

ADAK TELE-CHATTER

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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!
Memorial Day, Monday, May 27th
Juneteenth, Wednesday, June 19th

Special Interest Articles

*Regulatory Commission of Alaska
Consumer Alert on Utility Scams to Avoid,
How to Protect Yourself and What to do if
you have been targeted*

Lifeline

*CPNI – Customer Proprietary
Network Information, privacy and security
of your personal data with Adak Eagle
Enterprises*

Do Not Call Registry

Phishing Red Flags – Text Message Scams

*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.”*



Spring is coming with a bit of winter hanging on!

Photo courtesy of Adak Eagle Enterprises

**WON'T BE LONG ADAK WILL BE SEEING NEW
FACES AND PROJECTS STARTING FOR THE
SUMMER!**

Adak Eagle Enterprises has *equipment rentals* available. Our listing is on the Adak website www.adaktu.net Our most popular equipment to rent is the backhoe and the various forklifts we have. We have a utility truck and trailer for hauling, are you pouring concrete and need a concrete mixer? It is all available for rent! Please call customer service to start renting this summer!

The *Affordable Connectivity program* stopped taking applications in February. The funding for this internet program is expected to end in April unless the government finds more funding to support it.

Our cellular network is being upgraded to provide a quality service with a new cellular plan of unlimited voice, text and data.

Please continue to read the *Special Interest Articles* which keep you informed as a consumer protecting your personal data, avoiding utility scams and online phishing Text Message Scams

Thank you for supporting Adak Eagle Enterprises!

Consumer Alert from the Regulatory Commission of Alaska Utility Scams to Avoid

Refunds for Overpayment-Scam callers might say you have overpaid, and they will ask you for bank account or credit card information to make a “refund”.

Offers to lower energy costs-Scammers may email or do a social media post with an offer to sign you up for a government program that reduces energy bills. The aim is to collect personal information.

Fake Websites-A scam involving online ads appearing to be from utility companies offering service or easy ways to pay.

Imposter Texts and emails-Utility imposters send out phishing emails or text messages aimed at convincing you to make a payment or supply personal or financial data to sort out a service issue.

Charges to restore power during a service outage-A scammer may offer to restore service quickly or claim they need a reconnection fee to restore service (things utilities do not do). The scammer tries to lure people into giving personal information or handing over money.

<https://rca.alaska.gov/RCAWeb/ForConsumers/JustForKids.aspx>

RCA Children's Activity Book

Learn some fun facts about the RCA and utilities. This activity book contains puzzles and fun things to color for young children.

How to Protect Yourself

Stay Calm-Scammers are good at making you panic. If you are told power is going to be cut off immediately, remember utilities do not cut off service without considerable advance warning. If callers demand payment immediately, this is a red flag.

Call the Utility's customer service from the number on your actual bill-Not a website or caller

They can tell you if you are behind on a payment or if the utility tried to contact you.

Beware of unusual payment requests-Utilities will never ask to be paid in gift cards, prepaid debit cards or cryptocurrency.

Never share personal information with a caller-Utility companies do not need your date of birth or your Social Security number. The service address is what a utility company will ask you for.

Don't click on unverified links-Unless you are certain it is from the real company.

What to do if you have been targeted in a utility scam

File a complaint with the FTC (Federal Trade Commission) online or at 877-382-4357, report to your utility company and the RCA

<https://rca.alaska.gov/RCAWeb/ForConsumers/GeneralInfo.aspx>

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 \$38.24

Business \$53.60

Data Line \$28.60

The ***Adak Public Library*** is available to the community every day *except for* Wednesdays and Saturdays. The library is located inside the City Hall building. Along with the high-speed internet, the library has DVD's and other items available for checkout.



Photo courtesy of Adak Eagle Enterprises



ADAK EAGLE ENTERPRISES USE OF CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Adak Eagle Enterprises (AEE) respects your privacy and observes the privacy rules established by the Federal Communications Commission (FCC) and the Alaska Regulatory Commission.

Under federal law, you have the right to confidentiality of information regarding the services to which you subscribe, and AEE has the duty to protect that confidentiality. This confidential information includes specific services you purchase, the number of services purchased, call detail records and charges related to services purchased. This information is referred to as Customer Proprietary Network Information (CPNI).

AEE does not sell your account information and have implemented practices we follow 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 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
- Sensitive personal information
- Customer's payment history
- Notes on the customer's account
- Call detail-phone numbers called, time, date and duration of calls

If you stop by our Anchorage or Adak 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 or mailing address changes.

Once a year, Adak Eagle Enterprises files with the FCC certifying it is compliant with the FCC CPNI rules and to report any consumer complaints received.



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.

Phishing Red Flags – Text Message Scams

Phishing text messages attempt to trick you into sharing personal information like your password, PIN, or social security number to gain access to your bank account. As long as you do not respond to these messages and delete them instead, your information is safe. *Know to spot the signs of a scam before you click or reply.*

- Slow down – Acting too quickly when you receive a phishing text can result in unintentionally giving scammers access, for example, to your bank account. Banks will never threaten you into responding or using high-pressure tactics.
- Don't click links – never click on a link sent via text message-especially if it asks you to sign into your bank account. Scammers will use this technique to steal your username and password.
- Never Send Personal Information – Your bank will never ask for your PIN, password or one-time login code in a text message. It is a scam if you are asked for personal information.
- Delete the message – Don't risk accidentally replying to or saving a fraudulent message. If you are reporting the message, take a screenshot to share, then delete.

What to do if you fall for a phishing text message

Change your password if you clicked on a link and entered any sort of username and password into a fake site

Contact your bank. If you lost money, file a police report.

Report the scam to the Federal Trade Commission or call 1-877-FTC-HELP