



## **SFL's Broadband for Education Initiative FAQ**

### **What is SFL's Broadband for Education Initiative?**

The Source for Learning (SFL), a non-profit learning and technologies company, holds Educational Broadband Service ("EBS") licenses from the Federal Communications Commission ("FCC") in 22 cities across the US. A portion of this spectrum has been set aside by the FCC for educational use, provided the usage meets certain requirements in furtherance of the educational mission of an accredited school(s) for a minimum number of hours each week.

### **What Services Does the Initiative Offer?**

SFL is currently supplying a certain number of 4G customer accounts and user devices through Sprint's 4G service at no cost to educators and/or administrators for educational use. Usage may include access to the Internet for instructional and cultural purposes, professional development, research, lesson planning and for administrative staff communications.

### **Who is Eligible to Participate?**

Educators and administrators who live and/or work at an address within the Sprint 4G coverage area in one of the following 20 metropolitan areas - where SFL holds an EBS license - are eligible to participate. In addition, signal coverage may not cover the entire metropolitan area - including the area where you live or work. The availability of the signal at your home/school will also determine if you are eligible to participate. SFL holds licenses in the following U.S. cities and towns:

Anderson, Indiana [includes Muncie]  
Atlanta, Georgia  
Baltimore, Maryland  
Bloomington, Indiana  
Champaign, Illinois  
Fort Worth, Texas  
Indianapolis, Indiana  
Kansas City, Missouri  
Miami, Florida  
Milwaukee, Illinois  
New Orleans, Louisiana  
New York City, New York  
Philadelphia, Pennsylvania  
Pittsburgh, Pennsylvania  
Portland, Oregon  
Saginaw, Michigan [includes Flint]  
San Antonio, Texas  
St. Louis, Missouri  
Tampa, Florida  
Washington, D.C.

## **What Are the Obligations of Participants?**

All participants must agree to the following program requirements:

1. Meet the weekly usage requirements as agreed upon in your Letter of Agreement;
2. Use the Sprint device in furtherance of the educational mission of your school/district while adhering to all school/district policies;
3. Be responsible for keeping the Sprint device secure and in good working order;
4. Contact Sprint Tech Support at 877-537-1458 immediately if you are experiencing problems with activation, signal strength, damage, malfunction, etc.;
5. Notify SFL Staff immediately if/when you leave your current school/organization;
6. Return the device to SFL if you are no longer an educator in SFL's license area;
7. Provide occasional written and/or evaluative information to SFL and allow it to be filed with the Federal Communications Commission (FCC);
8. Reimburse SFL for any lost or stolen equipment;
9. Notify SFL Staff of any change in address/contact information (home or work);
10. Participate in periodic surveys or other outreach initiatives in support of this program

## **I Received "My Device" from the Principal/Administrator/IT Staff at My School. Do the Same Requirements Apply?**

You received your device through SFL's "school-based model" - Your school received a number of devices that can be "loaned" to educators and administrators within the school. All the program requirements listed above apply to you as well. The exception is that if you leave the school or if you no longer have use for the device assigned to you, you must return it to the "Point of Contact (POC)" at your school; he/she will redistribute it to another educator at the school.

## **How Long Does the Program Last?**

Your 4G service will renew annually, on or about June 30<sup>th</sup>, provided that you have met the compliance requirements of hourly 4G usage as specified in your Letter of Agreement (as mentioned above) and you are currently employed as an educator of an accredited school/institution.

Device de-activation will result when educational employment cannot be verified and/or SFL staff is unable to make contact with a participant. It is the participant's responsibility to keep his/her contact information current with SFL staff.

## **What is SFL?**

SFL, ([www.sflinc.org](http://www.sflinc.org)) is a not-for-profit company offering teachers, students, and parents the web's best collection of learning resources. Compiled and reviewed by education professionals, the resources cover countless subjects and support diverse learning styles at home and at school. Our services include [TeachersFirst.com](http://TeachersFirst.com), [PreschoolFirst.com](http://PreschoolFirst.com), [TeachersAndFamilies.com](http://TeachersAndFamilies.com), [GrowUpLearning.com](http://GrowUpLearning.com) and [SFLMedia.com](http://SFLMedia.com).

## **What Is the Relationship Between Sprint and Clearwire?**

Sprint acquired Clearwire in 2013. The acquisition does NOT affect SFL Broadband and requires no changes or actions from participating educators. Both The Source for Learning and Sprint will continue to disburse and support Clearwire 4G devices already being used by hundreds of K-12 and university educators, administrators and students in SFL's 22 license areas throughout the United States.

## **How Do Participants Receive a 4G Device?**

Qualified educators within one of SFL's license areas AND within Sprint's 4G coverage area, will receive, via UPS ground delivery, a free 4G device, and free on-going Sprint service to connect to the Internet. All devices remain the property of SFL and must be properly disposed of if/when they are deactivated.

### **How Long May I Have to Wait for a Device?**

Some SFL license areas are at capacity and SFL is not accepting new participants at this time. SFL maintains a wait list of educators who have expressed interest in participating in the SFLBroadband Initiative. When you sign up to participate, staff will contact you to inform you if you will receive a Letter of Agreement for immediate participation or be put on our wait list. Educators on the wait list will be notified when opportunities to participate arise.

### **How May I Use My 4G Device?**

You may use the 4G device for any Internet activity or service that you use as part of your professional work and that complies with your school's/institution's policies. The SFL's resources, [TeachersFirst.com](http://TeachersFirst.com) and [SFLMedia.com](http://SFLMedia.com), are both available - at no cost - to participants. Visit the sites today!

### **What Should I Do if I Have an Issue with My 4G Device?**

Contact Sprint Technical Support at **866-804-8720** for issues relating to activation, signal strength and/or damaged devices. Sprint Tech Support is available 24/7.

Note -You will need your MAC ID # (the number on the device/packaging) when you call.

Sprint's Tech Support Team will refer you to us, The Source for Learning, should your device need to be replaced; contact info is below.

### **May Other Teachers Use My Device?**

It is not recommended because the 4G device is provided for your use and you will be ultimately responsible for it during the entire Initiative period. Other teachers of your choosing may use it, but you alone are responsible for the equipment if it is lost, stolen or damaged.

### **What Type of Information Is Required from Participants During the Initiative?**

Periodically, you will be asked to relate how you used wireless broadband for your educational purposes and what benefits were realized both for you and your students.

In addition, it is the participant's responsibility to keep his/her contact information current with SFL staff. A simple e-mail or telephone call will satisfy this requirement.

### **Whom May I Contact at The Source for Learning for More Information?**

Please contact Amy Holt ([aholt@sflinc.org](mailto:aholt@sflinc.org); 703-860-9200) or Bridget Anderson ([banderson@sflinc.org](mailto:banderson@sflinc.org); 703-860-9200)

### **Address / Phone / Fax**

12355 Sunrise Valley Drive, #625  
Reston, VA 20191-1532

**Tel:** 703-860-9200

**Fax:** 703-860-9237