



NEWSLTR

First Nation Innovation | Digital Inclusion | Community Partnership | Empowerment Through Technology



Staff Pics of the Aurora
Borealis Phenomenon
that took place on
Friday, May 10, 2024.

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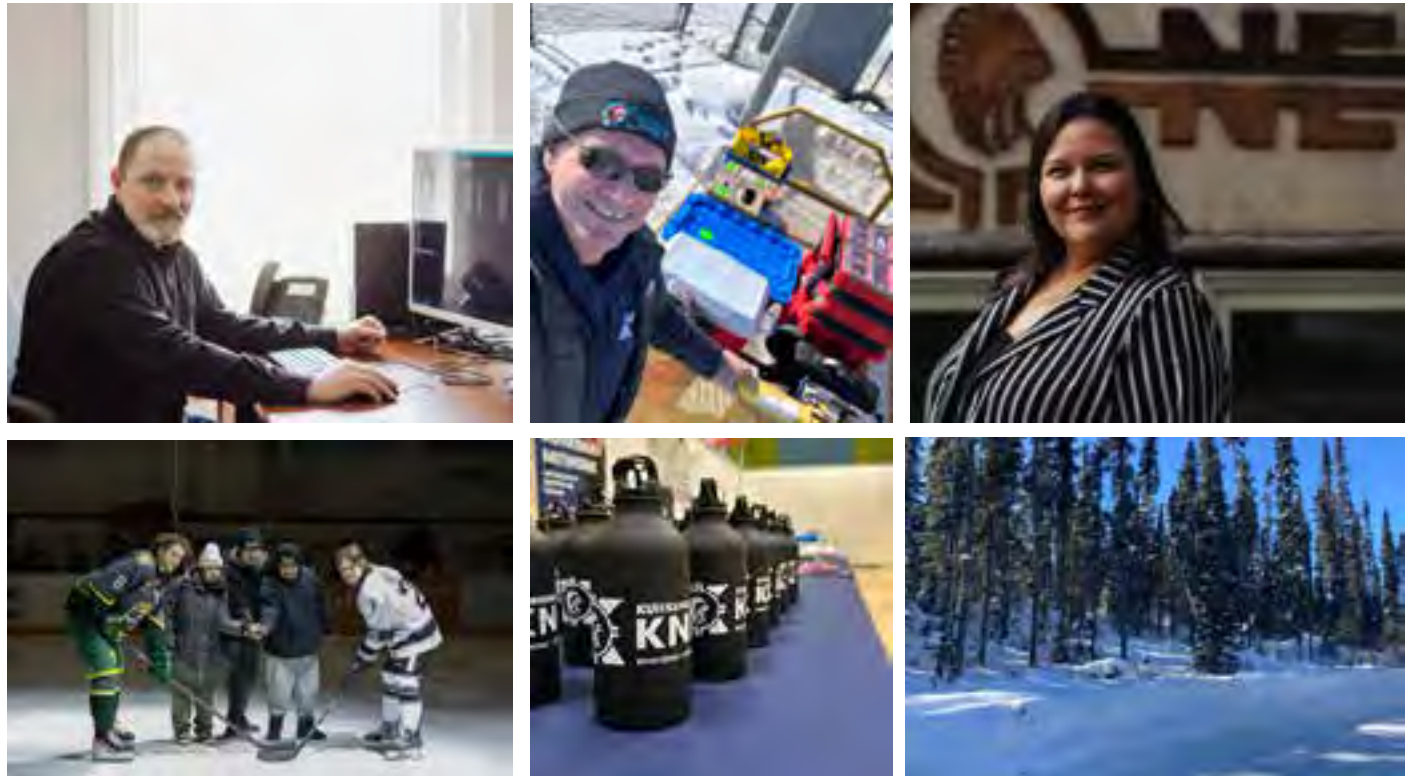
Our ticket system has undergone some major improvements to better support KMobile Reps, Community Technicians, and your broadband networks.

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MESSAGE FROM THE DIRECTOR



There has been lots of great winter activities that we all experienced or watched including broomball, hockey, volleyball, and outdoor adventures. Spring is here and summer is on its way. It’s the time of year for the spring harvest and watching the earth grow again. I hope everyone had safe experiences on the land and continue those activities throughout the summer. The beautiful forests and lakes are some of the many blessings that surround our northern communities. Having access to telecommunications allows us to be in our homelands with our families and also be part of the global community.

Summer is the season for building and construction. We are currently going full speed on the important projects that will see major improvements to the network services by the 2024 Fall/Winter. We are working with all our partners to have these upgrades done quickly with minimal downtime on the community networks. Our goal is to have more robust and resilient services for all the communities we serve.

Take care and Thanks for being part of our journey,

Jesse Fiddler
Jesse Fiddler

STAFF UPDATES

KNET like many organizations in the area goes through staffing changes. 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

- Conray Moonias
Inventory Clerk
- Jay Zeleny
Accounting Assistant

Staff Changes

N/A

No Longer with KNET

- Curtis Winter
Service Desk Technician
- Devin Hutchinson
Network Technician
- Gabriel Harper
Inventory Clerk/ Service Desk Trainee

Available Positions at KNET

Service Desk Technician
Jr. Network Technician

To apply to these positions visit the KNET website at www.knet.ca/careers



CYBERSECURITY
TIP OF THE DAY:
USE ANTIVIRUS
SOFTWARE

Protecting your devices with antivirus software is non-negotiable in today’s digital landscape. These tools are crucial for defending against malware, hackers, and cyber threats. They monitor and block potential threats from compromising your data or device functionality. Additionally, antivirus software combats various malware forms, including spyware, keyloggers, and worms, protecting your sensitive information from unauthorized access.

For more information about Cyber Security visit the KNET blog at www.knet.ca/blog-and-news or follow KNET on social media.

@knetkuhkenah
@Kuhkenah bPa /
K-Net

WELCOME TO KNET’S
CYBERSECURITY CORNER!



At K-Net, cybersecurity is a top priority. We’re dedicated to providing essential guidance and tips to safeguard you and your loved ones in the digital realm. Today, let’s dive into some outstanding free online resources that offer invaluable insights into Internet of Things (IoT) security.

Discover Cybersecurity Resources:

1. Get Cyber Safe: A national campaign offering vital information on cyber security. It’s your go-to for the latest expert-recommended practices for securing accounts, devices, and internet connections. Explore more at Get Cyber Safe.
2. Staying Cyber Safe During Tax Season: Tax season brings its own set of digital risks. Get Cyber Safe provides specialized advice for this period at How to stay cyber safe during tax season - Get Cyber Safe.
3. CIRA Canadian Shield: Operated by the Canadian Internet Registration Authority (CIRA), this service offers a free public DNS that enhances your online safety without compromising your privacy. It filters websites, guarding against malware, phishing, and more. CIRA offers three protection levels:
 - Private: Basic DNS resolution.
 - Protected: Adds protection against malware, phishing, and scams.
 - Family: Blocks access to adult content.

Learn which option suits you best at Free DNS Servers | CIRA.

4. DNS Explained by Cloudflare: For those curious about the workings of DNS, Cloudflare’s resource is an excellent starting point. Check it out at What is DNS? | How DNS works | Cloudflare.

MEET THE TEAM:
MARIE CARSON

Marie Carson is a Cellular Sales Manager with KNET. Marie is a vital asset and has been providing the communities with a variety of essential services for the past seventeen years. As a manager, Marie is passionate about leading her team to success and ensuring that the needs of the community are satisfied. She knows that great teamwork is essential to productivity, and she is striving to create an environment where everyone can work together to get the job done.

In her two years as manager, Marie has gained invaluable experience leading people and managing the company’s processes. As a dedicated employee, she always makes sure to stay up to date on the latest developments in her field in order to stay ahead of the curve. She has also held other positions at KNET, including reception and service desk, which have allowed her to grow in her career and build the skills she needs to be successful.

Marie loves her job because she gets to meet and talk to new clients every day. She loves to learn new information about her field, and she’s excited to share it with her colleagues. She also gets a great deal of satisfaction from helping customers find the perfect products and services for their needs.

Marie’s advice to customers is simple: come on in and visit the office anytime. She believes that seeing the office and meeting the staff will help customers make an informed decision. She also encourages them to ask questions and get to know about the company and its staff.

Marie Carson is a manager that truly cares about her team and the community she works in. She values learning and is always looking to push herself to become better and provide better service to her customers. She is an excellent leader and a great example of how hard work and dedication can lead to success.

To meet more of the KNET team head on over to the website -- knet.ca/meet-the-tea.



KNET
Multimedia is
on YouTube



Our multimedia content is now available on YouTube. That’s right, you can now access a treasure trove of videos from our archives on our official channel, @k-net9475.

Stay tuned over the next few months as we roll out more engaging and informative content just for you.

Don’t miss out, subscribe and join the KNET community on YouTube today!

Updates on the 10G Upgrade to the 18 Fibre Loop First Nations



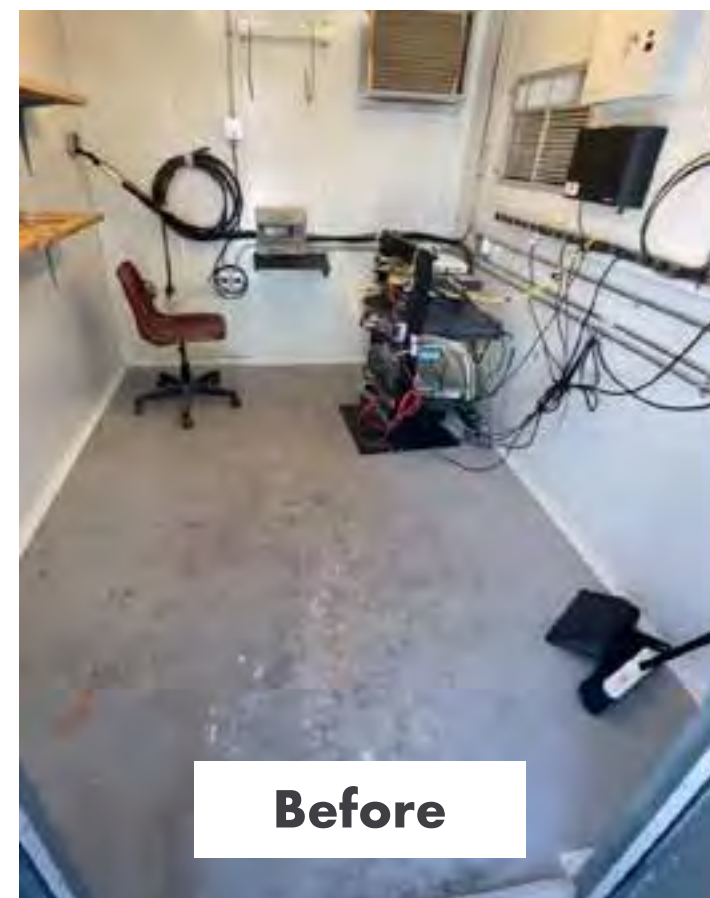
Over the past few months, Brad has been traveling to different communities, upgrading the head-end equipment in a new rack, and making it compatible with the future 10G connection to Bell. This means that once the upgrade is complete, these communities will have access to much faster internet speeds and a more stable connection, making their online experience smoother and more efficient.

But that's not all - KNET is also installing new back-up power in the form of a 240V UPS (Uninterrupted Power Supply) to ensure that the equipment stays up and running, even in the event of a power outage. With this new equipment, KNET is not only improving the reliability of their services but also demonstrating their commitment to providing the best possible experience for the communities they serve.

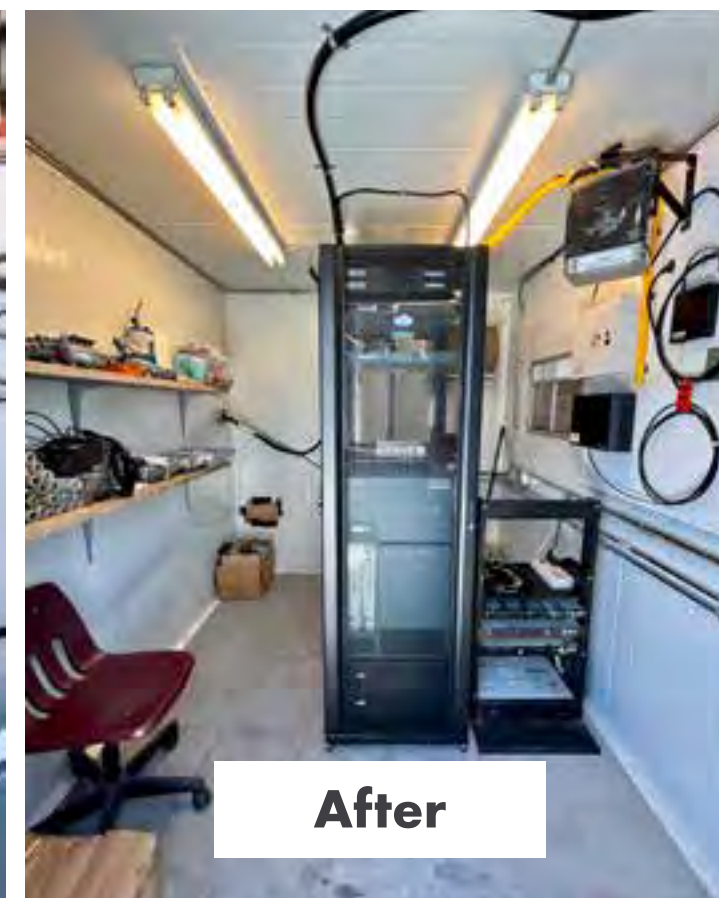
While the upgrade itself is exciting, there are still a few more steps to be taken before the communities can fully enjoy the benefits of 10G. The next stages of the project involve teams going into these communities and installing routers to complete the upgrade builds. Additionally, a Service Level Agreement will need to be signed by the First Nations, solidifying the partnership between KNET and the communities they serve.

With the 10G upgrade, KNET is not only improving internet services for these communities but also making a significant impact on their overall development and growth. This project is a testament to the dedication and hard work of the team at KNET, and it is sure to bring lasting benefits to the First Nations they serve. So we can all look forward to a more connected and progressive future for the remote First Nations in our region.

Currently, KNET is in the final stretch of the 10G upgrade. This upgrade will bring faster and more reliable internet connection to 18 remote communities in the Bell fibre loop, breaking barriers and opening up a world of opportunities. Brad Woodward, the Cable Plant Specialist at KNET, is spearheading this stage of the upgrade project. He has been working working with your community techs to ensure the racks are set up and ready to go for a more robust internet connection.



Before



After

Next Steps

Spring 2024

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

Spring 2024

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

Summer 2024

Community Technician Training in Sioux Lookout

2024

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

2024

KNET to confirm routing and complete testing



Exciting Updates from KNET: Supporting Local Hockey and Celebrating a Winning Season!



This past hockey season, KNET proudly sponsored the Sioux Lookout Bombers and showed our support for the team through various events. From a fun-filled Family Game Day in January with a fantastic door prize, won by our very own Sioux Lookout local Jen Reid, to being a Broadcast Sponsor with Side Board Ads - we were all in for the team!

And boy, did the team deliver! We are thrilled to announce that the Sioux Lookout Bombers were crowned the champions of the 2024 Bill Salonen Cup. Congratulations to the team for their outstanding performance and for making us all proud. Here's to many more winning seasons ahead!

Thank you to our loyal readers for your continued support and for joining us in celebrating our local hockey team. We look forward to bringing you more exciting updates in the future. Go team go!



KNET Proudly Supports Lac Seul Rockets Women's Broomball Team



We are thrilled to announce and celebrate the invaluable partnership between KNET and the Lac Seul Rockets Women's Broom ball Team as they geared up for their highly anticipated entry in to the 5th Annual Keewatinook Ladies Broom ball Tournament.

KNET's sponsorship played a big role in empowering the Lac Seul Rockets Women's Broom ball Team, enabling them to showcase their skills and sportsmanship on stage for all the communities of the region to see. With KNET's unwavering support, the team was able to focus on honing their talents in preparing diligently for the tournament.

The Lac Seul Rockets' commitment to fostering local sports initiatives and empowering women in sports is truly commendable, and it is through partnerships like these that the spirit of community and athletic excellence thrives.

Peyton KNET's main team contact let us know that, "our team was able to make it into the A-side bracket and it has been our first time in years. The sponsorship really means a lot to us and encouraged us to keep playing especially since it's a fairly new team!"

In closing, we express our heartfelt appreciation to the Rockets' for their unwavering commitment to empowering women in sports and fostering a culture of sportsmanship and teamwork. We were happy to help with sponsorship and are so grateful it made a significant impact on the team, and we are confident that this collaboration will lead to great success both on and off the broom ball rink.

We wish the Lac Seul Rockets Women's Broom ball Team the best of luck in their future endeavours and will be there to support at next year's 6th Annual Keewatinook Ladies Broom ball Tournament. KNET also plans to keep up the continued support and belief in the power of sports to unite communities and inspire individuals to reach new heights.

KNET AT THE L'IL BANDS TOURNAMENT

KNET was there for all the action at the Lil' Bands Hockey Tournament, where young athletes showcase their skills, bonds are strengthened, and unforgettable memories are made.



A special shoutout goes to our very own super helper, KNET director Jesse Fiddler, whose support and dedication behind the scenes ensure that the tournament runs smoothly and successfully. From coordinating logistics to cheering on the teams, Jesse's involvement adds an extra spark to the event, leaving us all in awe of his multitasking abilities.

KNET also provided some refueling and recharging for the teams of KO territory with a well-deserved post-game feast. Players and spectators alike enjoyed delicious pizza and mouthwatering chicken at the KO office, adding a flavorful touch to the day's excitement.

KNET supports the Lil' Bands Hockey Tournament every year as a way to encourage the young athletes involved to chase their dreams, forge new friendships, and savor every moment on the ice. There's more than one way to ensure the connections of the communities stay string and KNET is committed to connecting everyone everywhere, anyway we can.

We encourage other organizations to help us in celebrating the power of sports to uniting communities, inspiring young athletes, and helping them create lasting memories that will be cherished for years to come.

CAREER FAIR FUN!

The KNET team has been making waves at career fairs all over the region, from Lac Seul to Fort Severn, and everywhere in between. As ambassadors for our company and community, they have been spreading the word about exciting career opportunities in multimedia, design, technology, and cell phone services.

Through their participation in the Lac Seul Career Fair, Kasabonika Career Fair, Fort Severn Career Fair, and Pelican Falls Career Fair, our team has connected with students and staff from all backgrounds, sharing their expertise and knowledge to inspire and inform the next generation of professionals. Thanks to the organizers of these awesome career fairs, we were able to reach these aspiring individuals looking to break into the dynamic industries we love.

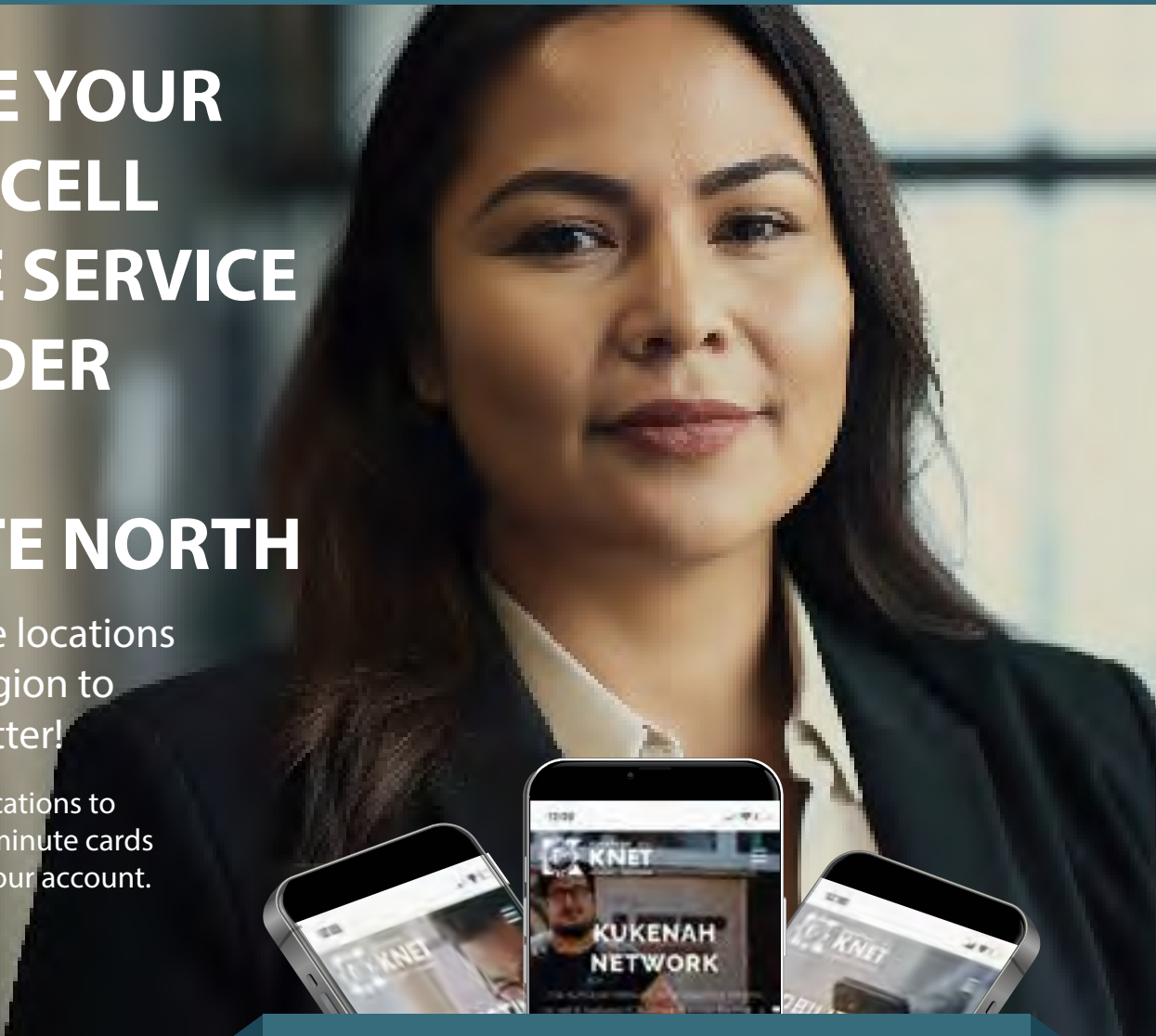
As part of our commitment to supporting and empowering communities through opportunities in the ever-evolving fields of multimedia, design, technology, and cell phone services we would love to attend a career fair in your community.



WE ARE YOUR GO-TO CELL PHONE SERVICE PROVIDER IN THE REMOTE NORTH

With multiple locations across the region to serve you better!

Visit any of our locations to access products, minute cards and support for your account.



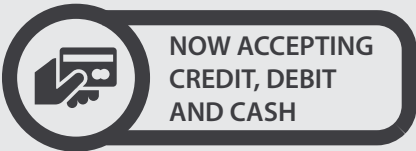
Kuhkenah 

Connecting Everyone, Everywhere

Thunder Bay Location
KO HQ
730 S. Syndicate Ave
Thunder Bay, ON P7E 1E9
Open Monday to Friday
8:30-4:30pm EST

Sioux Lookout Location
KNET Offices
115 King Street
PO Box 1439
Sioux Lookout, ON P8T 1B9
Open Monday to Friday
8:30-4:30pm CST
(closed for lunch, 12-1pm)

Balmertown Location
KO Offices
8 Eric Radford Way
PO Box 340
Balmertown, ON P0V 1C0
Open Monday to Friday
8:30-4:30pm CST



FROM THE ARCHIVES

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



Sioux Lookout Santa Claus Parade. Date: December 2002. Photos by Brian Beaton and Cal Kenny.



EVENTS AND MEETINGS TO PUT ON YOUR CALENDAR

Community Technician Training

Get ready for an exciting opportunity to level up your skills and expertise. Join us in August/September as we host Brad Woodward, also known as Woody, our esteemed Plant/Broadband Specialist from the Networking Department at KNET. Woody will be leading a series of training days exclusively for our KNET Community Techs. These trainings are designed to equip you with the necessary knowledge and techniques to effectively maintain and upgrade our 10GBs fibre system. Don't miss out on this chance to become a pro in fibre maintenance and upkeep!

Date: August/September 2024 **Location:** Sioux Lookout, ON
Registration: gabriellewesley@lp.knet.ca

For more information contact gabriellewesley@lp.knet.ca.

KNET'S NEW TICKET SYSTEM

We have some exciting updates to share with you. Our ticket system has undergone some major improvements to better support KMobile Reps, Community Technicians, and your broadband networks. We know that keeping your KNet services up and running is crucial, and we are committed to making the process as efficient as possible.



We appreciate your patience as we transition to the new ticket system, and we want to make sure you have all the information you need to take advantage of its benefits. To submit a ticket for support, simply create an account through our easy-to-use Service Desk Portal. Don't worry, we won't spam you! Just use your main email to receive important ticket updates.

We value your feedback and want to hear from you. Before making the link public on our website, we are sharing it with our dedicated Community Technicians first. So, check it out and let us know what you think!

Remember, our Service Desk email (servicedesk@lp.knet.ca) and phone (1-877-737-5638) are still available. However, using the Service Desk Portal is the most efficient way to submit a ticket and receive updates from your technician. We are always striving to improve and provide you with the best support possible. Thank you for being a part of the KNET community!

Link to Service Desk Portal: <https://knetlp.atlassian.net/servicedesk>

WHEN CONNECTIVITY FALTERS: UNDERSTANDING THE OCCASIONAL DROPOUTS OF INTERNET SERVICES IN THE NORTH



Have you ever been in the middle of an important online task when suddenly your connection drops out? It's frustrating, to say the least. But have you ever wondered why these dropouts occur, especially in remote northern areas where connectivity can be even more unreliable? In this article, we uncover the reasons behind the occasional dropouts experienced by KNET and other internet services in the North. From weather-related interferences to network congestion, to borrowed infrastructure, we explore the various factors that can disrupt the seamless flow of data and affect internet accessibility. So buckle up and get ready to dive into the challenges and solutions that shape our online experience.

Weather-related Interferences: A Primary Culprit

Weather-related interferences are often a primary culprit behind the occasional dropouts experienced by KNET and other internet providers' services in the remote North. The extreme weather conditions in these regions, including heavy snowfall, high winds, and ice storms, can wreak havoc on the infrastructure and disrupt the seamless flow of data. These weather-related interferences can damage cables and equipment, causing intermittent loss of connectivity that can be frustrating for users.

One of the major weather-related interferences faced in the North is snowfall. During the winter months, the snow that

accumulates on cables and equipment weighs them down and can cause them to break. Additionally, heavy snow can make it difficult for technicians to access remote areas for repairs and maintenance, further exacerbating the issue. The freezing temperatures can also impact the performance of equipment, leading to slower speeds and occasional dropouts.

High winds in the remote North can also pose a significant challenge to maintaining a stable internet connection. Strong gusts of wind can result in power outages, which in turn disrupt the functioning of northern network infrastructure. Furthermore, wind can cause cables to sway and move, leading to potential damage and loss of connectivity. These weather conditions make it essential for internet service providers in the North to have robust infrastructure that can withstand the elements.

Ice storms are another common weather-related interference that can affect internet accessibility in the North. Ice accumulating on cables and equipment can add significant weight and cause them to break or become damaged. The coating of ice on cables can also lead to signal interference and loss of connectivity. Ice storms often bring down power lines, leading to blackouts and further exacerbating the dropouts experienced.

To address the issue of weather-related interferences, KNET services in the North have implemented various measures. These include working closely with your First Nations and Bell for regular maintenance and inspection of infrastructure to ensure that it is resilient to extreme weather conditions. Additionally, backups and redundancies are in place to



minimize the impact of any disruptions that may occur in your First Nations. Despite these efforts, it is important for users to be aware that KNET is looking into reducing reliance on the Bell fibre with other connection options in the longer term.

Network Congestion: The Invisible Threat

Network congestion, although less obvious than the physical damage caused by weather-related interferences, can have a significant impact on the performance of KNET services. Network congestion occurs when the demand for data exceeds the capacity of the network infrastructure to handle it efficiently. This can lead to slowdowns, delays, and even complete outages of service.

The North, with its growing population and increasing reliance on digital connectivity, is particularly vulnerable to network congestion. As more people connect to the internet, stream videos, and engage in online activities, the strain on the network infrastructure becomes more pronounced. The limited bandwidth available in certain areas can quickly reach its maximum capacity, causing data packets to get congested and resulting in dropped connections.

Mitigating the impact of network congestion requires a multi-faceted approach. KNET services in the North are continuously investing in upgrading and expanding their network infrastructure to increase capacity and alleviate congestion such as with the 10G 18 First Nation Fibre Loop Broadband Upgrade. This involves deploying more robust routers and switches, and optimizing the network architecture to ensure smoother data flow.

Another strategy is to implement quality of service (QoS) protocols, which prioritize certain types of network traffic over others. By assigning higher priority to critical data, such as voice and video calls, and lower priority to less time-sensitive activities, such as email or file downloads, communities can better allocate bandwidth and minimize the impact of congestion on essential services, which many communities do.

Additionally, educating users on the importance of mindful online behaviour can help reduce network congestion. Encouraging users to avoid excessive downloading, streaming, or uploading during peak usage hours and promoting the use of efficient data compression techniques can collectively contribute to a smoother online experience for everyone.

Infrastructure Challenges: Overcoming Physical Limitations

Understanding the complexities of network infrastructure in the North is crucial in comprehending the occasional dropouts many users experience. The physical limitations of the region, including above ground fibre cables, winter road conditions, harsh weather conditions and remote locations, make it a constant battle for internet providers to maintain a reliable and strong connection.

As we continue to progress into a more connected world, it is crucial to recognize and address the unique challenges faced by the different remote regions in the area. By understanding the struggles of the North and the efforts of companies like KNET, we can work towards creating a more equitable and connected society.

Measures Taken by KNET: Ensuring Reliability

In order to ensure a reliable and uninterrupted internet experience, KNET has taken several measures to mitigate the occasional dropouts that can occur. These measures are aimed at addressing the infrastructure challenges that come with providing connectivity services in the North.

One of the primary steps taken by KNET is investing in the improvement and maintenance of its network infrastructure. Recognizing the physical limitations, such as harsh weather conditions and remote locations, KNET has made substantial efforts to reinforce the backbone of its network and provide back up solutions for vital services in communities. By regularly upgrading and enhancing the infrastructure, KNET aims to strengthen connectivity and reduce the occurrence of dropouts.

Additionally, KNET has established strategic partnerships with larger service providers that can service the North and help extend network reach. By collaborating with these larger providers we can help them have a better understanding of the regional nuances, optimize network coverage and minimize potential connectivity issues. These partnerships also allow KNET to leverage their local expertise to quickly address any dropout incidents and provide timely updates and solutions to its users.

In addition, KNET actively engages with other key stakeholders, including local governments, internet service providers, and technology experts. By fostering partnerships and sharing expertise, KNET contributes to the collective effort of enhancing connectivity in the North. This collaborative approach allows for the exchange of best practices, innovative solutions, and the identification of potential obstacles to a seamless internet experience. Through these partnerships, KNET remains committed to driving positive change and ensuring that connectivity is accessible to all users in the region.

Furthermore, KNET has implemented advanced monitoring systems to proactively identify and rectify any potential network disruptions. Through continuous monitoring and analysis, KNET can swiftly detect any fluctuations or abnormalities in the network performance. This enables them to intervene in real-time and deploy immediate solutions, minimizing the impact of dropouts on their users.

To read more visit the KNET Blog at knet.ca/blog-and-news/

CONTACT KNET



KNET OFFICES are open Monday - Friday from 8:30 am to 4:30 pm.

Closed for lunch between 12:00 - 1:00 pm.

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Locally: (807) 737-1135

Follow us on:

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Youtube: @knet-kuhkenah9235

Tiktok: @knetkuhkenah

Website: www.knet.ca

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Marketing, Media, Design, and Communications Specialist

gabriellewesley@lp.knet.ca

(807) 737-1135 x. 1256

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