and Prepaid WIFI Available*

*CPNI office procedures for our customers*

*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."*

## Farewell Message to the Community of Adak by Andilea

I have felt so privileged over the years to have had the opportunity to serve you and to be the Vice President and other titles over the year with Adak Eagle Enterprises, LLC

It's been a great experience working with several of you over the years. I've enjoyed listening to your stories and hearing how your children are growing up. It meant a lot to me to experience that opportunity and allowing me the pleasure to give my best while working to secure your telecommunication needs.

I have seen where you only had 12 phone lines that were used as the only internet for the entire community. I was a part of the major build out projects bringing an influx of workers and local jobs to the island replacing the entire corroded naval communicants with a 6.5 million dollar investment to replace all facility's, launching the new broadband infrastructure. I was also a part of the first cellular build out for the community in 2009 investing an additional 2 million. I have watched this community grow and decline and use these essential investments over the years.

The last several years I have seen how a community so far west it's considered east; has worked through some of the most unreal "Natural storms" known to mankind, and yet stay united as a community. I notice your efforts and I'm truly blessed to have been a part of that.

As a tribute all the customers of Adak Eagle Enterprises, LLC It's been an honor to serve you over the years, it has truly been a "hoot" to work with and for you, as we have worked to do our best by you.

Sincerely,

*Andilea Weaver*

## Affordable Connectivity Program (ACP)

ACP is a Federal Communications Commission (FCC) is a 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

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 to receive the full maximum benefit for Alaska internet customers. \*\****

After you apply, 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, contact Windy City Broadband at 1-800-328-4222 or dialing 611 from your landline or wireless phone to complete your enrollment.

## How to Protect your home from cyber threats

It is an uncomfortable truth that our home networks and about any smart device can be compromised. Could be cameras used to monitor your home, microphones connected to speakers or the light bulbs that allow you to turn your lights on and off with a mobile app.

Be selective in the devices you use and take an active interest in maintaining their security.

Here are a few tips:

- ✓ Secure your Wi-Fi network with a unique strong password.
- ✓ Review your router security, if your router has been sitting in your home for a long time, you should consider getting a new one. Older routers will be using outdated security protocols, which can slow down your connections and make you an easier target.
- ✓ Manage your passwords, taking the time to make sure you have created a strong unique password for each of your accounts, as well as the smart apps you are using, will go along way in keeping you safe.
- ✓ After setting up strong passwords, it is time to enable two-factor authentication on the accounts devices and services that support it. Those accounts will require a second form of authentication to allow log-in. Usually, it is something like a six-digit code that will be texted to you to complete your log-in attempt.
- ✓ Think before clicking on suspicious links!
- ✓ Backup your data.
- ✓ Install an antivirus and scan for viruses regularly.

Google web has plenty more tips for cyber security. Also keep in mind for your business these cyber security practices!

## WE HAVE NEW INTERNET PACKAGES!

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

The new packages support both  
residential and business customers,

Find all packages on [www.adaktu.net](http://www.adaktu.net)

Our two most popular new packages being offered:

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

ADAK SD Option 1 with 2mb/2mb with 100GB bandwidth limit

Consistent usage, streaming, multiple devices make these two packages great options!

## Wi-Fi hotspots

Windy City Broadband 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*



## **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 customers during 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 monthly, 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.

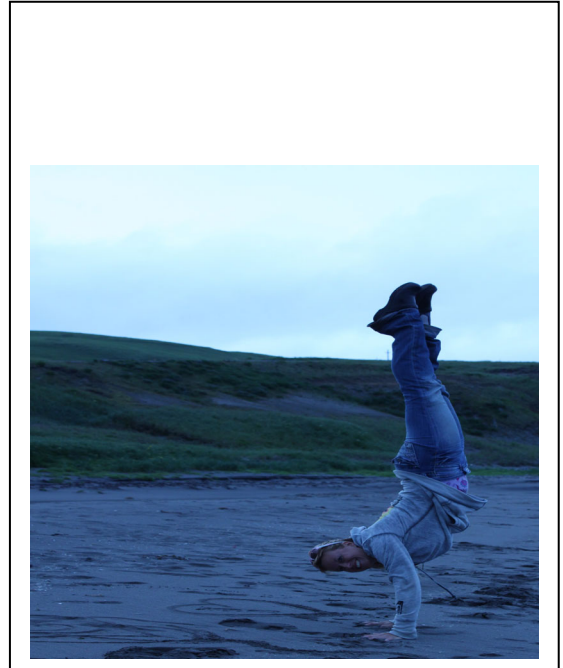
We are required to notify you immediately of a password change or mailing address changes.

Working together, we will continue to keep your account safe and secure.

Sincerely,

Customer Service  
Adak Eagle Enterprises, LLC

PICTURES OF ANDILEA THROUGH THE YEARS- SHE LOVES FISHING, HIKING, BEING OUTDOORS, HAVING SOME LAUGHS AT HERSELF MORE THAN AT OTHERS, IS A HOCKEY PLAYER, AND A FAN, LOVES THAT FOOTBALL TEAM? Yes, the Chicago Bears



Ice Bucket challenge 2014  
Got wet!!!!

FUN GROUP OF AEE EMPLOYEES!!

