

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 closed on these following dates:
Columbus Day, October 14, 2024
Alaska Day, October 18, 2024
Veterans' Day, November 11, 2024
Thanksgiving Day, November 28, 2024
Christmas Day, December 25, 2024

Special Interest Articles

How to Detect Scams generated by AI

Broadband Labeling

*Lifeline and Adak Telephone Services
Available*

Adak Public Library

*CPNI – Customer Proprietary
Network Information*

*Do Not Call Registry for Unwanted
Telemarketers*

How to stop unwanted Calls

*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."*



CHANGING SEASONS ON ADAK!

Photo courtesy of Adak Eagle Enterprises

Welcome to Fall everyone! Won't be long before we all see snow!

The 4G cellular network is working wonderful for those who are on Adak and roaming on these networks! [AT&T](#), [T-Mobile](#), [Copper Valley](#) and more.

Our new customer service Kathleen Mayes is ready to help you with any of your service needs! Especially, please call if you are having any service issues. Our onsite Adak Technician, Maureen can resolve service issues once notified.

Please continue to read the *Special Interest Articles* which keep you informed as a consumer. With this issue, there is information on a new type of scamming, Broadband labeling, the Do Not Call Registry and suggestions on stopping unwanted calls.

Thank you for supporting Adak Eagle Enterprises!

How to Detect Scams generated by AI

Common AI-generated scams to watch for:

- AI tools can clone voices from short audio clips, be suspicious if someone you know asks for money through a call.
- AI Generated Videos – Be wary of videos featuring famous personalities asking for money or promoting dubious schemes.
- Video Call Scams – Be wary of unexpected video calls from people you know, especially if they request money or sensitive information.
- AI-Generated Websites – Fake websites can pose as legitimate online stores and may offer significant discounts to steal your financial information. Always check for secure payment methods and customer reviews before purchasing.
- AI Phishing Emails – Can trick you into downloading malware or sharing personal information. Look out for suspicious links and verify the sender's email address.
- AI Generated Listings – Scammers use AI to create fake listings on online marketplaces. Before making any transactions, check the seller's ratings and reviews to avoid falling for these scams.

BROADBAND LABELING

Beginning October 10, 2024, all internet service providers need to be showing their internet services using a Broadband label.

Broadband labels are designed to provide clear, easy-to-understand, and accurate information about the cost and performance of their internet services.

The labels are modeled after the FDA nutrition labels and are intended to help consumers comparison shop for the internet service plan that will best meet their needs and budget.

Internet service providers that offer home, or fixed, internet services or mobile broadband plans are required to have a label for each standalone broadband service plan they offer.

The labels must disclose important information about broadband prices, introductory rates, data allowances, and broadband speeds. They are also to include links to information about the providers network management practices and their privacy policies.

Our companies, Windy City Broadband and Windy City Cellular are committed to bringing our customers the Broadband labels on our Adak website www.adaktu.net

At a glance, you will know the various features of the specified plan with no unknown costs to your monthly invoice. There will be links on our company network management as well as an FCC link to help you with the glossary of words.

Looking at the plans side by side will better help you as the consumer to decide which plan fits your needs and budget.

Let us know how the new labeling for pricing and features being presented help!

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 inside the City Hall building every day *except for* Wednesdays and Saturdays. The library has Starlink high-speed internet along with DVD's and other items available for checkout. There is also has an online digital library! Ask the library attendant for more information.



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.

Photo courtesy of Adak Eagle Enterprises



The National Do-Not-Call-Registry is designed to stop unwanted *sales calls from real companies that follow the law*. It's free to register your home or cell phone number. The Registry is a list that tells registered telemarketers what numbers not to call – but it doesn't block calls. **We have information below for you to read about blocking unwanted calls and find out what to do about them.**

Being on the Registry won't stop calls from *scammers* making illegal 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. You'll get an email with a link you have to click on within 72 hours to complete your registration. Inclusion of your telephone number on the national Do-Not-Call Registry should show up on the Registry the next day, but it can take up to 31 days for sales calls to stop. Your number will remain on the registry permanently. You can also remove your number from the list at any time.

Companies can call you if you have recently done business with them, or if you have given them written permission to call. But if you ask them not to call you, they have to stop. Be sure to write down the date you asked them to stop.

There are other types of calls still allowed when on the Registry: Political calls, Charitable Calls, Debt Collection calls, Purely informational calls and surveys. These calls cannot include a sales pitch.

Be aware the Registry is for personal phone numbers. Business phone numbers and fax lines are not covered.

What About Robocalls?

If a robocall, a call that plays a recorded message is selling something, it's illegal unless the company has written permission directly from you, to call you that way.

If you have not given the company permission, and the robocall is not purely informational, for instance confirming a service appointment, the call is illegal and probably a scam. If you get an illegal robocall, hang up. Do not press buttons to be taken off a call list or to talk to a live person. Could lead to more unwanted calls. Instead, report it to the FTC. www.ftc.gov

If you did not lose money and want to report a call, use the reporting form at www.DoNotCall.gov

If you have lost money to a phone scam, or you have information about the company or scammer who called you, report it at www.ReportFraud.ftc.gov

- Include your phone number
- Number on your Caller ID
- Any number you are told to call back
- The date and time of the call

In closing, telemarketers can't call before 8am or after 9pm, can't be deceptive about any terms of their offer, can't ask you to pay. They must, however, connect their call to a sales representative within two seconds after you answer and transmit their telephone number and if possible, their name to your caller ID service. They must tell you right away what seller or charitable organization they represent and that the call is a sales call or a charitable solicitation. They must disclose all material information about the goods or services they are offering and the terms of the sale. Must get your permission to charge you and to use a particular account number.

HOW TO BLOCK UNWANTED CALLS

If you have a phone, chances are you get calls from scammers. Your best defense against unwanted calls is call blocking and call labeling.

How to Stop unwanted calls on your Home Phone

- See what call-blocking and call-labeling services your carrier offers
- Is your carrier an internet or VOIP provider? Look into internet-based call-blocking and call-labeling services.
- Have a traditional landline that doesn't use the internet? Install a call-blocking and call-labeling device. Not sure? Ask your carrier. **Adak Telephone Utility has a Caller ID Block per call at no charge.**
- With blocking services, calls might be stopped, ring silently, or go straight to voicemail.

How to Stop unwanted calls on your Cell Phone

- See what built-in features your phone has. There may be a limit to how many numbers you can block. Cell phones usually have features like Do Not Disturb, where you can set the hours that calls will go straight to voicemail.
- See what call-blocking and call-labeling services your carrier offers.
- Download a call-blocking app, some apps are free, but others charge a monthly fee. Look at the ratings for different apps. Look online for expert reviews on call-blocking apps.
- Some apps will access your contacts, so know whether that is important to you. The app's privacy policy should explain how it gets and uses your information.
- Calls might be stopped, ring silently, or go straight to voicemail.

Fake Numbers on Caller ID

Call blocking technology sometimes stops calls from scammers who make fake names or numbers show up on your caller ID. It is helpful when your caller ID labels a call as a potential scam. But not all scam calls will get flagged. Scammers often use fake or "spoofed" names and numbers to make it look like a call from a government agency. The caller might say, if you do not pay or you refuse to give them your personal information, something bad will happen or you will miss out on a government benefit. It is a SCAM. For more information on consumer unwanted calls, go to <https://consumer.ftc.gov/>