

# ADAK TELE-CHATTER

July 2024  
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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

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!  
4<sup>th</sup> of July, Thursday, July 4<sup>th</sup>  
Labor Day, Monday, September 2<sup>nd</sup>

## *Special Interest Articles*

*How to Protect your Mail and Checks*

*Lifeline and Adak Telephone Services  
Available*

*Adak Public Library*

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

*Do Not Call Registry*

*How to dry your phone's speakers*

*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."*



## ENJOY YOUR ADAK SUMMER!

Photo courtesy of Adak Eagle Enterprises

Our cellular network is upgrading to 4G, providing a quality service with a new cellular plan of Unlimited Voice, Text and Data. Adak residents and visitors with AT&T phones will have 4G roaming!

*Adak Eagle Enterprises* has a new employee **Kathleen Mayes**, who will be overlapping Customer Service learning the policies and procedures. Please welcome her when you call in for your service needs!

Please continue to read the *Special Interest Articles* which keep you informed as a consumer. With this issue there is protecting your mail, avoiding check theft scams and how to dry your phone's speaker!

*Thank you for supporting Adak  
Eagle Enterprises!*

## How to Protect Your Mail

If you mailed a check that was paid, but the recipient never received it, it may have been stolen.

Fraudsters are targeting paper checks sent through the mail. They use chemicals to “wash” the check allowing them to change the amount or make themselves the payee. Then, they deposit or cash your check and steal your money.

- ❖ Don't leave your mail in your mailbox overnight. Get your mail promptly.
- ❖ Ask the post office to hold your mail if heading out of town until you return.
- ❖ Sign up for informed delivery at USPS.com. It sends you daily email notifications of incoming mail and packages.
- ❖ Consider buying security envelopes to conceal the contents of your mail.
- ❖ Use the letter slots inside your Post Office to send mail.
- ❖ Contact the sender if you do not receive the mail that you are expecting.

## How to Protect Your Checks

- ❖ Use Pens with indelible ink so it is more difficult for a criminal to wash your checks.
- ❖ Don't leave blank spaces in the payee or amount lines.
- ❖ Don't write personal details, such as your SS#, credit card information, driver's license number or phone number on checks.
- ❖ Use Mobile or Online banking to access copies of your checks and ensure they are not altered. Review your bank activity and statements for errors.
- ❖ If your bank provides an image of a paid check, review the back of the check to ensure the indorsement information is correct and matches the intended payee, sometimes criminals will deposit your check unaltered.
- ❖ Consider using e-check, ACH automatic payments and other electronic and/or mobile payments.
- ❖ Follow up with payees to ensure they received your check.

## What to do if You are a Victim

File a report immediately with:

- ❖ Your bank and request copies of fraudulent checks
- ❖ Your local police department
- ❖ The USPS at [usps.gov/report](https://usps.gov/report) or call 1-877-876-2455

# 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. The library will soon have in *July Starlink high-speed internet*. The library has DVD's and other items available for checkout.



Photo courtesy of Adak Eagle Enterprises



ADAK TELEPHONE UTILITY  
ANCHORAGE AREA  
ANCHORAGE CELLULAR

## 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.

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.

## HOW TO DRY YOUR PHONE'S SPEAKER

Your phone may be water-resistant, but its components, such as the speakers, may not be. Water in the phone's speakers can muffle the sound or make it hard to hear the person on the other end.

Most phones are created to be durable, but water can still cause damage. Water-damage to your phone can void the warranty. Below are tips for drying out a water-damaged speaker.

- ✓ Don't plug the phone into the charger until you are certain that it is dry. Could cause the phone to short circuit and have permanent damage.
- ✓ Manually shake the phone, which can get rid of a lot of droplets of water. Use a cotton swab to blot the water from nooks and recesses.
- ✓ Remove the battery, if possible. Removing the energy supply will prevent the phone from being fried. If you have an iPhone, you may not be able to do this.
- ✓ Empty out your phone by removing the SIM card and the memory card. Ensure these are dry. Dry connection components. The iPhone will only allow you to remove the SIM card.
- ✓ Avoid using paper towels, as particles can come loose and clog up ports of the phone. Instead, use a lint-free cloth.
- ✓ Vacuum the water from the interior nooks and crannies. Avoid using a hair dryer because the heat can cause added damage to your phone. A YouTube video demonstrates the safest way to vacuum a phone's interior.
- ✓ Once all visible water is gone, you can use the technique of playing low-frequency sounds to cause the speakers to vibrate. FixMySpeakers.com plays an effective water-eliminating sound when you press the button. Have your phone's volume at its loudest with the speaker facing down to let gravity help get the water out.