

# ADAK TELE-CHATTER

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

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

July 3 and 4, 2023-All offices closed  
for Independence Day, Monday  
and Tuesday  
Sept 4, 2023- All offices closed for  
Labor Day, Monday

## ***Special Interest Articles***

***Internet Plans and Prepaid WIFI  
Available***

***Equipment Rentals***

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

***Robocalls and Consumer Tips***

***Do Not Call to Unwanted  
telemarketers Registry is Free***

***Best practices for Password Protection***

***Adak Library has Internet!***

***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."***



## **The Beautiful Green Hills of Adak in Summer!!**

Photo courtesy of Adak Eagle Enterprises

**WELCOME to summer on ADAK!!**

So green and beautiful. Summer projects have already started, AEE is assisting these companies who come to Adak for the brief time given and with the rental equipment available, get these projects started and completed. Rental equipment is listed at <http://www.adaktu.net> and available for rent!

Customer Service will schedule and have your equipment ready!

Our Windy City Cellular company is building a new cell tower in downtown Adak! We look forward to serving even better cellular to the roaming and community customers!

This issue gives you tips on robocalls, a pre-recorded message and how to avoid them. Read about the top password mistakes and how to improve your password security.

We thank you for your business! We are proud to serve the Adak community!

## INTERNET PACKAGES!

Windy City Broadband has increased the speeds to provide streaming opportunities and for multiple devices on several broadband packages

All packages supports residential and business customers,

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

Our two popular packages being offered:

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

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

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

## Wi-Fi hotspots

Windy City Broadband has pre-paid Wi-Fi- hotspots in hotel units.

This will provide internet access for the visiting Adak customer who wants to pay for the day or up to a week.

There is a one day, 4-Day and a 7-Day offering great bandwidth and speeds for streaming and-or work!

This is a great opportunity for the Adak visiting customer!

## Equipment Rentals!

Summer is here! And with it comes outdoor projects which might involve digging or moving things. We have equipment for locating and digging, equipment for digging trenches, if you need to get up high, we have forklifts. We have a utility vehicle and trailer if you need to move something. We have a portable generator if you need power while working remotely. We have a cement mixer for your outdoor projects! Please give us a call or send an email to [customerservice@adaktu.net](mailto:customerservice@adaktu.net)

We are here to assist and schedule the equipment for your project needs!



Photo courtesy of Adak Eagle Enterprises

## Affordable Connectivity Program (ACP)

ACP is a Federal Communications Commission (FCC) 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 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
- Participates in any of the following Tribal specific programs: Bureau of Indian Affairs General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start (income based);

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.

# ROBOCALLS?

## How to Avoid Them

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

### Here are a few Consumer Tips

Do not 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 is 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.



Photo courtesy of Adak Eagle Enterprises

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.

# Best Practices for Password Protection

Make sure you are not falling into these common password pitfalls:

- **Using Weak Passwords**, avoid using easily guessable passwords. Instead, use a strong, unique password with a mix of upper and lowercase letters, numbers, and symbols.
- **Reusing Passwords Across Accounts**, make sure each account has a different password. The same password for many accounts increases the risk of a security breach.
- **Not Changing Passwords Regularly**, it is essential to update your passwords regularly, change your passwords at least once every three months.
- **Use Two-Factor Authentication**, requires a user to provide a second form of verification. The added protection comes as a text message code or fingerprint.
- **Use a Password Manager**, this can help you generate and manage passwords for your accounts. The tool enables you to use complex passwords without the hassle of remembering them.

**Strong password security** protects your data and is a critical barrier against cyber criminals.



Photo courtesy of Adak Eagle Enterprises

## GO TO THE ADAK LIBRARY!

The library is next to the Post Office, it has FREE ACCESS to the internet and is open everyday except for Wednesdays and Saturdays.

The speeds will be even higher beginning in July 2023. You can stream videos, learning tutorials and more!

Please check out your local ADAK library!

## **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 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*