

K'awaika Hanu Internet

CONNECTING COMMUNITIES LOCALLY AND GLOBALLY THROUGH TECHNOLOGY

Response to COVID-19

The Pueblo of Laguna Utility Authority / K'awaika Hanu Internet have been endeavoring to support the Pueblo's infrastructure in order to address the following target areas of critical need during the COVID-19 Emergency:

- Education
- Telework
- Telemedicine
- Public Safety
- Community Communications

Upgrades Completed for Phase I - Laguna Tower

On August 5, 2020, KHI and Advanced Tower communications, Inc. successfully completed the Point-to-Point equipment replacement which will cause fewer problems. When the temporary tower and backhaul links were installed we had to adjust various configurations and equipment to make sure our customers were receiving internet although it was at slower speeds. Now that the new tower and equipment is up and running we are making adjustments and running tests to maximize throughput.

During the next few weeks additional configuration changes to access points and subscriber modules (customer radios) will be performed to optimize the new equipment. Some of this work will include a realignment of customer's radio. Once this work is completed, KHI customers in the Laguna, New Laguna, Encinal, some Casa Blanca and Highland Meadows areas will begin to experience improved performance on their internet service. We are pleased to report some customers are already reporting faster throughput and speeds.

WHAT'S INSIDE

- Response to COVID-19
- Phase I - Laguna Tower Repair Update
- Phase II - Equipment Upgrades & Rate Structuring
- Phase III - Final Equipment Upgrades



Phase II - Equipment Upgrades

This Phase was authorized to begin construction on August 7th. Our Phase II will entail finishing the Point-to-Point link upgrades for Paraje to Seama and Mt. Taylor to Encinal. While other sites have been upgraded and are directly connected to fiber, these are the remaining weak links. Upgrading these links will provide faster throughput to Seama and Encinal communities. Upgrading links from a sub 100 Mbps to a 1.2 Gbps throughput capacity will greatly improve data traffic flow or minimize and eliminate “bottlenecks” at those links and sites.

Additionally, Phase II will include the finalization of switch upgrades. By upgrading these switches, we eliminate a throttling point in throughput at the site which also means a better throughput at the customers home. The managed switches possess various features to increase throughput and manage data traffic more efficiently. The last point for this phase is for us to purchase a mix of high and medium gain customer subscriber radios (approximately 70 units).

At a meeting of the Board of Directors on August 25, 2020, the Board appropriated capital funding to support the completion of Phase II.

Phase II - Rate Structure

The PoLUA Board of Directors authorized the implementation of a COVID-19 Emergency Status specific rate structure for new and existing customers, which includes reduced rates and increased speeds.

Internet speeds that will become available once the network upgrades are complete will range from 7,10,15,20 and 30Mbps. The interim rate structure will assist Tribal Members and off-reservation areas with additional capacity for education, telehealth, and telework, amongst other essential needs. Included in the structure is an added student-specific discount to assist students and families with their distance learning needs.

With the network upgrades still in progress, limited speeds will become available for certain areas. The 5 & 10 Mbps rates will be available to Laguna customers only and the 5 Mbps rates will be available to all other customers. Once further upgrades are completed, the increased speed and capacity will become available.

As we are working on updating our internal processes, we are also accepting applications for new services.

For more information on how to apply for KHI internet services, contact customer service at (505)522-9631 M-F 8:00 am - 4:30 pm.



Phase II - Equipment Upgrades

Our goal is to complete the system upgrades necessary to address emergency needs within 5 to 6 months total, but this is dependent on both the availability of funding and materials. Anything not accomplished in Phase II, will be automatically moved to Phase III.



We Thank You for Your Continued Support and Business!