

ADAK TELE-CHATTER

January 2024
Volume 5, 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
Customer Service is #1 during
regular office hours

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

All offices will be closed on these following
dates!
New Years Day, Monday, January 1st
Martin Luther King Jr. Monday, January 15th
Sewards Day, Monday, March 25th

Special Interest Articles
*Internet Plans Available for multiple devices,
streaming!*

Space Heater and Carbon Monoxide Tips

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

*Windy City Cellular project of new equipment
and tower*

Why do Routers need to be updated?

National Do Not Call Registry

Shopping Online Tips this year

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."



**WISHING EVERYONE A WONDERFUL HOLIDAY AND
HAPPY NEW YEAR!**

Photo courtesy of Adak Eagle Enterprises

LOOKING FORWARD TO THE NEW YEAR AT ADAK EAGLE ENTERPRISES!

Our Windy City Cellular company is building a new cell tower in downtown Adak and putting in new cellular equipment at the White Alice cellular site. We will be serving even better cellular to the roaming Adak visitors and community customers will have a new cellular plan with Unlimited voice, text, and data.

Inside this issue, we have a few tips to be aware of involving phishing scams, safety tips on space heaters, in the issue some reasons why you want to update your router. We will have a posting of our services in several places in Adak, showing what services we offer and programs we support.

The Adak Public Library is available to the community everyday except for Wednesdays and Saturdays. They have high speed internet and are located inside the City Hall building. They also have DVD's and other items available for checkout.

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

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!

Consumer advisory from the Regulatory Commission of Alaska on Space Heaters and Carbon Monoxide Alerts

The Regulatory Commission of Alaska's Consumer Protection & Information Section offers the following safety tips for Alaskans.

Make sure your space heater:

- Meets the latest safety standards
- Is never plugged into a power strip
- Is only used in an open area
- Is at least three feet away from flammable items
- Is well vented

What you can do to prevent Carbon Monoxide Poisoning:

- Install Smoke Detectors
- Install a Carbon Monoxide Alarm
- Clear the area around your heating system
- Open windows and use exhaust fans
- Practice proper maintenance on heating systems and appliances
- Proper Ventilation
- Keep multiple fire extinguishers near stoves and heating systems
- Make sure your wood stove is venting properly

STAY WARM AND BE SAFE!

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*

Affordable Connectivity Program (ACP)

ACP is a Federal Communications Commission (FCC) program providing a 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](https://www.fcc.gov/financing/programs/afcp). 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 benefits 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.

Windy City Cellular Winter Project for both cellular sites on Adak

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Windy City Cellular at White Alice is replacing all cellular equipment with a more robust and better service to reach more area of Adak! Everyone on Adak will have more area to use their phones.



A new cellular tower being built at the Public Works building. This will be replacing the one in place in downtown Adak. Will have new antennas and radios for better cellular service! The tower is bigger and taller and engineered to handle the stress of 190 mph winds! This tower because of its size will be in the future have the capacity for growth.

WHY DO ROUTERS NEED TO BE UPDATED?

Keeping your WIFI router up to date with the latest firmware and security patches is a critical part of cybersecurity and digital safety at home. Keeping your **WIFI router up to date** will help protect your family, school, and work from cyber-attacks, while schooling and working at home.

A new router can make your WIFI network run faster, especially if you are upgrading from an outdated or faulty one.

If you do not update your router, hackers can then use it, along with thousands of other hijacked routers, **to launch malicious cyberattacks** on organizations and their websites and networks. If your firmware is out of date, your router could be hijacked in this way and there is a good chance you would not even know it.

The most obvious sign that your WIFI system needs to be replaced is **when it visibly is not working like it used to**. Examples of this could be as simple as buttons not responding or indicator lights not turning on even when the device is plugged in and connected to the internet.

Routers go bad because they wear out from **heat stress**. The heat that comes from the router working to connect all your many devices can damage wires and components inside. They have vents that allow the heat to escape. If those vents are clogged with dust, the heat does not escape.

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. 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.

STAY SAFE WHILE SHOPPING ONLINE

Protect yourself when shopping online this year by following these tips?

- **Think before you click.** Do not click on links in an unsolicited email or provide personal or financial information.
- **Ensure the website is secure.** A secure URL should begin with “https” rather than “http”.
- **Verify the legitimacy of the company before purchasing.** Look at consumer reviews and social media pages and check with the Better Business Bureau.
- **Be wary of online transactions,** especially from businesses requesting unconventional payment methods such as wire transfers, virtual currency, gift cards or cash.
- **Check your bank or credit card statement regularly.**
- **Limit the use of public WIFI**
- **If it sounds too good to be true, it probably is.**