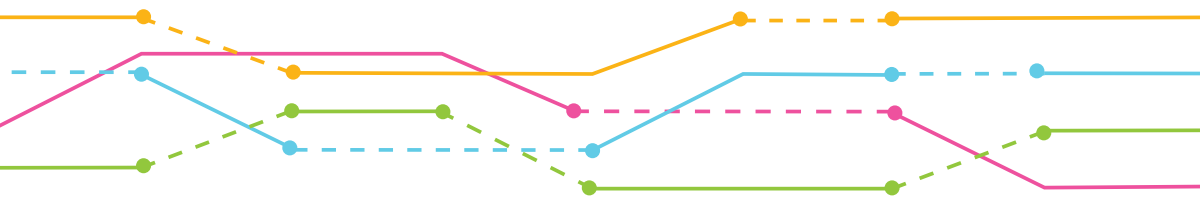


# CYBERA MEMBERSHIP INFORMATION



**cybera**

CYBERA IS A NOT-FOR-PROFIT,  
TECHNOLOGY-NEUTRAL  
ORGANIZATION RESPONSIBLE FOR  
DRIVING ALBERTA'S ECONOMIC  
GROWTH THROUGH THE USE OF  
DIGITAL TECHNOLOGY.

# CONTENTS

<b>ABOUT CYBERA</b>	<b>2</b>
<b>MEMBERSHIP OVERVIEW</b>	<b>2</b>
<b>CONNECT</b>	<b>4</b>
CyberaNet: Alberta's Research & Education Network	4
Peering Service	5
Internet Buying Group	6
Virtual Firewall Service	7
D-Zone Anycast DNS	7
<b>ENABLE</b>	<b>8</b>
Cloud Services	8
Data Science Services	9
Callysto	9
Supporting Adaption of New Technologies	9
<b>SHARE</b>	<b>10</b>
ShareIT	10
Federated Identity Management Solutions	10
<b>ADVOCATE</b>	<b>12</b>
Advocacy	13
Cyber Summit	13
<b>FREQUENTLY ASKED QUESTIONS</b>	<b>14</b>
<b>CONTACT INFORMATION</b>	<b>16</b>

# ABOUT CYBERA

Cybera is a not-for-profit, technology-neutral organization responsible for driving Alberta's economic growth through the use of digital technology. Since it was established in 1994, Cybera's core role has been to oversee the development and operations of Alberta's digital infrastructure – the advanced system of networks and computers that keep government, educational institutions, not-for-profits, business incubators and entrepreneurs at the forefront of technological change.

Cybera's team of experts work behind the scenes to manage Alberta's ultra-high-speed advanced research network – CyberaNet – which connects local researchers to colleagues on over 100 research networks around the world.

Working with partners in the public and private sectors, Cybera is also leading 'above the network' projects in Alberta to pilot next-generation and shared IT services that support the province's economic growth.

## ADOPTING NEW TECHNOLOGIES

Cybera pilots and rapidly scales new technologies to demonstrate their value to government, education, and start-up sectors. This includes transformative digital tools involving cloud computing, networking and data analytics.

## ADVOCACY & ADVISORY SERVICES

Working with government, education, and private sectors, Cybera is creating a community that champions vital networking and computing services and utilities for everyone, everywhere. We also provide member organizations with unbiased, highly skilled expertise on technology products, processes or services, and access to shared IT tools.

# MEMBERSHIP OVERVIEW

Schools, research facilities, public institutions, and business incubators are welcome to join Cybera to benefit from its many networking and above-the-network services. These include taking part in leading-edge technology pilots, accessing shared services, and being part of a community that advocates for open data and more accessible technology in the province.

Cybera members fall into two categories: those who are connected to CyberaNet, and those who are not connected but have joined to access Cybera's other digital services. For a breakdown of the cost of membership, see the Frequently Asked Questions on page 14.

To contact one of Cybera's staff, see the contacts list on page 16.

WHAT COMES WITH YOUR MEMBERSHIP	CONNECTED MEMBER	NON-CONNECTED MEMBER
High-bandwidth access to the National Research and Education Network	✓	
Free IPv6 traffic	✓	
Early-bird access to new features on the Rapid Access Cloud for testing of services, and research and classroom support	✓	✓
Protection of Domain Name System using D-Zone Anycast (in partnership with CIRA)	✓	✓
Access to data science expertise and tools	✓	✓
Support for accessing CANARIE funding programs for research and networking infrastructure	✓	✓
Access to technology-neutral advice on networking, data science, online privacy management, Shared IT procurement, and policy	✓	✓
Participate in technical workshops with Cybera experts	✓	✓
Propose and participate in technology pilots	✓	✓
Discounted access to the Cyber Summit	✓	✓
Be part of a community that advocates for open data, shared services, efficient internet, and network expansions	✓	✓

ADD-ON SERVICES	CONNECTED MEMBER	NON-CONNECTED MEMBER
Access to ShareIT (Alberta's program for shared procurement of IT hardware and software)	✓	✓
Access to Internet Buying Group for low-cost internet	✓	
Direct peering to major content providers on the web, removing up to 65 percent of traffic from commercial internet connections	✓	
Shared networking services (including the Virtual Firewall Service)	✓	
Access to the Pika Federation (a system for safely sharing student data with service providers)	✓	✓
Project management for research programs	✓	✓

## OFFERING HIGH-SPEED BANDWIDTH FOR ALBERTA'S PUBLIC SECTORS

The network is at the heart of what we do. Cybera connects Alberta researchers and educators to national and global tools, colleagues and classrooms through a dedicated, high-capacity, high-speed network.

Members also connect to Cybera to obtain network services, such as Peering and the Internet Buying Group, that dramatically reduce the cost – and improve the efficiency – of their internet.

### **CYBERANET: ALBERTA'S RESEARCH & EDUCATION NETWORK**

Cybera is part of a bigger picture – Canada's National Research and Education Network (NREN). The NREN is an essential collective of infrastructure, tools, and people that bolsters Canadian leadership in research, education and innovation. Twelve provincial and territorial network partners, together with CANARIE, collectively form the NREN.

The NREN is a powerful example of nationwide collaboration in support of research and innovation that benefits all Canadians. It comprises a system of high-speed fibre optic networks whose 100 Gbps backbone is operated by CANARIE. This backbone connects to over 100 similar research and education networks internationally.

#### WHO IS ELIGIBLE TO CONNECT?

Access to the NREN is available to all connected Cybera members. This network is designed to support innovation and can be used for non-commercial traffic, including direct connections to other Cybera members. It supports new projects and greater efficiencies for public sector organizations, such as government agencies, universities and school districts. It is also a testbed for emerging technologies.

#### REQUIREMENTS TO CONNECT

A physical network connection to CyberaNet is required. Contact our network team for more information (see page 16).

*Cybera is one of 12 provincial and territorial network partners who, together with CANARIE, form the National Research and Education Network.*

### **PEERING SERVICE**

Through its connections to the Seattle Internet Exchange (SIX), Pacific Wave, the Toronto Internet Exchange (Torix), and the New York International Internet Exchange (NYIIX), Cybera offers members direct connections to major content providers such as Google, YouTube and Akamai Technologies. As well, members who connect to CyberaNet receive direct connections to other Cybera members, including libraries, schools, post-secondary institutions and municipalities.

When Cybera members sign up for the Peering Service, their internet traffic to these sites is split from their commercial internet traffic, to instead run over CyberaNet. Our direct connections mean that content will load faster, even during peak times.

### **MEMBER BENEFITS**

On average, members connecting to the Peering Service are able to divert up to 65% of their commercial internet traffic. This saves them money, as they then pay less for commercial internet bandwidth. As more content providers peer with Cybera, these cost-saving opportunities will only increase.

### **MEMBERSHIP REQUIREMENTS**

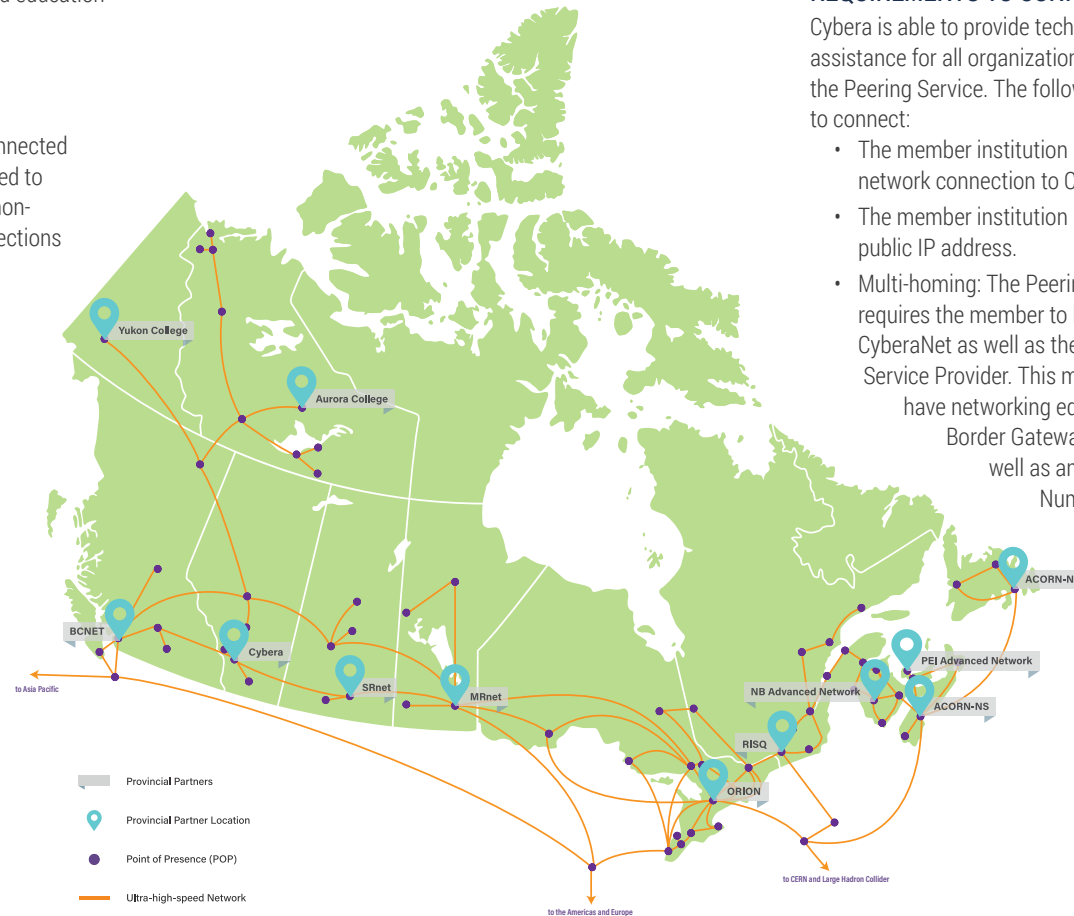
Access to the Peering Service is available to all connected Cybera members, and comes with access to the Research and Education Network, or as part of the Internet Buying Group service.

### **REQUIREMENTS TO CONNECT**

Cybera is able to provide technical advice and assistance for all organizations interested in joining the Peering Service. The following steps are required to connect:

- The member institution must have a physical network connection to CyberaNet.
- The member institution must have its own public IP address.
- Multi-homing: The Peering Service set-up requires the member to be connected to both CyberaNet as well as their commercial Internet Service Provider. This means the member must have networking equipment that supports Border Gateway Protocol (BGP), as well as an Autonomous System Number (ASN) from the American Registry for Internet Numbers.

Note: This requirement does not apply to members who are in the Internet Buying Group.



CONTENT PROVIDERS WE PEER WITH



PEERING SERVICE ADMINISTRATIVE FEE

The Peering Service fee is based on the number of full-time equivalent (FTE) students or employees in the member organization:

SIZE OF ORGANIZATION	COST
Less than 1,000 FTE	\$50/month
1,001 - 10,000 FTE	\$100/month
More than 10,000 FTE	\$500/month



INTERNET BUYING GROUP

Cybera aggregates connected members' bandwidth requirements and purchases internet in bulk (on their behalf) from upstream Internet Service Providers. By aggregating members' traffic, Cybera can secure more competitive pricing. The purpose of this service is to increase efficiencies and lower costs for the public and not-for-profit sectors in Alberta.

While most internet providers combine transit internet and peering traffic when they deliver internet content to consumers, Cybera only charges a metered (\$/Mbps) rate for the Internet Buying Group's transit internet. Peering Service traffic (which is automatically included with the Internet Buying Group) is unmetered and charged under one flat administrative fee. As well, members of the Internet Buying Group receive free IPv6 internet traffic (network permitting).

To compare the Internet Buying Group offering to your existing commercial internet contract, visit [Cybera.ca/internetcostcalculator](http://Cybera.ca/internetcostcalculator).

The Internet Buying Group is a month-to-month service, with no long-term contract or commitment.

MEMBERSHIP REQUIREMENTS

Access to the Internet Buying Group is available to connected Cybera members, and is offered along with access to the Research and Education Network, and the Peering Service.

COST

Visit [Cybera.ca/services/internet-buying-group/](http://Cybera.ca/services/internet-buying-group/) to view the current price for bandwidth. The price is reviewed every six months to determine if further reductions can be made. Note: Internet Buying Group members are also subject to the Peering Service Administrative fee.

REQUIREMENTS TO CONNECT

- The member institution must have a physical network connection to CyberaNet.
- The member institution needs its own public IP address.
- When members join the Internet Buying Group, they enter into a monthly payment agreement for their share of the bandwidth purchased. Members have the ability to alter their committed bandwidth amount month-to-month, as required.

Cybera is able to provide technical advice and assistance for all organizations interested in joining the Internet Buying Group service.



VIRTUAL FIREWALL SERVICE

In Alberta, most organizations host their own firewall equipment, which drains valuable time and resources. The Virtual Firewall Service removes this extra workload by placing a virtual firewall upstream on Cybera's network gateway.

Benefits of the Virtual Firewall Service:

- Organizations do not have to buy and host their own physical firewall appliances, reducing their infrastructure and overhead costs.
- Network managers can greatly reduce "hair-pinning" (where internet traffic through the centralized firewall doubles back on itself), saving on bandwidth.
- Members have a secure, scalable environment to trial cutting-edge network technologies with other networking experts.
- Members get the added advantages of using an Alberta-based cloud infrastructure (local data storage, Calgary/Edmonton redundancy, and fast failover).

The service is available to Alberta organizations who are also members of the Internet Buying Group.

cira D-ZONE ANYCAST DNS

Cybera has partnered with the Canadian Internet Registration Authority (CIRA) to offer members free access\* to improved Domain Name System (DNS) protection and performance. The D-Zone Anycast DNS is useful for larger public and education institutions in Alberta that run their own .ca domain, and are at risk of Distributed Denial-of-Service (DDoS) attacks.

D-Zone Anycast provides:

- High Reliability: D-Zone eliminates the single point of failure. DNS queries are automatically routed around outages or server failures.
- High Performance: D-Zone servers are located close to major internet hubs, reducing latency and improving performance.
- Distributed Denial-of-Service mitigation: Global servers absorb the DDoS attacks.

\*Cybera will provide one free D-Zone account per interested member.

D-ZONE DNS FIREWALL

In parallel with D-Zone Anycast, Cybera is working with CIRA to promote the first made-in-Canada DNS-based firewall solution. CIRA's D-Zone DNS Firewall has been specially developed to protect Canada's educational institutions by:

- Blocking communications that contain malicious code.
- Blocking malicious software from reaching host servers.
- Continuously updating as new threats are detected using advanced data analysis of internet queries.

In addition, the D-Zone DNS Firewall provides advanced content filtering capabilities (by content type and time of day). For more information visit [Cira.ca/cybersecurity/firewall](http://Cira.ca/cybersecurity/firewall).

## TESTING AND PROVING EMERGING DIGITAL TOOLS

Cybera explores next-generation technologies (including data science and machine learning) that will add new capabilities to Alberta's public sector. We also offer cloud resources for innovators and entrepreneurs to test their ideas.



### CLOUD SERVICES

Cybera houses some of the top cloud experts in Canada. They operate and support two national cloud resources that are freely available to Canadian researchers and innovators: the Rapid Access Cloud and DAIR.

These cloud services are intended to:

- Help researchers and innovators utilize cloud computing environments for testing, analysis and experimentation.
- Provide a competitive advantage for businesses by offering a staging ground to test ideas for cloud-based services before moving to a commercial cloud platform.
- Provide a learning environment for educators, students, and the general public to explore the possibilities and benefits of cloud computing.

### RAPID ACCESS CLOUD

Cybera's Rapid Access Cloud is an award-winning program that provides free cloud computing resources to innovators, researchers, not-for-profit organizations, and educators. Since its inception, it has helped over 1,400 people test and verify their ideas and research. New capabilities are continually added to the cloud, including digital software testing and GPUs. Albertans can begin using the Rapid Access Cloud by visiting [Rac-portal.cybera.ca](http://Rac-portal.cybera.ca).



### DAIR

Since 2011, Cybera has partnered with CANARIE and Compute Canada to manage the cloud infrastructure for CANARIE's DAIR program. This program provides small-to-medium-sized enterprises with a cloud environment to test, validate and prove their product or service ideas. Canadian businesses can join the DAIR program by visiting [Canarie.ca/cloud](http://Canarie.ca/cloud).



### DATA SCIENCE SERVICES

Data Science uses a scientific approach to analyze data stemming from a variety of sources – such as open, sensor or social media data – to extract descriptive, predictive and prescriptive insights.

Cybera's Data Science team is working to encourage the learning and adoption of data science practices through:

- Collaborating on data science for social good projects.
- Democratizing access to data science tools.
- Advising and widely disseminating their knowledge and use of data products.

Members looking to gain insights from their data to drive new efficiencies and decision-making are welcome to contact Cybera's data science team to find out how to get started (see page 16 for contact details).

### JUPYTER 'ALL-IN-ONE' SCIENCE PLATFORM

Jupyter is an integrative application that incorporates math, science and engineering tools, along with communication and visualization resources, in one web-based platform. Cybera and the Pacific Institute for the Mathematical Sciences (PIMS) have teamed up to increase the awareness and use of Jupyter. Cybera is hosting the platform on its Rapid Access Cloud, and is offering free access (and advice on how to get started) to Canadians looking to trial this technology.



### DATA SCIENCE FOR STARTUPS

Starting in Fall 2018, Cybera will offer a free data science training and resource program to Alberta entrepreneurs and small businesses. Through a series of workshops, lunch-and-learn presentations, and one-on-one consultations, Cybera will provide entry-level understanding of the importance of data analytics to grow a modern business, and in-depth

training on how to utilize data tools. Cybera will also host and provide free access to these tools, including Jupyter and RStudio, on its Rapid Access Cloud.



Callysto

### CALLYSTO

Cybera has partnered with the Pacific Institute for Mathematical Sciences (PIMS) to help teach kids computational thinking, using the Jupyter 'All-in-One' Science Platform. Callysto is a learning platform for grades 5-12 classrooms that incorporates data processing and analysis, as well as interactive visualizations, in one web browser, and at no cost. Working with teachers, Cybera and PIMS are building Callysto learning modules that can be incorporated into existing school curricula. To find out more about the program, or register your interest as a teacher, visit [Callysto.ca](http://Callysto.ca).



### SUPPORTING ADAPTION OF NEW TECHNOLOGIES

As an early adopter of new tools and technologies, Cybera is in an ideal place to provide expert and neutral advice on their potential strengths and weaknesses. Our cloud, networking, data science, and internet policy knowledge is available to government, education, researchers, start-ups, and other stakeholder communities through workshops or one-on-one advisory sessions.

We encourage you to contact us to find out how you can make the most out of your technology resources (see page 16 for contact details).

# SHARE

## COLLABORATING ON SHARED IT SERVICES

Shared Services help Cybera's members to adopt, build, and work together on IT tools and software. They also help reduce costs and streamline the delivery of services. Currently, we offer several shared software and network protection services, as well as support to enable single sign-on to group applications or internet connections.

By adopting, building, operating, and working together on IT services, schools, post-secondary institutions and public-sector organizations are able to save time and money. Cybera's tools and systems are changing the way these groups collaborate on IT.

### share IT SHAREIT

ShareIT is an Alberta-based procurement service, managed by Cybera, that leverages economies of scope and scale to give members access to a broader, more powerful, and more economic suite of computing technologies. It was formed by 19 post-secondary institutions in 2017 to pool their hardware and software purchasing needs, thereby increasing their negotiating powers with third-party providers. It has since expanded to include K-12 schools.

By using ShareIT's procurement services, educators can expand the services they offer, while sharing best practices with other group members. This in turn boosts the capabilities and offerings of smaller educational institutions, while allowing institutions of all sizes to save money and resources.

In its first year alone, ShareIT saved member institutions over \$2.3 million.

Going forward, the ShareIT team plans to expand its offerings to virtualization technology, managed security services, and cloud computing tools.

### FEDERATED IDENTITY MANAGEMENT SOLUTIONS

Federated Identity Management makes it easier for staff and students to collaborate on research projects – and securely access shared tools and software. Participating institutions are able to securely access a central catalogue of services and resources that operate within the same trust framework.

### PIKA: AN ALBERTA K-12 IDENTITY FEDERATION



Many K-12 schools use different third-party technology applications to deliver learning in the classroom, which means they have to subscribe to a plethora of online applications. This can lead to situations where school administrators have to negotiate multiple agreements on what student data can be collected, and students have to memorize multiple passwords to access learning applications. The Pika Federation is the first Alberta-based federated identity management solution dedicated to K-12 school authorities. It provides a simple and safe system for sharing students' data with service providers, including FreshGrade, a digital portfolio and assessment platform, and myBlueprint, an online career planning website. Pika has also enabled single sign-on capabilities for services such as G Suite for Education and Lucidchart.

### CANADIAN ACCESS FEDERATION – FEDERATED IDENTITY MANAGEMENT SERVICE



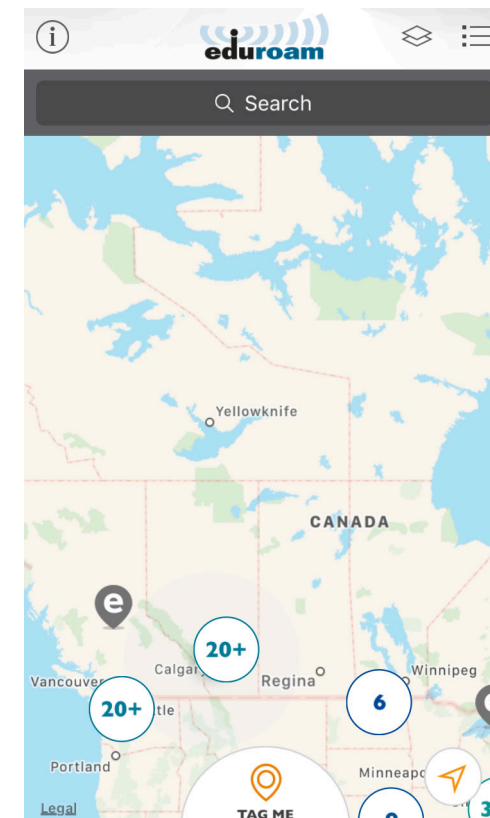
Cybera works with its national partner, CANARIE, to develop and promote identity and access management solutions for post-secondary educators through an initiative called Canadian Access Federation – Federated Identity Management. CANARIE is the national operator of the Canadian Access Federation, which is linked to international access federations. Post-secondary institutions looking to set up Federated Identity Management must first join this federation. (Cybera is able to provide technical assistance to join.)

### EDUROAM



Education roaming (eduroam) is a secure, world-wide, roaming internet access service. Students, researchers and staff from participating post-secondary institutions can get internet connectivity

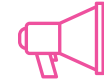
when visiting other participating institutions by simply opening their laptop. The eduroam service is available across Canada and in 74 countries around the world. Cybera is able to provide technical assistance to members looking to set up eduroam.



# ADVOCATE

## SEEKING UNIVERSAL ACCESS TO TECHNOLOGY

Cybera frequently advocates for improvements to the quality and availability of digital services in Canada. Teaming up with government, education, and the private sector, Cybera is creating a community that champions vital networking and computing services and utilities for everyone, everywhere.



## ADVOCACY

As an innovation enabler (that connects and supports over 800,000 students, teachers, researchers, innovators and government decision-makers), Cybera realizes the importance of advising policymakers on the digital needs of Canadians. We work to raise awareness and understanding of the technologies that support business and education.

Examples of Cybera's advocacy efforts include:

- Advising the provincial government on its long-term information and communication technology infrastructure plans.
- Participating in CRTC proceedings on the future of broadband connectivity in Canada.
- Advising communities as they build their broadband policy frameworks.
- Responding to government consultations related to computing and digital infrastructure.
- Giving presentations across Alberta and Canada on the importance of digital technologies in innovation, education, and the economy.
- Coordinating with CANARIE and our provincial Research and Education Network partners to build new research, innovation and networking tools.
- Championing shared services, network expansions, IPv6, and internet efficiencies at a local and international level.
- Producing reports on the state of digital infrastructure in Alberta.
- Participating in forums that advance ubiquitous, affordable, high quality internet access.
- Working with provincial stakeholders to build a framework for an Alberta broadband strategy.
- Participating in international coalitions on internet governance.



## CYBER SUMMIT

Each year, Cybera hosts a Cyber Summit in Banff, Alberta, for the digital leaders in the province's public, education, research and start-up sectors. Since 2015, we have teamed up with our sister networks in Saskatchewan and Manitoba, SRNet and MRnet, to put on this event. Our goal is to inspire more Canadians to make the most of technological innovations and collaborations, for the economic benefit of all.

Over the last ten years, the Summit themes have covered timely issues and new tools to transform Western Canada's digital economy, including:

- Open data
- Public cloud computing
- Crowdsourcing
- Data science for public good
- Privacy, security, and the ambiguous ethics of technology
- The need for ubiquitous access to internet and computing.

The Summit has become the go-to event for technology leaders in the Prairies looking to understand what technologies are coming down the pike to support their organizations. The event shows them what they can do now to prepare their schools, governments and businesses for the evolving digital economy.



# FREQUENTLY ASKED QUESTIONS

## CYBERA

### How long has Cybera been around?

Cybera's roots are in the Western Universities Research Consortium Network (WURCNet), formed in 1994. From this, the western provinces evolved their own Research and Education Network organizations in 1999, with Netera Alliance set up to manage and operate Alberta's network. Netera became Cybera in 2007, with an expanded mandate to accelerate technology adoption in the province through the use of digital infrastructure.

### How is Cybera funded?

Cybera is funded by a grant from the Government of Alberta, as well as through membership and network administration fees. Cybera's members receive an annual membership invoice in March or April of each year.

We also receive additional funding to pilot and operate add-on services for specific members or sectors. These services include Peering and the Internet Buying Group, the Virtual Firewall Service, as well as more work-intensive projects. For these services, Cybera may charge additional fees to the users, or look to third-party grants for cost recovery as needed. For the list of Cybera's Add-On Services, see page 3.

## NETWORKING

### Can I sign up for either the Peering Service or the Internet Buying Group, or are they a bundled package?

Connected members can sign up to receive just the Peering Service.

If you join the Internet Buying Group, you are also automatically signed up for the Peering Service. As

a member of the Internet Buying Group, all of your internet traffic is sent to Cybera, where it will then be split into peered traffic and commercial internet. For more information, see the Peering Service section on page 5.

### What are the steps involved in joining the Internet Buying Group, Peering, or Virtual Firewall Service?

The first step is to contact [membership@cybera.ca](mailto:membership@cybera.ca). Your network technicians will be asked to complete a technical questionnaire so Cybera can assess your current configuration, and determine what needs to be done to get your organization set up. This will be followed by a discussion with Cybera's technical team, who will guide the process from that point onward.

### How long does it take to get set up?

Getting set up for the Internet Buying Group, Peering, or the Virtual Firewall Service takes approximately 4 - 10 weeks, depending on your connection type.

### What is the duration of the Internet Buying Group contract agreement?

The duration of the contract agreement is one month. You can change the amount of bandwidth each month.

### If I am currently in a contract agreement with an Internet Service Provider, should I still become a Cybera member?

The answer to this question depends on a number of factors and merits a discussion with Cybera. We are a neutral organization and can offer advice on how to optimize the efficiency of your internet access.

Even if you do not connect to our network, there may be other reasons to join Cybera, such

as access to advanced technology pilots and shared services. For more information, see the Membership Overview section on page 3.

## MEMBERSHIP

### Who is eligible to become a Cybera member?

Membership is available to any Alberta post-secondary institution, K-12 school district, public organization (such as municipalities and libraries), or organization in Alberta's start-up community.

### Do all members have access to the same services?

Different Cybera services and pilot projects are available to different members, depending on their location and sector. Cybera's membership team can discuss with you what services are available to your organization.

### How are Cybera members classified?

*Class A* members are typically post-secondary institutions with a significant research mandate. These members help set the direction for Cybera as voting members at its Annual General Meeting.

*Class B* members typically include post-secondary institutions (without a significant research mandate), as well as K-12 school boards, and public and not-for-profit organizations. These members do not vote in Cybera's Annual General Meeting, but have access to the same services as *Class A* members.

### Is my organization a member of Cybera?

To view the list of current members, visit [Cybera.ca/membership/current-members](http://Cybera.ca/membership/current-members)

If your organization is not listed, and you wish to become a member, contact [membership@cybera.ca](mailto:membership@cybera.ca).

## HOW MUCH DOES IT COST TO BECOME A CYBERA MEMBER?

TYPE OF MEMBERSHIP	TYPE OF ORGANIZATION	ANNUAL MEMBERSHIP FEES
CLASS A	Post-secondary institutions with a significant research focus	\$30,000
CLASS B	Organizations that are connected to CyberaNet with 500 or more FTE students or employees	\$3,500 plus \$0.50 per student/employee (whichever is greater) to a maximum of \$20,000*
	Organizations that are connected to CyberaNet with fewer than 500 FTE students or employees	\$1,000 plus \$0.50 per student/employee (whichever is greater)*
	Non-connected organizations	\$500

\* For municipality members the fees may vary. Please contact Cybera's membership team for more details.

FTE = full-time equivalent

# CONTACT INFORMATION

## GENERAL INFORMATION

info@cybera.ca

## MEMBERSHIP/MEMBER SERVICES

membership@cybera.ca

## NETWORKING

network@cybera.ca

## FIREWALL

firewall@cybera.ca

## RAPID ACCESS CLOUD

rac-admin@cybera.ca

## DATA SCIENCE

datascience@cybera.ca

## SHAREIT

shareit@cybera.ca

## CALLYSTO

contact@callysto.ca

## PIKA FEDERATION

pika@cybera.ca

## PROJECTS

To discuss possible project opportunities, contact:  
projects@cybera.ca

## ADVOCACY

If you would like to participate in Cybera's advocacy efforts, or are aware of a digital accessibility issue that you would like Cybera to help address, contact:  
policy@cybera.ca

## CYBERA HEAD OFFICE

3512 – 33 ST NW  
Suite #200  
Calgary, Alberta  
T2L 2A6  
403-210-5333  
info@cybera.ca

cybera.ca



facebook.com/cyberainc



twitter.com/cybera



youtube.com/cyberainc



linkedin.com/company/cybera-inc

The information contained in this booklet is current at the time of publishing, however, information and rates are subject to change. Please visit our website or contact our membership team for the most up-to-date information.

07.09.2018

# cybera

P: 403.210.5333  
E: [info@cybera.ca](mailto:info@cybera.ca)  
[cybera.ca](http://cybera.ca)

