

FAQs: ASD Free Internet Service Through GCI

Tell me about ASD's free internet service.

In the 2020–21 school year, ASD is providing academic-focused internet access to students in need. Through this unique program, ASD will determine eligibility and will be the main point of contact for families requesting internet connectivity for learning. In support, GCI will program and distribute equipment for the service.

▶ Who is eligible for the free internet service?

Families who do not have internet and cannot afford new internet service are eligible to apply for the program. Parents should contact their school directly to begin the application process. ASD is solely responsible for determining family and student eligibility for this program.

▶ How do I get set up with service?

Families who are approved for this program will receive a cable modem or hotspot device in the mail. This device will be requested by ASD and mailed by GCI. Access to the internet through these devices will be filtered in accordance with ASD policies and regulations. That means many sites will be blocked.

▶ Can I install the device myself or do I need to call GCI to get it set up?

In most cases, families will be able to install the device on their own without assistance from a GCI technician. Families who require support during the set up process should call 1-800-800-4800 for more information or can visit the GCI support page [here](#).

▶ What kind of data and speed can I expect with this service?

The data upload and download speed is designed to be sufficient for online, student learning. This service will not support entertainment-based content or sites.

▶ Can I go to a GCI store to set up my free school internet?

No. GCI does not determine who is eligible for this service. Approval must be granted through the ASD application process. Please contact your school directly for more details.

▶ Why can't I just go to the GCI store to request this service?

This service is only available through the Anchorage School District approval process. Devices will only be distributed through the mail and cannot be picked up at GCI stores.

▶ What if I have problems with my service?

Families who encounter problems with their service like access to content, speed or downloading data should contact 742-HELP.

▶ What does "academic-focused internet" mean?

Academic-focused internet is intended to ensure students can access the online resources to support education and virtual classes. It does not provide access to entertainment-based content or sites. Accessible sites include, but are not limited to, Khan Academy, the Alaska Statewide Library Electronic Doorway, Institute for Excellence in Writing, and BrainPOP Math. For a complete list of accessible online resources visit www.asdk12.org/educationalresources.

▶ I already have internet service. Can ASD increase the amount of data I can use?

ASD is unable to offer any increase to existing data plans that families have with their provider.

▶ My school says I don't qualify for free internet. What should I do?

To help support students and teachers this school year, GCI is offering one free month of internet service plus a free Wifi modem to connect your home. Visit www.gci.com/offers/one-month-free-internet for more information or call 1-800-800-4800 to sign up. GCI is also offering one free month of [wireless service](#).

▶ Families with ASD Mifi/Hotspot Devices from the Spring

The ASD Mifi/Hotspot devices that were distributed to families in the spring and summer for online learning will **expire after September 18, 2020**. Families are asked to return these devices to ASD. [Returns can be initiated](#) by contacting their school or by using the drop boxes located in the parking lots of either the ASD Education Center (5530 E. Northern Lights Blvd.) or Dimond High School (2909 W. 88th Ave.). Families with these devices who still have need for internet access should contact their school directly through the process listed above.



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