



# THE KUHKENAH NETWORK REPORT



# 22/23



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22/23



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# CONTENTS

- 06 The KNET Difference: Why KNET is the better choice over our competitors**
- 07 Message from the Director**  
Want to find out who's new, who's changed roles, and who's no longer with us?
- 08 Staff Updates**  
KO Showcase and BBQ at the 2023 Annual Blueberry Festival in YXL
- 10 Project Updates: Bell Broadband Upgrades**
- 13 Project Updates: Fort Severn Peawanuck Marine Fibre Line Project**
- 15 Project Updates: KNET Close to Home Project**
- 18 Updates From the Service Help Desk**  
Our team of experienced techs travels to communities and sites across the area to perform assessments, repairs, and maintenance. Don't miss out on the action!
- 20 Updates From The Network Dept.**  
The KNET Networking Department is working with other KNET teams to finish projects that will help KNET's partners.
- 22 Updates From Network and Business Sales Dept.**  
The KNET Network and Business Sales team has been working together with other communities.
- 24 KNET Mobile: Cell Phone Sales and Updates**  
The phones we sell at KNET are going to get even better! We'll have more plans, with more features than ever before.
- 26 Community Empowerment: Lac Seul's Success at Managing their Broadband**  
Learn more about KNET and Lac Seul's collaboration on broadband for the community and how they are managing Internet services for community members.
- 28 Blueberry Festival 2023**  
KO Showcase and BBQ at the 2023 Annual Blueberry Festival in YXL

**30 Treaty 3 Artist is taking KNET's social media by Storm!**

Experience the amazing artwork of Storm Angeconeb and learn more about her collaboration with KNET



**32 From the Archives**  
Explore some of the images from the KNET Media Archives circa the early 2000's

**35 Meet the KNET Team**  
Thanks to the amazing talents of photographer, Willow Fiddler, we have an amazing archive of KNET staff and stock photography. Head on over to the Meet the Team Section for staff bios and contact information.

**43 KNET Org. Chart**  
You met the team, now find out where everyone falls in the grand scheme of the things (ie. The organization).

**45 KNET Services Chart**  
KNET provides lots of help to communities that work with us. Find out what help is available and how you can use it in your community!

## For more information:

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# THE KNET DIFFERENCE

**What sets KuhKenah Network (KNET) apart from other telecommunications companies? The answer involves several key points. They are as follows:**

- 1. Community Focus:** KNET is specifically dedicated to serving First Nations communities across Ontario and other remote regions in Canada. This focus allows KNET to better understand and cater to the unique needs of remote northern communities.
- 2. Empowerment:** Unlike many competitors, KNET not only provides ICT services but also helps First Nation communities establish their own local network infrastructure. This empowers them to control and operate their own Internet Service Provider, fostering self-reliance and independence.
- 3. Cultural Preservation:** KNET is committed to preserving the culture, language, and identity of First Nations. This commitment is reflected in its business practices and partnerships.
- 4. Comprehensive Services:** KNET offers a wide range of services including broadband connectivity, online applications that combine video, voice, data services as well as mobile network services - all tailored for First Nations communities' needs.
- 5. Economic Development:** By building business partnerships with First Nations communities, KNET contributes directly to the economic development and well-being of partnering communities.
- 6. Sustainable Connections:** KNET's focus on creating sustainable connections for First Nations people sets it apart from competitors who may not prioritize long-term solutions for the under served areas in the remote north.
- 7. Local Presence:** As a local provider with a physical presence within the community it serves, unlike large corporations which are often detached from their customer base, this enables KNET to have a better understanding of specific challenges faced by First Nation communities leading to more effective solutions.

**KNET put First Nations first! That's the KNET difference.  
Let's forge ahead together!**

# MESSAGE FROM THE DIRECTOR



**“WE ARE COMMITTED TO WORKING WITH ALL OF OUR PARTNERS TO CONTINUE OUR VISION OF ACCESSIBLE TELECOMMUNICATIONS AVAILABLE TO EVERYONE, EVERYWHERE.”**

K-Net has been involved with putting in new telecommunications infrastructure and services to our communities for the last 25 years. Our communities have benefited from this by being the early users of broadband, mobile cellular service, telemedicine, and online education.

We have come to a time where all these services are an integral part of our daily lives. Over the years, the early technology that we have adopted has aged and needs to be refreshed. Our community leadership have identified this and has pushed us to improve the systems that we had put in place together.

Our K-Net team has been actively working on many projects to bring much need upgrades for all the communities that we serve. This effort takes co-operation by our team, local leaders, community technicians, and the users of these important services. Communication with all the stakeholders is the key to making these improvements beneficial and sustainable.

As we look forward to the future, we are committed to working with all of our partners to continue our vision of accessible telecommunications available to everyone, everywhere. The Kuh-Ke-Nah Network

Miigwetch,

A handwritten signature in black ink that reads "Jesse Fiddler". The signature is written in a cursive, flowing style.

**Jesse Fiddler, KNET Director**

# STAFF UPDATES

**KNET is experiencing big changes in its staff roster! Find out who's new, who's changed roles, and who's no longer with us. Read on to learn more about our staff updates!**

## New Staff

### Gabrielle Wesley

Marketing, Media, Design,  
and Communications Specialist

### Gabriel Harper

Inventory Clerk

### Samira Ranjbar

Service and Business Sales

### Mahdiyar Shariati

Network Technician

### Serenity Fiddler

Cellular Sales Clerk / Reception  
/ Student Worker

### Liya Beardy

Cellular Sales Clerk / Reception

## Staff Changes

### Isaac Miles

Summer Student to Inventory  
Clerk



## DID YOU KNOW? KNET STATS AND FACTS

# 35%

of KNET's revenue comes from funding for new projects and upgrades.



# 30%

of KNET's business is broadband to First Nations

# 33%

of KNET's business is supporting Education Programs







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# PROJECT UPDATES



# PROJECT UPDATES

## Updates from the 10G Upgrade to the 18 Fibre Loop First Nations

**KNET has been hard at work upgrading your community network equipment this fall for the head end 10Gbps broadband upgrade project. After completing assessments, the KNET technicians delivered equipment on last year's winter road and have been installing cable equipment in racks getting everything ready for the upgrade. The communities use wireless to reach homes and buildings are also on the list for upgraded access points on their towers.**

Bell is also upgrading their equipment in the First Nations. It is Bell's practice to land a helicopter at the head end for a few hours to complete their work in the Bell building. Despite having limited information on Bell's travel schedule and flight plans, KNET has been sending notices to the band offices as soon as we are notified, which is often about a week before the Bell flights.

The community technicians are key to the upgrade and maintaining your upgraded networks. KNET has been working with your local technician to set up racks, cable routers and UPS batteries, as well as confirming head end electrical and Heating / Cooling requirements at the head end building, to prepare the community network for



upgraded connections to the homes and buildings. KNET also looks forward to having an in-person technician training workshop and building capacity of the community technicians through online workshops to review technical and business information.

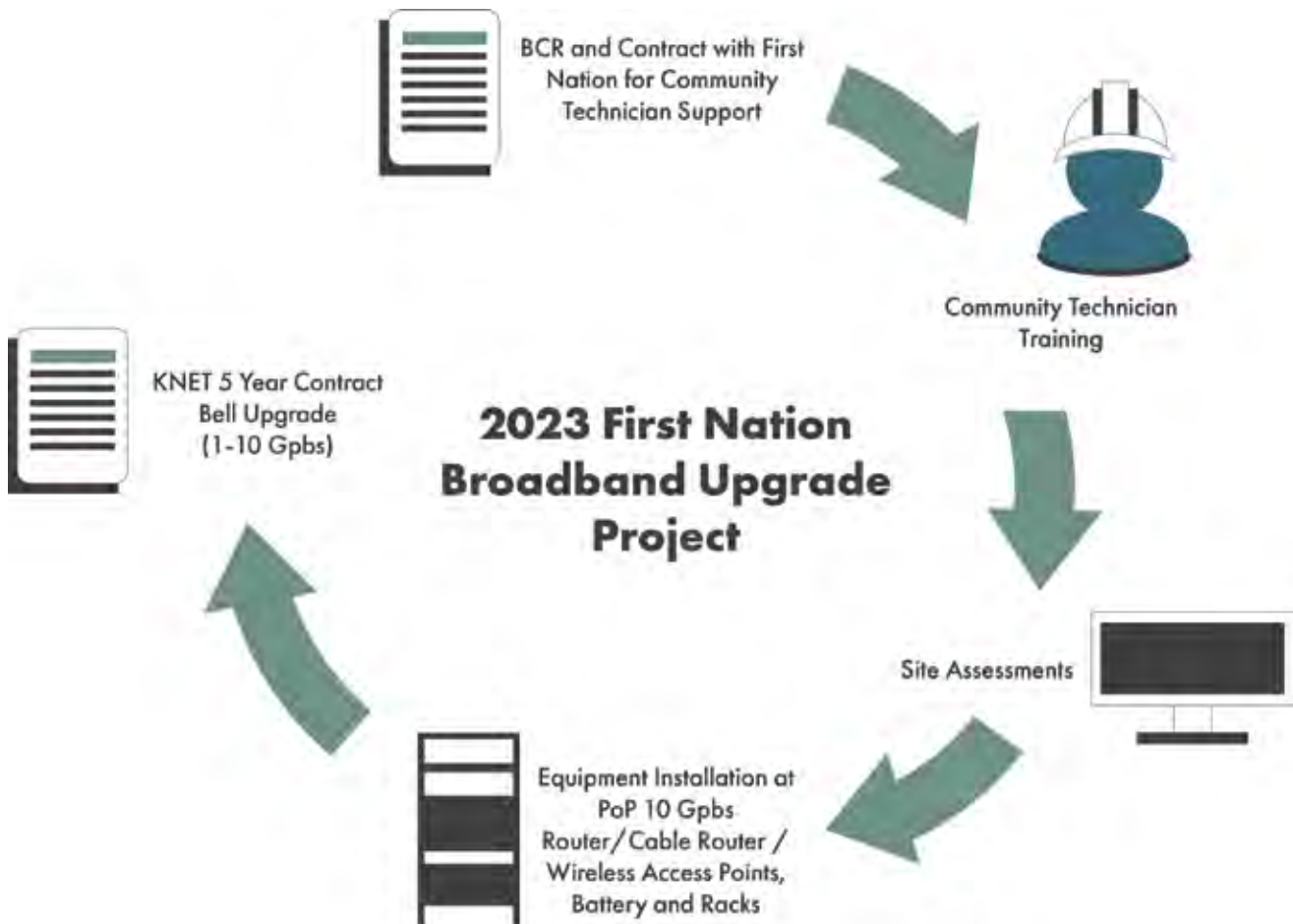
KNET's next steps are to install wireless equipment in the communities that use wireless to connect homes, return to the communities that use cable to connect homes to connect and test the new cable router, and confirm routing and complete testing with Bell's 10G router in the fall of 2024 (Bell recently notified KNET of a delay until then).

This upgrade is long overdue and we thank the communities for their patience. We look forward to providing communities with faster, more reliable broadband connections that will open doors to new opportunities and possibilities.

Recently, KNET's Technicians have been addressing healthcare connections in the First Nations, this involves installing backup Starlink dishes for nursing stations and temporary Starlink dishes for nursing residences, along with improved wireless. As soon as the 18 First Nation upgrade is completed, the communities that are upgraded can provide the main broadband connection to the nursing stations and residences. Fort Severn and Peawanuck are currently working on a marine fibre connection to replace their satellite connection with a more reliable and scalable solution.

So the next time you see KNET Technicians in your community, they're working hard to bring you the latest technology, faster connection speeds, and all the internet has to offer. Don't forget to thank them for their hard work!

**The upgrade projects are supported with funding from the Ontario Ministry of Infrastructure, Indigenous Services Canada, and Innovation, Science and Economic Development Canada.**





## Next Steps

### Fall 2023 – Spring 2024

KNET to install wireless equipment in the communities that use wireless to connect homes

### Fall 2023 – Spring 2024

KNET to return to communities that use cable to connect homes to connect and test the new cable router

### Winter 2024

Community Technician Training in Sioux Lookout

### Spring 2024

Community Technician Training in Sioux Lookout

### Fall 2024 (Bell delay)

Bell to complete upgrades and install the 10G router – Bell notified KNET of their delay until Fall 2024



### Fall 2024

KNET to confirm routing and complete testing

# Fort Severn Peawanuck Marine Fibre Line Project



**The digital age is here to stay, leaving no corner of the world untouched by its ever-expanding reach. For communities in the far reaches of the North, that has meant technological advancements that can finally bring more reliable and powerful internet connections. Fort Severn and Peawanuck are leading a significant upgrade with KNET by replacing their satellite connection to a more reliable and scalable fibre solution.**

The vision to connect with fibre was not made lightly. For too long, both communities have been dealing with the limitations of a satellite connection, which means slower speeds, unreliable connections, and high costs. With some

of the most remote and isolated communities in the world, access to a scalable internet connection is critical, and that will become a reality with marine fibre.

The marine fibre will be buried from the First Nations to the Hudson Bay coast where it will be laid on the bottom of the bay to Kuujjuarapik Quebec. The Kativik Regional Government has already completed a similar project and has successfully replaced satellite with marine fibre in the Hudson Bay. KNET is carefully following the First Nations direction to reduce the impacts on the land, wildlife and water. The project is in the planning stages with an estimated scheduled completion date of December 2025.

The upgrade is significant providing a community owned, long-term, lower cost, scalable broadband connection for the long-term. Access in the remote First Nations is critical for business opportunities, health, education, and everyday communication. This upgrade is sure to bring positive changes to both communities, both now and in the years to come.



# Close to Home Project



**In an era of rapid technological advancement, the medical industry is critically dependent on reliable access to the digital world. For critical care providers, the need for safe and reliable internet access is paramount. It is with this mission in mind that KNET's Close-to-Home project was established.**

The Close-to-Home project is an ambitious initiative of KNET's Service Help Desk that is dedicated to bringing reliable internet connectivity to medical professionals who are serving in far remote communities of the North. The project, which is nearing completion, was designed to provide nurses with a secure and reliable network for communication, research, and data-sharing.

Currently, the project is 4 communities away from completion, after a grueling series of logistical and technical challenges. Over the course of the project, KNET has worked

alongside local government officials and members of the community to ensure that this vital project comes to fruition.

Through its groundbreaking work, KNET has set a new standard for medical service help desks, and the Close-to-Home project is a shining example of how technology can be used to positively impact the lives of those who serve in remote locations. The dedication and hard work of KNET's tech team over the past year have been instrumental to the success of the project.

When complete, the Close-to-Home project will be a major achievement for KNET and a tangible benefit to nurses in rural communities. By providing reliable and secure connectivity, the project will enable nurses to have access to the resources they need to serve their communities and provide the best possible care. The completion of the Close-to-Home project will be an important milestone in the delivery of professional medical care, and KNET's team is dedicated to ensuring that success.

## Close to Home Project: Completed Nurse's Residences

- Pikangikum Nurses Residence
- Mishkeegogamang Nurses Residence
- Poplar Hill Nurses Residence
- Muskrat Dam Nurses Residence
- Keewaywin Nurses Residence
- Sandy Lake Nurses Residence
- Bearskin Lake Nurses Residence
- North Spirit Lake Nurses Residence
- Fort Severn Nurses Residence
- Martin Falls Nurses Residence
- Fort Hope Nurses Residence
- Neskantaga Nurses Residence
- Peawanuck Nurses Residence
- Grassy Narrows Nurses Residence
- White Dog Nurses Residence
- North Caribou Lake Nurses Residence

## Close to Home Project: Nurse's Residences Still to be Done

- Attawapiskat
- Kashechewan
- Wabaseemoong

## For more information contact

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# DEPARTMENT UPDATES

# UPDATES FROM THE SERVICE HELP DESK



**The Service Desk team at KNET is far more than just the group of people available to fix technical issues; they are a major force in the communities they serve. By working with community technicians to build and maintain capacity, their efforts are a huge part of increasing and enhancing access to digital technologies in KNET communities.**

From managing the broadband networks and connections to Nursing Stations, to technician training and bringing long-term upgrades, the Service Desk team is doing an incredible job of bringing KNET communities into the digital age. KNET recognizes the skills and abilities of the community technicians. K-Net shares our expertise in managing networks so that each First Nation's local economy can grow as well as leveraging the Information Technology skills that benefits everyone. We believe the talent, skills and initiative exist in our communities to do so.

***The Service Desk team at KNET isn't just impressive because of the work they do, it's inspiring. Through their tireless efforts and collaboration with community technicians, they are continuing to expand broadband access across the region and improve the lives of those in the communities they serve.***

This is why we're excited to share updates of the 18 First Nation Fibre Loop Upgrade, Lac Seul Wireless Upgrade and Health Upgrades that the Service Desk team has been hard at work on. These upgrades will help to ensure that those in KNET partnering communities have access to critical services and the digital resources they need to succeed.

At KNET, we strive to create and maintain a digital space where everyone can flourish. With the help of the Service Desk team, this is becoming a reality for the communities we serve.

**To learn more about what they're doing and how you can help, check out our annual report section for broadband upgrades on page 10 and Close to Home Project on page 15.**

# DID YOU KNOW? MORE KNET STATS AND FACTS

# 204

The number of project tickets the Service Help Desk has received in the last 365 days



The number of tickets the Service Help Desk received in the last 365 days

# 1459

# 1476

The number of tickets the Service Help Desk has resolved in the last 365 days (most likely from the previous year)



The Number of trips the KNET techs have made to remote First Nation communities in 2023

# 48

# 25

The Number of day trips the KNET Techs have made to remote First Nation communities in 2023

## MISHKEEGOGAMANG FIRST NATION

The most visited First Nation!  
KNET Techs made 8 trips in 2023 to complete the wireless upgrade project.

## DEER LAKE FIRST NATION

The second most visited First Nation community, with 4 trips in 2023. North Spirit Lake, North Caribou Lake, Peawnuck, Fort Severn and Grassy Narrows/White Dog tied for third place with three visits each in 2023.

# UPDATES FROM THE NETWORKING DEPARTMENT



**The KNET Networking Department is hard at work, collaborating with KNET teams to finish up projects that will benefit KNET partnering communities. Projects such as the Close to Home Project, the 100 GB Bell upgrades project and revamping the organization’s Cyber Policies and Procedures. Regular maintenance, troubleshooting problems, and assessments of community connections are also part of their duties.**

KNET Networking is currently in the process of upgrading the Toronto core to the current generation of equipment, which will provide 100Gb capacity to support the Bell upgrades.

In an effort to, further streamline production, the department is planning to introduce a new and modern ticketing system, replacing the existing legacy system. The new system would allow the department to more efficiently manage projects.

KNET Networking also has an upcoming feasibility study which will explore the potential of upgrading the cellular network to 4G/5G. This includes identifying any potential defects of the existing system that are repair items. The success of this project could ultimately have a positive effect on the entire KNET organization by improving cell phone service, increasing speed, and creating a more reliable connection for KNET customers and partnering communities.

The projects the KNET Networking Department is working on have the potential to greatly improve connectivity in remote northern communities and strengthen the organization's technological capabilities. With the combination of new and modern ticketing systems, an upgrade to the Toronto core, and the potential for an upgrade to 4G/5G, KNET Networking

is sure to make a lasting impact on the future of the organization.

**To learn more about what the Networking Team is doing and how you can help, check out our annual report section for broadband upgrades on page 10 and Close to Home Project on page 15.**



## FROM THE NETWORKING DESK: 5 CYBER THREATS TO WATCH FOR

**Today, we use the internet for almost everything – shopping, talking to friends, banking, and business. But, our growing reliance on technology is risky. Experts say, in 2023, we need to watch for more advanced cyber threats. In this article, you'll learn about the cyber threats that may be around in 2023 and how to protect yourself from them.**

### **Social Engineering**

Social engineering is a type of cyber attack where criminals use psychological manipulation to get people to do something that helps the attacker. Phishing is a common form of social engineering. It's when the attacker pretends to be a trusted person, like a bank or a website, to get you to share passwords or credit card numbers. Cyber criminals are getting better at social engineering, so it's important to know how to spot and stop these tricks. Businesses should teach their employees how to avoid phishing attempts, use two-factor authentication, and keep security measures up to date. Not doing so could lead to data breaches and may cost you money and damage your reputation.

### **Phishing**

Phishing is a kind of social engineering. It's when crooks try to get your private information with a fake email, text, or website. They may pretend to be from your bank or a website you trust. They may say they need your passwords, credit card details, or personal information. To protect yourself, always update your software, use two-factor authentication, and have security protocols like firewalls or anti-virus software. Learn to spot phishing scams by looking for typos, links that seem suspicious, or requests for sensitive information.

### **Vishing**

Vishing is another type of social engineering. It's when scammers use the phone to get personal information from you or to take your money. They may pretend to be from the bank, the government, or another reliable source. With vishing attacks, the criminals are getting better at their tricks, so stay alert.

### **Spear Phishing**

Another form of cyber crime is spear phishing. It's a type

of phishing where the attacker targets a certain person or organization with a fake email. The message may ask you to click a link, download an attachment, or give away private information. If you click the link or download the attachment, the attacker has access to your device or network. To protect yourself, be careful of any message that seems strange or tries to make you feel scared or excited.

### **Internet of Things (IoT) Attacks**

In 2023, cyber criminals may also use the Internet of Things (IoT) to attack people. IoT devices can be almost anything that connects to the internet – like smart home devices or industrial equipment. These devices tend to be less secure than computers and servers, so attackers can often get into them easily. Once the attackers are in, they can move around the network and get access to other devices or sensitive data. To protect yourself, make sure to secure your IoT devices and update the firmware regularly. Even if you do this, you can never rule out the risk of an IoT attack, so have a plan to quickly detect and respond to any suspicious activity.

### **Ransomware**

Ransomware is a type of malware that stops you from using your files until you pay a ransom. Businesses and home users are both at risk of ransomware attacks. The attacker might send a phishing email to get you to download and install malware. Then, the malware will encrypt your files and demand you pay money to get them back. To protect yourself, keep your software up-to-date, learn to recognize phishing emails, and use security measures like firewalls and anti-virus software. If you do get attacked, have a plan to quickly react and restore your encrypted files.

**To read more visit the KNET website and blog at [www.knet.ca](http://www.knet.ca).**

# UPDATES FROM NETWORK AND BUSINESS SALES DEPT.



**From decorated classrooms filled with technology and necessary internet access to secure nursing stations and fibre cables, the KNET Network and Business Sales team have been hard at work making sure that all necessary upgrades and equipment are available to complete projects efficiently and effectively in KNET partnering communities. This partnership has allowed First Nation communities to benefit from increased internet security, access, and reliability.**

The team has had a hand in a wide range of KNET lead projects, from 10Gbps Bell upgrades to the installation of fibre cables in new First Nation schools. “We want to make sure that every project runs efficiently from proposal to completion,” says Alvin Fiddler, Manager for KNET Network and Business Sales Department, when referencing

KNET’s Close to Home and Nursing Station Managed LAN Projects. “That’s why we strive to optimize visits and streamline processes so that every community has the access they need.”

These successful projects have allowed First Nation communities and community nurses to have access to the necessary technology to do their jobs effectively. They’ve upgraded security firewalls and wifi coverage in nursing stations and residences across the remote north of Ontario and have plans to work with a few more communities in the new year. Not only does this ensure the safety and security of First Nation community members by enabling better access to health care via internet access, but it also helps to foster a sense of connectivity within the community, knowing that help will be available.

## Nursing Station Managed LAN: Security Firewall upgrade and Wifi Upgrade and coverage

- Poplar Hill
- Pikangikum
- Bearskin Lake
- North Caribou Lake
- Kingfisher Lake
- Wapekeka
- Sandy Lake
- Muskrat Dam
- Sachigo Lake
- Keewaywin

## K-Net Projects

- Kasabonika Lake School Fiber Build Phase
- Kingfisher Lake Phase 1 School Cable Plant Build
- Sandy Lake New Nursing Station
- Sandy Lake & Kasabonika Lake Vocera
- North Caribou Lake Awasis New Building
- Kingfisher Lake Nursing Station Phone System
- Kingfisher Lake Social economic development Phone System
- Kingfisher Lake Band Office Phone System
- Wunnumin Lake Band Office
- Wapekeka HVAC Unit
- Muskrat Dam Cellular Battery Replacement



## For more information contact

### Alvin Fiddler

Network and Business Sales Manager  
alvinfiddler@lp.knet.ca  
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## KNET Community Tech Q&A Monthly Meetings



Each month Community Techs are invited to join technical chats to support each other. We are starting with Brad Woodward, AKA Woody, KNET's Plant/Broadband Specialist of our Networking Dept. to discuss trends, tips and tricks and more. Meetings will be held online and links will be provided via social media. Links will be provided to registered participants.

# KNET Mobile: Cellular Sales Updates



**KNET has been hard at work researching and developing initiatives to make our mobile phones and accompanying products more accessible and approachable to customers, clients, and community members.**

With more competitive plans, marketing and promotional strategies, and flexible monthly payment options to make cell phone purchases more affordable, KNET is aiming to make their cell phone shopping experience easier and more cost-effective for the communities.

## **What do YOU Need/Want From KNET Mobile?**

To start, KNET would like to conduct surveys and interviews with members of the communities, community leaders, and KNET Mobile Reps to identify the specific cell phone needs of the communities. Further exploration is needed to discover how many community members would purchase new iPhones if we brought in the updated models, as well as other cutting-edge products. To ensure communities have access to the latest technology, KNET Mobile and the team are making a commitment to bringing in more of what the communities require to stay current and connected.

## **Point of Sale and KM Visits**

In addition to expanding their product selection, KNET is working on updating the KNET Mobile department's financial point-of-sale system to a user friendly Square platform to make it easier and more convenient for customers to make purchases and for the KNET Mobile team to bring KNET minutes and mobile phone sales to conferences, meetings and high traffic locations. Starting in the New Year, the KNET Mobile team will also begin hosting events at the airport and the hotel to offer discounted minutes on cell phones for those on the go.

**For community members looking for a more affordable and convenient way to purchase the latest and greatest cell phones, KNET is providing the perfect solution. With innovative approaches and dedication to finding the best ways to connect community members.**

For more info contact Marie Carson, Cellular Sales Coordinator, at [mariecarson@lp.knet.ca](mailto:mariecarson@lp.knet.ca) or (807) 737-1135 x. 1510





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# COMMUNITY EMPOWERMENT

# WITNESS BEST-SELLING RESULTS: LAC SEUL DELIVERS PROFIT & HELP FOR THE COMMUNITY



**The community of Lac Seul has long understood why having a community-owned reliable broadband network is essential. Lac Seul is the proud owner of their own wireless broadband network, connecting Frenchmen’s Head, Kejick Bay and Whitefish Bay.**

This network is maintained by a talented technical team, headed by an IT Manager, and two technicians. The revenue from monthly bills has allowed them to employ these technicians and purchase new equipment, upgrading the network and making any necessary repairs. Thanks to their upgrade project with KNET, the community is now in the process of strengthening the network, as well as increasing

the speed available in homes and businesses. This has been made possible by the installation of fibre between the towers and the addition of 6GHz wireless equipment, making them one of the first Indigenous communities in Canada to test this technology. The fibre network has opened up even more possibilities for Lac Seul. As well as helping the communities to stay connected, it also allows them to work towards connecting fibre to local businesses and service centres. All this is made with the goal of competing with Starlink. Lac Seul plans to offer offering faster speeds at a lower price. This is an exciting and admirable journey and a great example of what can be achieved when a community puts in the hard work to own and operate their community broadband business. By continuing to invest and innovate, Lac Seul is in control of their broadband. We look forward to sharing more stories from the First Nations!



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# COMMUNITY CONNECTIONS

# KO SHOWCASE AND BBQ AT THE BLUEBERRY FESTIVAL



**At this year's Blueberry Festival in Sioux Lookout, both Keewaytinook Okimakanak (KO) and KNET hosted a BBQ and Showcase at the KNET offices. The crowd was treated to a delicious selection of fried fish, burgers, hot dogs, bannock, fruit and vegetables, and other delectable goodies. The food went fast, and the KO and KNET teams cooked up a storm to keep everyone satisfied.**

To add to the fun, KO showcased a number of its departments, including the KO Health Team, Public Works, KO Mental Health, and KOBE. Attendees had the chance to enter their names in draws for camp chairs, cell phones, and more - all

while connecting with KO and KNET staff from across the region.

Jesse Fiddler, KNET Director, joined the KO Executive Director, Cory Meekis, in delivering an introductory speech to start the festivities. We are hugely grateful for the enthusiastic turnout, and for the opportunity to showcase the amazing staff and work of KO and KNET.

Images by: Willow Fiddler and her grandson, Jacob

**To see more of the images visit the KNET website at [www.knet.ca](http://www.knet.ca).**



# MEET THE TREATY 3 ARTIST THAT IS TAKING KNET'S SOCIAL MEDIA BY STORM!



**What could be more beautiful than works of art that are inspired by animals and birds? Experience the artistry of Storm Angeconeb, the Indigenous artist from Treaty Three Territory that has been filling up the feeds of KNET, KOBE and more.**

Storm Angeconeb, an Indigenous artist from Treaty Three Territory (Lac Seul First Nation) and Winnipeg, Manitoba, now based in Red Lake, Ontario, has made her art an integral part of the Winnipeg landscape. From vibrant murals to illuminating light boxes, Storm's work features animals and birds that represent herself and those close to her. Her work encompasses a range of art practices, including painting, digital art, and bead work. Her commitment to her craft and her dedication to represent herself and her heritage through her art is evident in each piece she creates.

KNET and Storm Angeconeb joined forces in February, collaborating on artwork for social media posts. Their

partnership kicked off with a powerful tribute to International Women's Day, featuring an illustration of Storm's grandmother, and has only grown from there.

Storm's designs bring a unique vision and beauty to KNET's posts, winning the admiration of both staff and followers. We're honored to have Storm as our partner, her work absolutely inspiring us all.





## Follow Storm

Follow Storm on FB at <https://www.facebook.com/storm.angecone?mibextid=LQQJ4d> and on Instagram at @stormangecone

Check out more of her work or purchase some prints through:

<https://stormangecone.com/>

# FROM THE ARCHIVES

Explore some of the images from the KNET Media Archives circa the early 2000's







Treaty Days in North Spirit Lake First Nation. Date: June 10, 2002. Photos by Brian Beaton and Cal Kenny.



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MEET THE TEAM

# Administration Team



## Jesse Fiddler

Director

Jesse Fiddler is from Sandy Lake First Nation. He has worked in various capacities at K-Net over the last 25 years from being a student worker, website and multimedia developer, server & database admin, field technician, IT trainer, and many other roles within the team. All this experience gives him a solid understanding of all the services that K-Net provides to our communities and customers.

In his free time, Jesse enjoys playing hockey, creating art & wood carvings, and outdoor activities with his family.

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(807) 737-1135 x. 1712



## Adelaide Anderson

Office Administrator

Adelaide Anderson, the knowledgeable and experienced office administrator, has been with KNET (Kuhkenah Network) for over four years. Her previous work experience and her dedication to community empowerment make KNET the perfect fit, conveniently located right next door!

Adelaide's advice to young First Nations people looking to thrive in the tech industry is simple: "Think of a career in tech."

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## Jawad Urrehman

Manager, Finance at K-NET

Jawad Urrehman works with KNET/KO as a finance manager. He has 8 years of experience in finance, and a degree from Lakehead University to show for it. The last two years he has been the Manager of Finance - he looks after all the money stuff, like payroll, invoices and more. Jawad tackles any difficult problems with enthusiasm and skill. He's always willing to learn something new and share his knowledge with others. On top of that, he believes everyone should work together to make their communities even better. Jawad is an important part of KNET/KO, and a great example of hard work, skill, and collaboration.

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(807) 735-1381 ext. 1295

# Network Team



## Adi Linden

Network Manager

Adi Linden, the Network Manager of the Network Department, is a 25-year veteran of K-Net. With an education in electronics engineering and past work experience in small businesses, Adi is a wealth of knowledge. Before becoming the network manager, Adi served as a Systems Analyst. What Adi enjoys most about K-Net is the vibrant community and the opportunity to work with different technologies. His advice for customers is that K-Net is dedicated to their satisfaction.

In his free time, Adi loves to indulge in a variety of tech-related hobbies, from amateur radio and electronic design to drones, servers, and virtualization. He also enjoys gardening and running an embroidery business. With his vast experience and range of interests, Adi stands as a prime example of K-Net's commitment to providing excellent customer service.

adilinden@lp.knet.ca  
(807) 737-1135 x. 1257



## Keith Hutton

Senior Network Administrator

Keith has more than 30 years of experience in telecommunications, designing, implementing, and managing complex IT infrastructures for organizations in both private and public sectors. As a Senior Professional Services Consultant for Bell Canada, he specialized in networking, wireless, and security. He was also a Certified Cisco Systems Instructor and a Cisco Networking Academy Instructor and contributed to Cisco Press as a technical author. He's been a Senior Network Administrator at KNET for over 4 years, enjoying the people and the culture most of all.

keithhutton@lp.knet.ca  
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## Advisory Committee Preliminary Meeting

Get involved in the initial Advisory Committee meeting and have your say in how the organization moves forward. Your feedback, suggestions, ideas, and concerns will shape the future of KNET as we strive to build stronger relationships with our communities. Join us and help us create something truly meaningful. Links will be provided to registered participants.

**Location: Online (Microsoft teams)**  
**Registration: [gabriellewesley@lp.knet.ca](mailto:gabriellewesley@lp.knet.ca)**



**Brad Woodworth**  
Cable Plant Specialist

With 30 years of cable industry experience and 7 years of supporting KNET’s northern techs and partners, he brings extensive RF knowledge and skills to the Networking Team. He had no trouble transitioning to the strong family-like bond between team members, each with their own specializations and abilities. Brad loves how KNET can tackle any problem, big or small, with ease.

Outside of work, Brad’s passion is teaching his three children to appreciate and protect the environment. On the weekends, he enjoys sailing or windsurfing, but never misses a chance to cheer the Toronto Maple Leafs on Hockey Night In Canada!

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(807) 737-1135 x. 6759



**Devin Hutchinson**  
Network Technician

Devin worked hard and was rewarded for his efforts. He graduated from Lakehead University’s Electrical Engineering program in May 2021 and had many summer jobs. Eventually he got a technical position at KNET and has been there for close to two years.

At KNET, Devin loves working with his teammates the most. They have a lot of knowledge and experience, many with decades in the industry. Devin knows he is lucky to be able to learn from them. He said he never stops learning from them.

The knowledge and experience from his team has been a big part of Devin’s success. When asked why he was successful, he said it was because of them. He said working with experienced engineers helped him learn more about the industry and grow his knowledge every day.

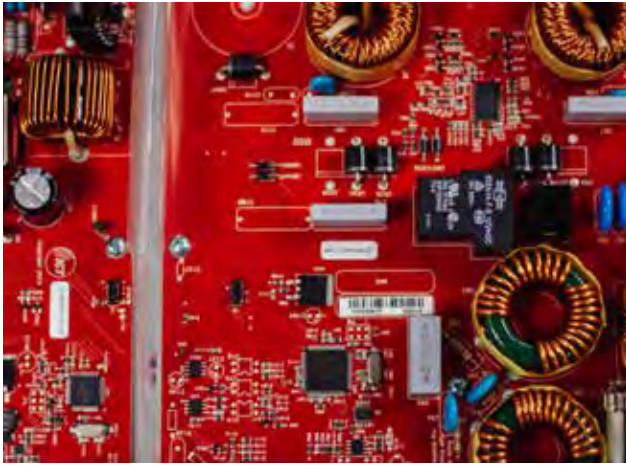
devinhutchinson@lp.knet.ca  
(807) 737-1135 x. 1271



**Mahdiyari Shariati**  
Network Technician

Mahdiyari has been in the telecom industry for 15 years. He has a degree in Computer Science and special certification, making him a Junior Network Administrator at K-Net. At K-Net, Mahdiyari enjoys working with others and finding creative solutions to tough problems. His team is dedicated to connecting people and improving their lives using technology. Mahdiyari wants everyone to join them so they can make the world a better place.

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(807) 737-1135 x. 1270



### **Terence Burnard**

Programmer

Terence has dedicated the last 18 years of his life to KNET, a technology provider for communities in the North. After completing a Computer Engineering degree (software) at St Lawrence in Kingston, Terence was hired by KNET and immediately began to make an impact.

His favorite part of the job? Knowing that he's part of the team that brings technology to Northern homes. If KNET could offer up one piece of advice to customers and clients, it would be this: "Your input helps KNET improve." Through feedback, KNET continues to create more innovative solutions that exceed our clients' expectations.

terenceburnard@lp.knet.ca

(807) 737-1135 x. 1268

## **Servie Help Desk Team**



### **Cal Kenny**

Service Desk Lead

Cal has been at KNET for 22 years. After high school, he used his artistic skills to become Multimedia Coordinator and made lots of documentaries. Now, he's part of the Service Desk Technicians and Network Specialists team. He loves meeting new people and believes they can do great things with the right resources and leadership.

In his free time, Cal likes going to his kids' sports games, reading books, and getting outdoors. At KNET, he encourages his coworkers to reach their goals. He's dedicated to making KNET—and the world—a better place and hasn't stopped for over two decades. He's part of a team of awesome KNET employees who think they can do great things together.

calkenny@lp.knet.ca

(807) 737-1135 x. 1254



### **Chris Kakegumick**

Service Desk Technician

Chris has been working in technology-related jobs for many years - first as a Community Telemedicine Coordinator in Sandy Lake, then at K-Net for almost 10 years as a Service/IT Desk Technician. He has learned lots about products and services, so he can help customers and clients by giving them useful and educational advice. In his free time, he loves outdoor activities such as hunting, golfing and taking drives. He also likes to wake up early during the winter holidays to appreciate the quietness.

chriskakegumick@lp.knet.ca

(807) 737-1135 x. 1590



**Tyler Meekis**  
Service Desk Technician

Tyler Meekis is an experienced Service Desk Technician who began his career in 2010 with a coop placement as a data entry clerk at K-Net. Following this, Tyler worked in K-Net's Youth Community Access Program in Deer Lake, acting as a cable technician/network technician trainee under Jeremy Sawanas. Since then, he has further developed his skill set by providing IT support for rewiring schools' LAN networks, working as an IT Technician in the Deer Lake school, and holding other positions in Sioux Lookout, ON. In 2015, Tyler returned to K-Net as an Inventory Clerk before being promoted to the role of Service Desk Technician in 2018—where he has now worked for 5.5 years.

Being an IT professional isn't just Tyler's job—it's his passion. His favorite aspects include the food and cabling installs, as well as installing network devices. As he loves working with clients and customers alike, Tyler would like to express his appreciation: "Thank you for hiring K-Net!"

tylermeekis@lp.knet.ca  
(807) 737-1135 x. 1268



**Isaac Miles**  
Inventory Clerk/ Service Desk Trainee

Isaac is an ambitious person who is determined to succeed. He graduated from college with a diploma in the solar industry in 2019 and got a job at KNET. In his first year, he faced various challenges and was promoted to an Inventory Clerk/Service Desk Trainee. He was also given the opportunity to travel and realized that hard work brings success. Now, he is passionate about his job and is working hard to build his career and become the best version of himself. Isaac's story is an example that hard work and dedication can lead to success. If you want to reach your dreams, don't give up and keep a good attitude and work ethic.

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(807) 737-1135 x. 1273



## **KNET Staff Images by Willow Fiddler**

Willow Fiddler, hailing from Sandy Lake First Nation, is a multi-talented individual. She has excelled in numerous areas, from photography to national journalism. Fiddler is a former video journalist for APTN National News and a current reporter for The Globe and Mail. She has a passion for stories and issues that affect Indigenous people and communities, particularly in the North. Her efforts have been recognized with multiple Canadian Association of Journalists award nominations and the 2017 Emerging Indigenous Journalist award.

**Follow Willow:** @WillowFiddler (Instagram and X (formerly Twitter))  
@willowphotographydesign (Instagram)

# Network and Business Sales Team



## **Alvin Fiddler**

### Network and Business Sales Manager

Alvin Fiddler graduated from Algonquin College with a Business Marketing diploma in 2011. He already had 13 years of experience as a graphic designer, newspaper production manager, and web developer. So, when KNET hired him as a Multimedia Coordinator, he was perfect for the job. Alvin designed websites and web-based solutions for clients. His role then evolved and he began managing web projects and creating materials for KNET's trade shows and events. He wanted to help KNET offer better customer service to First Nations people, so he went to the Business Services and Inventory/Sales department. In his current role as KNET Business/Network Sales Manager, Alvin finds creative solutions for customers and helps the team provide faster service to First Nations communities.

[alvinfiddler@lp.knet.ca](mailto:alvinfiddler@lp.knet.ca)

(807) 737-1135 x. 1500



## **Samira Ranjbar**

### Service and Business Sales

Samira is an amazing business professional! She has degrees in computer and business, and now works at KNET. She helps deliver internet solutions across Northern Ontario. Samira firmly believes everyone should have access to technology. She loves her job; she enjoys engaging with First Nations culture and history. She encourages people to communicate their needs and feedback to get the best experience from KNET. When she's not working, Samira enjoys shopping, spending time with her family, and camping. She is a great example of the power of hard work, dedication, and passion to make a real impact in any industry.

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(807) 737-1135 x. 1200



## **Gabriel Harper**

### Inventory Clerk

Gabriel Harper loves to work hard and have fun. At KNET, he's a service technician and inventory clerk. He has already earned respect from his co-workers in his four months there. He enjoys installing Star Links and access points. Every day he tries to learn more about the job, and he gets help from his colleagues. He likes how all the pieces of the puzzle come together. He knows his work is more than just numbers. He is inspired by his team and always pushes himself to do better. People at KNET rely on Gabriel's expertise and it's a great reward to him.

[gabrielharper@lp.knet.ca](mailto:gabrielharper@lp.knet.ca)

(807) 737-1135 x. 1294





**Franz Seibel**

Project Lead (Contractor)

Franz Seibel is a project lead and network and business sales contractor at KNET. For over 15 years, he has worked with the KO communities and KNET to support their land and resources objectives, proposing and reporting on broadband upgrades, and providing strategic planning. Recently, Franz has also worked on projects for KO Lands and Treaties and KO Research.

His favorite part about working at KNET is visiting the various communities, hearing their histories, and sharing a laugh with old friends. His advice to customers? "The team at KNET is always ready to help with finding solutions to any problem."

When he's not at work, Franz can often be found fishing, chopping firewood, or spending time with his three daughters.

franzseibel@lp.knet.ca  
(807) 737-1135



**Gabrielle Wesley**

Marketing, Media, Design, and Communications Specialist

Gabrielle Wesley is a specialist in marketing, media, design and communications. She has a graphic design diploma from Georgian College and over 20 years of experience in her fields. She's worked with clients of all sizes, for and with firms, and as a freelancer. She spent 4 years managing a print production department at KERC and loves the variety of creative work she does.

Gabrielle has been with KNET for under a year, but already loves the team. She creates websites, updates brands and creates branded materials like brochures, reports and newsletters for KNET and its clients and customers.

gabriellewesley@lp.knet.ca  
(807) 737-1135 x. 1256

## Cellular Sales Team



**Marie Carson**

Cellular Sales Coordinator

Marie Carson is a manager for KNET, a company in the community for 17 years. She helps lead her team to success and makes sure everyone works together. She also stays updated on her field so she can stay ahead. Marie has held other positions at KNET like reception and service desk. She loves talking to customers and helping them find the right products and services. Marie suggests people come in and visit the office to learn more. She believes hard work and dedication can lead to success.

mariecarson@lp.knet.ca  
(807) 737-1135 x. 1510



**Meaghan Mekanak**

Cellular Sales Clerk / Reception

Meaghan Mekanak has been helping people in northern communities since joining KNET in November 2022. She graduated from Dryden High School in 2020 and worked at Wilson’s Business Solutions in Dryden and Sioux Lookout. With her experience, Meaghan helps customers get the most out of their cellular services. She recommends keeping a balance above \$30 to take advantage of discounts and offers. Outside of work, she loves spending time with her family, fishing or having picnics. She’s an excellent role model for anyone looking to make a difference.



**Serenity Fiddler**

Cellular Sales Clerk / Reception / Student Worker

Serenity Fiddler, a receptionist and member of the cellular sales team at K-Net, has been in the customer service industry since she was only 14 years old. While her career goal is to eventually attend college in 2024 to pursue her dream of becoming an artist and illustrator, Serenity is using her current role to save up money for that goal. Even while working hard each day, Serenity manages to keep a positive and enthusiastic attitude due to the chill and friendly staff at K-Net, and the ever-so-appreciated staff lunches and snacks.

Even though Serenity may be working at K-Net for now, her future remains firmly rooted in the arts. Her creative side has inspired her to take on more creative assignments. Whether it’s talking to customers on the phone like a friend or coming up with a unique illustration for a social media post, Serenity sees this as an opportunity to fulfill her dreams of becoming an artist and give something back to those she serves.

serenityfiddler@lp.knet.ca  
(807) 737-1135 x. 1262



**Liya Beardy**

Cellular Sales Clerk / Reception

At KNET, Liya has found a place to put her natural problem-solving skills to work. She is passionate about helping customers and learning more about the telecom business, and her enthusiasm and dedication has not gone unnoticed.

Beyond her work at KNET, Liya also enjoys living an active lifestyle. When she’s not in the office, she can be found pursuing her hobbies of riding, hunting, and playing volleyball.

liyabeardy@lp.knet.ca  
(807) 737-1135 x. 1265

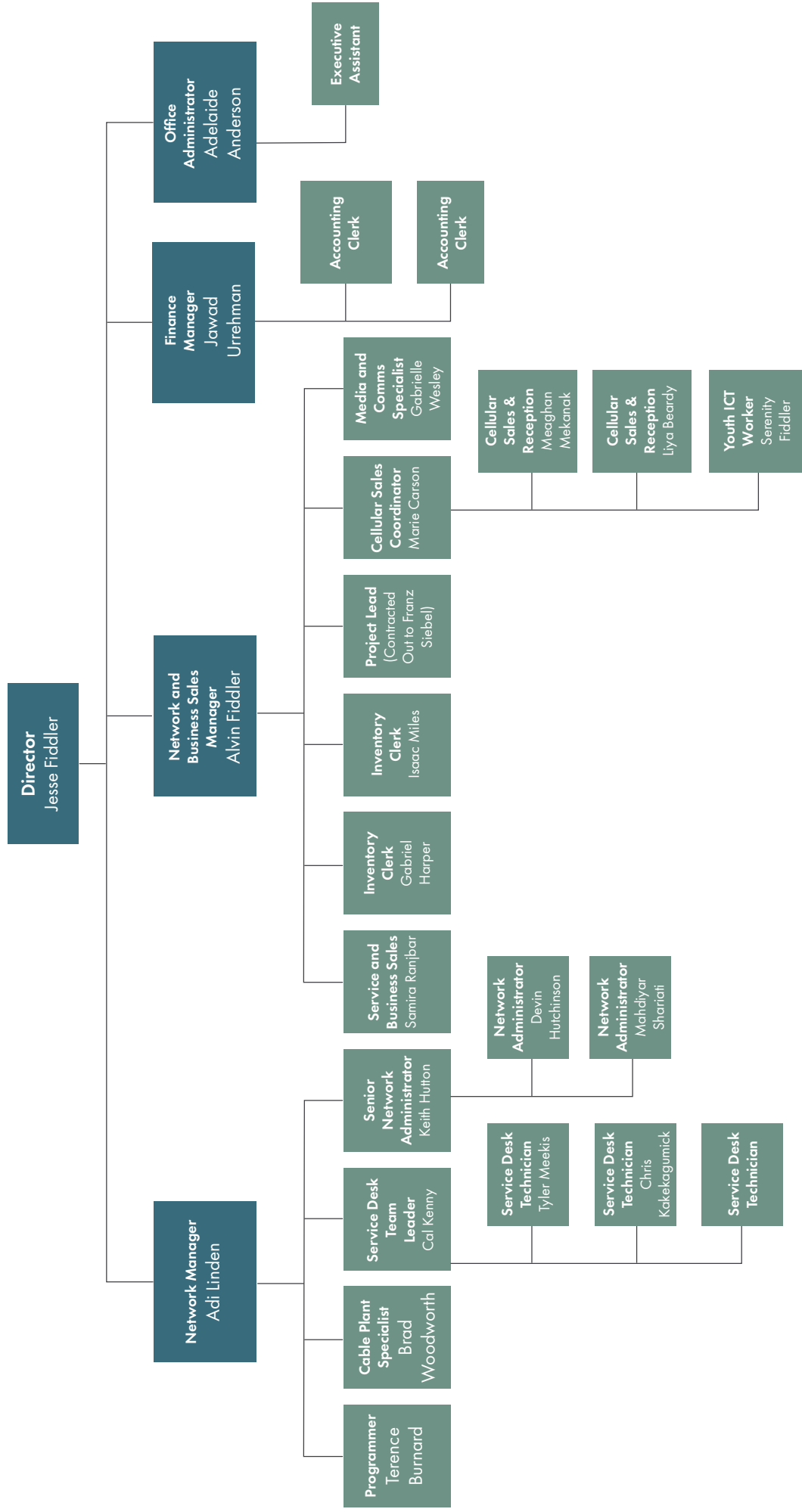


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# ORG. CHART

# K-Net LP Organizational Chart

(updated September 2023)

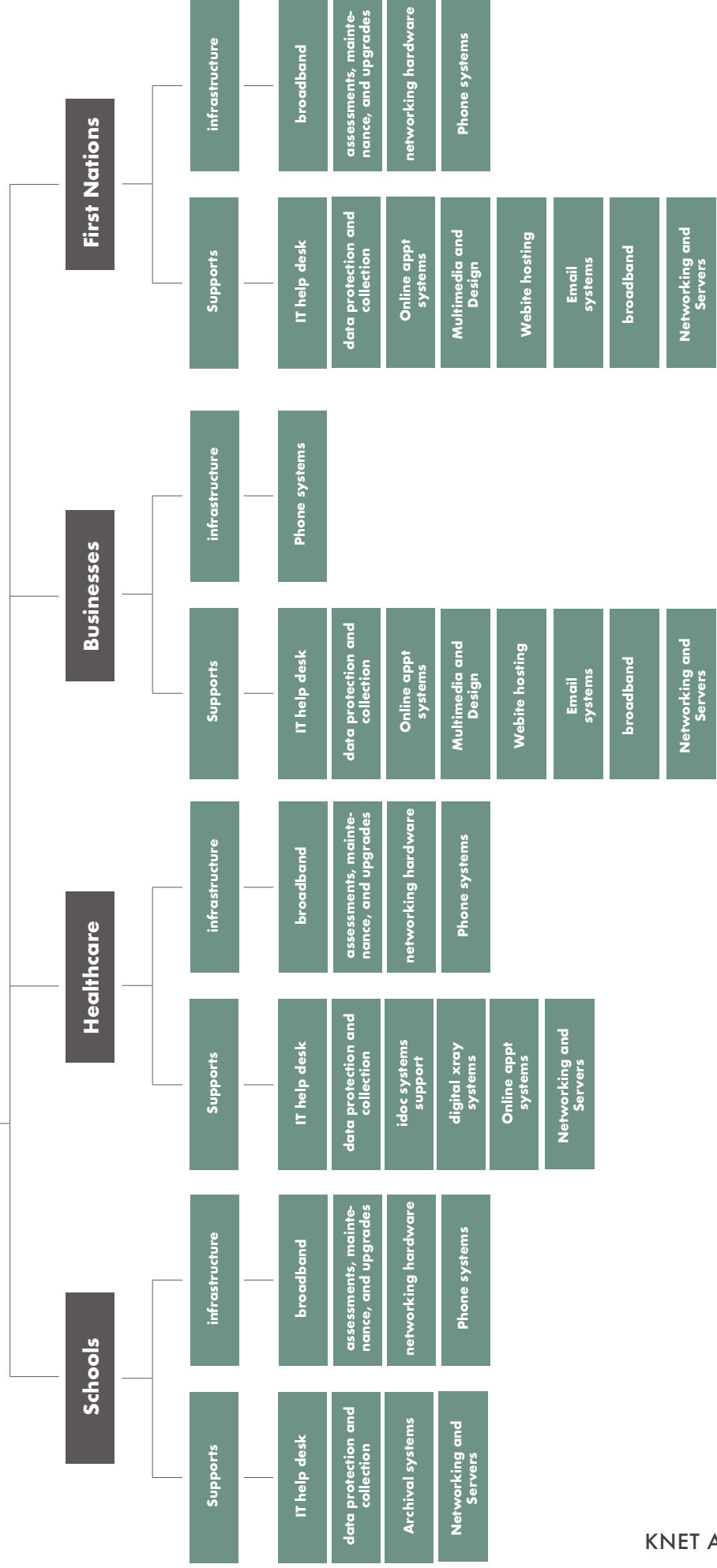




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# SERVICES CHART

# Services







KNET OFFICES are open Monday - Friday  
from 8:30 am to 4:30 pm.  
Closed for lunch between 12:00 - 1:00 pm.

**P.O. Box 1439, 115 King Street  
Sioux Lookout, Ontario P8T 1B9**

Toll-Free: 1-877-737-5638  
Locally: (807) 737-1135

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Website: [www.knet.ca](http://www.knet.ca)