



Public Announcement 03/02/21-From the POLUA & KHI

Greetings,

The Pueblo of Laguna Utility Authority (PoLUA) and K'awaika Hanu Internet (KHI) hope everyone is doing well and staying safe during this difficult time. We appreciate all the support that we have received from our community, leadership and especially our customers. We wanted to take this time to inform you that the PoLUA and KHI have been actively working through this pandemic in completing current projects as well as planning for future projects.

In 2020, KHI managed to complete two critical projects that were essential to the connectivity of the Laguna Community. The Laguna Tower replacement under Phase I of III was completed and the Point to Point and Switch replacement Phase II Project is near completion which includes network enhancements to increase backhaul throughput to Encinal and Seama.

Phase I - Laguna Tower Replacement / Upgrades

On August 5, 2020, KHI and Advanced Tower Communications, Inc. successfully completed the Point-to-Point equipment and tower replacement, which will enhance the network and reduce the number of issues experienced, resulting from the damaged tower. Temporary tower and backhaul links were installed at the time which further required KHI to adjust various configurations and equipment to make sure customers were receiving internet. Now that the new tower and equipment are up and running, we continue to administer testing and configurations to maximize throughput and to eliminate any reduced speeds that were experienced during the damaged period. 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.

Phase II – Upgrades for PTP and Network Switches / Equipment Upgrades

This Phase was authorized to begin construction on August 7th. Our Phase II entails 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” on those links. Encinal, unfortunately has been rescheduled multiple times due to the weather on Mt. Taylor, we are in the process of rescheduling this installation. Seama’s PTP link was completed in the first week of February 2021.

Additionally, Phase II included the completion of switch upgrades at all sites. By upgrading these switches, we eliminate a throttling point for throughput. Which means better throughput to the customer’s home. The managed switches possess various features to increase throughput and manage data traffic more efficiently. The last point for this phase was to order and install 70-high gain subscriber radios for our existing customers.

Funding for this Phase was made possible through partnerships and direct funding by the PoLUA Board of Directors.



Phase III – CARES ACT PTP / PMP Project

The Pueblo of Laguna, Pueblo of Laguna Utility Authority and K’awaika Hanu Internet are working collaboratively on a larger project to upgrade network equipment and infrastructure in each village. On September 24, 2020, the Pueblo Council authorized \$1.2 million of Coronavirus Aid, Relief, and Economic Security (CARES) Act funding for the network upgrades. Advanced Communications & Electronical / Tower, Inc. has been the contractor of choice since Phase I and was awarded the contract to complete Phase III. They will complete all remaining aspects of the network upgrades.

Completion of this project will produce a robust network and will allow KHI to increase speeds that will be supported by reliability and performance. This is a significant response to COVID-19 as we are doing what we can to make remote work, education, and accomplishing every other online tasks easier.

Examples of upgrades under this project include new tower builds, fiber extensions, cabinets, radio equipment (tower and residential), network and power equipment (generator and propane tanks). As well as adding a more robust monitoring system.

Phase III is currently in motion with the oversight coming from the Pueblo’s Department of Public Works – Engineering Program. As this project continues to stay progressive, the community will begin to see public announcements for updates on work being administered in the village areas. The notifications will include information on disruptions and down-time. We will do our best to inform -the community by using our website (www.lagunaua.org), Facebook, flyers/mailers and other medias as well as informing your village officials of scheduled work.

With the project completion date slated for June 2021, we will do our best to minimize any inconvenience to your service.

COVID response-

Installations/Service orders- The POLUA / KHI has implemented COVID safety protocols to continue providing installations and addressing service orders. We utilize PPE on all site visits.

COVID RATE: The POLUA / KHI initiated a new COVID rate for our internet customers. This rate structure would include new rates as well as increased speeds. For KHI to implement these new rates we moved existing customers to the beginning rate of our new rate structure. At this time all existing customers accounts have been adjusted. Existing customers should begin seeing their KHI internet subscription set to 5 Mbps down / 3 Mbps up at \$24.95/ month. Additionally, a new application form has been developed to include student discount options. If an applicant is wanting student discounts, they would need to complete a student verification form to receive discounts.

As Phase III continues, additional speeds will become available and offered to the community.

Thank you again for your time and patience, we truly appreciate your business

Respectfully,
POLUA & KHI

COVID-19 Rate Structure is not permanent and is subject to change upon the betterment of COVID conditions.