

SUPERNET SERVICE FUNDING INCREASE

FREQUENTLY ASKED QUESTIONS

What is the new SuperNet Service Funding allocation?

SuperNet Service Funding will increase from the current \$503.50/month per eligible site to \$700/month per eligible site. Details will be available in section 5.4 of the Funding Manual for School Authorities at <http://education.alberta.ca/media/6432970/20112012fundingmanual.pdf>.

When will the funding be available?

January 1, 2012.

Is there a change to how the SuperNet Service Funding is being allocated?

No. SuperNet Service Funding will continue to be provided on the basis of approved connected sites and the monthly service cost (\$700). The funding amount is determined by multiplying the number of eligible connected sites by the monthly SuperNet rate. Your school authority **must maintain a minimum 5Mb/s** service in each school site to be eligible for SuperNet Access Funding.

Do we need to keep a minimum level of service in a school?

Yes. Authorities **must maintain** a minimum 5Mb/s service in each eligible site.

Do we have to buy a specific service (i.e. 20Mb/s)?

No. You can buy any SuperNet bandwidth service for your site that you require; however, you must maintain a minimum 5Mb/s service at every eligible site. Any costs above the total SuperNet Access Funding allocation for your schools are the responsibility of your school authority.

Can we use the funding for Internet services?

No. SuperNet Service Funding can only be used to buy bandwidth services from SuperNet and may not be used to purchase Internet services.

Can we use the funding for non-SuperNet services?

No. SuperNet Service Funding cannot be used to purchase anything other than SuperNet bandwidth services. SuperNet Service Funding can only be used for the primary data wide area network in the school authority and cannot be used to support non-SuperNet services or access.

Can we use the funding for other non-bandwidth services?

No. SuperNet Service Funding can only be used for SuperNet bandwidth services.

Is there a change to network head end provision?

No. The network head end allocation will remain as is it within the funding manual. Alberta Education will continue to review the need for changes to head end allocations.

Are there new services being offered under SuperNet?

The list of available bandwidth services can be found at <https://www.mysupernet.com/> (login required).

Do I need to purchase a new Customer Edge Device to use the services?

For most schools, the upgrade to the 20Mb/s service should not require any new hardware purchases however, some new services may require the purchase of a new Customer Edge Device. You should contact Axia to determine if your current Customer Edge Device will meet the requirements for the new service. **The school authority will be responsible for the cost of any new hardware required.**

What do we need to do to access the new funding amount?

An e-mail will be sent to lead IT Jurisdiction Technology Contacts to verify the number and names of sites currently receiving SuperNet Service Funding from Alberta Education. Following site verification, an additional e-mail will be sent to the school authority requiring the submission of an invoice validating the total cost of SuperNet funding paid to Axia meets or exceeds the SuperNet Service Funding Grant.

What do I have to do to report how the funding is being used?

You will be required to show that the current amount the school authority spends on SuperNet bandwidth services meets or exceeds the SuperNet Service Funding allocation.

Are there any install costs for moving to a different service?

Depending on the service you choose, there may be one-time installation costs. **This cost is the responsibility of the school authority.**

I have a site that is wireless. Who pays for the upgrade of the radios if a new one is required?

SuperNet is committed to ensuring that new services are delivered and associated service level agreements are met. While SuperNet may choose to deploy a Gig Wireless solution instead of completing a full fibre build when it is warranted, it will ensure that those wireless locations can be scaled to support the new services and bandwidth demand of the end users.

Why is the Government of Alberta locked into Axia as its only provider?

Axia SuperNet Ltd, along with Bell Canada, was the successful bidder in November 2000 to complete the government's provincial broadband network. After the network was completed in 2005, Axia's contract allows it to install new sites and maintain services on the SuperNet network for 10 years. Axia's contract expires on June 30, 2015.