

CASE STUDY



Company

Mohawk Networks, LLC

Year Founded

2015

Company Type

Full Tribal Ownership and Operations

Website

www.mohawk-networks.com

Location

Akwesasne, New York

Services

Internet, Phone, TV, Business

Subscribers

1500+ Residential, 100+ Business

THE CHALLENGE

The Saint Regis Mohawk Tribally-owned enterprise, Mohawk Networks, LLC, launched in 2015 after the Tribe's completion of a \$15 million broadband project that laid sixty-eight miles of fiber. The project connected hundreds of Akwesasne residents, businesses, and anchor institutions to reliable, cost-effective broadband, voice, and video services.

The Akwesasne Territory straddles the U.S. and Canadian border—yet only the southern portion (United States) could be served by Mohawk Networks—approximately 1,500 homes. To keep the business sustainable for the long-term, Mohawk Networks needed to diversify their revenue beyond internet, phone, and TV—and into business services, such as structured cabling, security cameras, access control, and other connectivity-related business services.

Once the network build was complete, the community quickly adapted to the internet services but didn't fully realize the complexities of the home network. The team faced trouble calls coming in each day that required truck rolls. For the lean team, sending skilled workers out on truck rolls was time-consuming and expensive. The team discovered that while the community rapidly adopted broadband, they kept adding devices to their homes and businesses without upgrading their services.

THE SOLUTION

Mohawk Networks team developed a strategic plan to achieve business viability:

In the short term, the team prioritized and focused on customer experience—reducing trouble calls and truck rolls. They focused on evaluating the community's broadband packages to match bandwidth and usage needs, while ensuring affordable connectivity for services like launching a small in-home business, remote education, or adding security devices.

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Broadband connectivity is a lifeline to preserving and celebrating culture, economic vitality, and public safety.

At Mohawk Networks, we recognized this but also needed to think about business vitality for the long-term. By creating a three-part plan, we could ensure our team had growth opportunities and that the business would remain sustainable over the long term.



Allyson Mitchell
General Manager
Mohawk Networks, LLC

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In the midterm, Mohawk Networks needed to expand their revenue-generating portfolio. They achieved this by reducing truck rolls to redirect the workforce on executing projects like structured cabling, access control, and security cameras.

In the long term, they wanted to become a sustainable business by branching outside of the Akwesasne community. Mohawk Networks became certified as a tribal 8(a) entity. With this program, they could secure much-needed government contracts and access resources for technical, financial, and management assistance.

With the understanding that community members show high dedication and passion when they are responsible for managing their own broadband, Mohawk Networks employs 14 community members—to support existing networks, fiber networks, and fixed wireless networks serving over 1,500 homes and over 100 businesses. The community's programs and social services are interconnected, with broadband as a lifeline between them.

Keeping the workforce within the community also ensures career growth opportunities. By training a local workforce through 8(a) government contracting, the community can attract and retain more people. This approach also creates well-paying jobs for community members, helping them gain transferable skills.

THE RESULTS

By prioritizing an exceptional customer experience, the community overcame challenges of low speeds and disruptive truck rolls. Today, everyone has the reliable connectivity needed to enhance their opportunities. As a result, economic development has increased within the Territory due to reliable, high-speed internet.

Local artisans can participate in eCommerce, which gives them the opportunity to charge more for their products and reach a broader market, increasing sales and visibility. In this landscape, creativity can thrive globally without requiring local artisans to relocate.

Broadband connectivity impacts every facet of the community's major priorities, driving economic development, expanding grant opportunities, enhancing public safety and cultural tourism. Because of its importance, Mohawk Networks has prioritized broadband advocacy, working with federal and state lobbyists, contributing to government accountability reports, and participating in various task forces and advisory committees. By sharing their successes and best practices with other tribes, Mohawk Networks can pass on their knowledge to help others gain similar benefits—ensuring no community is left behind.

**TO START YOUR BROADBAND JOURNEY, DOWNLOAD
THE BROADBAND SUCCESS
PLAYBOOK FOR TRIBES**



Created three-part plan focused on customer experience, revenue diversification, and expansion beyond the Territory



Reduced truck rolls by 80% to redirect workforce toward projects with longer-term value



Certified as a tribal 8(a) entity to secure government contracting

All images provided by Mohawk Networks, LLC

