



# FAQ: FREQUENTLY ASKED QUESTIONS

## INTRODUCING THE SOURCE FOR LEARNING & SFL BROADBAND

### Who is The Source for Learning (SFL)?

The Source for Learning is a 35-year-old, nonprofit education organization that helps educators, children, and families use technologies effectively to help children learn. SFL currently provides online resources for K12 teachers and students; offers early childhood professionals a portfolio of online and professional services; and offers mobile broadband services to students and educators in 22 metropolitan areas around the country. Interested parties can learn more about our wide range of offerings by visiting our website properties: [TeachersFirst](#), [OK2Ask](#), [MySciLife](#), [PreschoolFirst](#), and [SFLBroadband](#).

### What is The Source for Learning's Broadband for Education Initiative?

The Source for Learning, Inc. (SFL) holds Educational Broadband Service ("EBS") licenses from the Federal Communications Commission ("FCC") in 22 cities across the U.S. This spectrum is specifically designated by the FCC for educational use. SFL Broadband works with unserved/underserved schools, staff, and students in these communities to provide mobile broadband internet access and ensure these educational uses meet FCC requirements.

### What Services Does SFL Broadband Offer?

SFL provides wireless Internet service at no cost to qualified educators, administrators or students for educational use. We do this by loaning program Participants a certain number of SFL 4G LTE mobile broadband hotspots. Permitted usage includes internet access for instructional or cultural purposes, professional development, research, lesson planning, homework, and administrative staff communications.

### Why Does SFL Broadband Use the Sprint Network and Hardware?

SFL has made arrangements with Sprint to incorporate SFL's spectrum into Sprint's networks located in SFL license areas. This helps improve coverage and reliability for SFL Broadband Participants. Access to the network requires the use of a SFL 4G LTE mobile hotspot.

## How Long Does the Program Last?

The program automatically renews annually, on or about June 30<sup>th</sup>, provided the Participant is meeting the compliance requirements specified in SFL's Letter of Agreement or Memorandum of Understanding (MOU). Participants need to be either employed as an educator, school administrator, or attend an accredited school/institution.

Device de-activation will result when educational employment (or enrollment) cannot be verified and/or SFL staff is unable to make contact with a Participant (or, in the case of Group Participants, through SFL's primary point of contact at the school or organization). It is the Participant's responsibility to keep his/her contact information current with SFL staff. It is also the Participant's responsibility to return the mobile hotspot. SFL staff will e-mail a pre-paid label for shipping the equipment back to SFL at no cost to the Participant.

## How Do Participants Receive a Mobile Hotspot?

Once accepted into the program, qualified Participants within one of SFL's license areas AND within Sprint's 4G LTE coverage area, will receive, via UPS ground delivery, a SFL mobile hotspot and on-going monthly Sprint service - at no cost - to connect to the Internet. All mobile devices remain the property of SFL and must be returned to SFL if/when they are deactivated, or the Participant is no longer eligible, or no longer has a need for the device.

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

Most SFL license areas are currently at capacity and SFL is not accepting new Participants at this time. SFL maintains a Wait List of educators and students who have expressed interest in participating in SFL Broadband. When you sign up to participate, SFL staff will contact you to inform you whether you will receive a Letter of Agreement for immediate participation or be put on our Wait List. Individuals on the Wait List will be notified when opportunities to participate arise.

## Who May Participate?

Educators, administrators, and students who live and/or work at an address within the Sprint coverage area in one of the following 22 metropolitan areas where SFL holds an EBS license are eligible to participate.

However, 4G signal coverage may not reach an entire metropolitan area - including the area where you live or work. The availability of the signal (determined by zip codes) from a home/school address will also determine your eligibility to participate.

**SFL holds licenses in the following U.S. communities:** (*\*Not Sprint Markets at this time*)

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

## What are Participants' Obligations?

All Participants must agree to the following Terms & Conditions:

1. To use SFL's mobile broadband hotspot(s) in the furtherance of the educational mission of your school/district or organization;
2. To fulfill the minimum usage requirement of 20 hours per week/per device in your license area. Note, SFL monitors device activity monthly;
3. To adhere to all school/district policies regarding the distribution and use of the mobile hotspot(s) at school;
4. To be responsible for keeping the mobile device(s) secure and in good working order;
5. To report any equipment damage or malfunctions to SFL Customer Support at 888-860-9202;
6. To reimburse SFL for any lost or stolen equipment;
7. To provide requested evaluative information to SFL; allow this letter to be filed with the Federal Communications Commission (FCC);
8. Provide your comments regarding the value of the program, when requested, and to allow SFL to use those comments in documenting our use of these frequencies for educational purposes.

## FAQ FOR ACTIVE PARTICIPANTS

### How May I Use The Mobile Device?

Participants may use the mobile hotspot for any Internet activity or service that he/she uses as part of his/her professional/school work and that complies with the school's/institution's policies. SFL's K-12 website, [TeachersFirst.com](http://TeachersFirst.com) is also available, at no cost. SFL encourages all teachers to visit the site; it contains a broad range of original content, reviews of more than 15,000 free online resources, and free, online professional development offerings.

### Do I Have to Confirm Receipt of the Mobile Device?

Yes, Participants are required to contact SFL staff upon receipt of a mobile hotspot to confirm delivery and that the device is in good working order. These mobile hotspots are subject to a strict return policy, so it is imperative that we remain able to communicate with Participants throughout the shipping and onboarding process.

### I Received a Mobile Hotspot from the Principal/Administrator/IT Staff at My School. Do the Same Requirements Apply?

Yes, you likely received the mobile hotspot through SFL's Group Participant "school-based model." All program requirements listed throughout this document apply to you. If you leave the school or no longer have use for the device, you must return it to the person who assigned it to you so that he/she can reassign it, or return it to SFL.

### What Should I Do if I Have an Issue with The 4G LTE Device?

If you are participating in SFL's Group Participant model (e.g., you signed out the device from someone other than SFL staff), contact your primary point of contact immediately so that he/she can contact SFL staff on your behalf.

If you signed out the device directly from SFL staff as an Individual Participant, contact **SFL Customer Support** at its toll free number, **888-860-9202**, for issues relating to activation, signal strength and/or damaged devices. SFL's business hours are Monday-Friday, 9:00AM-5:30PM EST. Voicemails left after hours will be responded to the next business day.

You are also welcome to e-mail [support@sflbroadband.com](mailto:support@sflbroadband.com); we will respond to inquiries no later than the end of the next business day.

Note - Participants must have the PTN (the telephone number assigned to each mobile hotspot) when calling SFL Customer Support. The PTN is located on the white sticker on the bottom side of the device.

### **What Happens if the Loaned Hotspot is Lost, Stolen, or Damaged?**

1. SFL has limited resources and will NOT be able to provide no-cost replacements for the equipment that has been lost or stolen.
2. Per SFL's standard Letter of Agreement (or MOU), Participants are required to reimburse SFL for any lost or stolen equipment (discounted cost of \$200/each).
3. Current Participants in good standing are welcome to continue participating with the replacement SFL device; SFL will continue offering the monthly access at no charge.
4. It is the Participant's responsibility to immediately contact SFL Staff (or his/her primary point of contact) should one of these scenarios occur.

### **Are There Data Usage Limitations?**

SFL mobile hotspots support up to 30 gigabytes of data over a 30-day period. When usage reaches its maximum gigabyte capacity, the hotspot will still be usable, however the throughput, or Internet speed, may reduce to a slower 128 kilobytes per second until the next 30-day cycle begins. The 30-day cycle begins the 10<sup>th</sup> of each month and ends the 9<sup>th</sup> of the following month.

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### **May Other Teachers Use The Mobile Device Assigned to Me?**

SFL Broadband does not recommend allowing other teachers to use your SFL hotspot because you remain responsible for the equipment throughout the entire period the loaned equipment is signed out to you. Other teachers may use it, but the individual who signed out the mobile hotspot is responsible for any lost, stolen or damaged equipment.

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

Participants may periodically be asked to submit impact statements (testimonials) of how they use the mobile hotspot(s), the benefits realized by it/them, their students, etc.

In addition, it is the Participant's responsibility to keep professional and personal contact information current with SFL. A simple e-mail or telephone call will satisfy this requirement.

## **CONTACT US!**

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

Please contact Amy Holt at ([aholt@sflinc.org](mailto:aholt@sflinc.org)), 703-860-9200 or toll free at 888-860-9202.

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