

We recognize that parents and households will have a lot of questions about the ABC for Students Program and will likely address their questions to their students' school. After all, they know you and trust you!

To limit the burden on schools, we ask that you direct households to call the ABC for Students customer service line at 1-888-212-4998.

However, we also know how much you want this program to succeed and understand you may be best positioned to address concerns. We want to empower you to do so. Following is a list of questions we anticipate parents and households will ask along with answers that you can work from in your conversations. We'll be updating this list regularly, so please reach out to us at info@abcstudent.org with questions you receive.

Tip: This is a long list! Try using the "find in document" feature by typing Command+F (mac) or Ctrl+F (pc) and entering a search term.

Q: I heard about a program for free internet for students, how do I get it for my kids?

A: If you have a pre-K or K-12 student that qualifies and is registered in the National School Lunch Program, you should receive information and a voucher in the mail by mid-September. You won't need to do anything if you are already registered with the NSLP. This information will have a list of providers in your area offering the service. You can choose which provider you would like service from and contact them with the number on the voucher. The service, equipment, and installation are included for no charge through December 30, 2020. A video animation showing the process can be found [here](#).

Q: Are private schools eligible for the ABC for Students free internet program?

A: Eligibility for ABC for Students is based on the list maintained by the Alabama State Department of Education for participation in the National School Lunch Program. Only those households that are on the ALSDE list are eligible for the program, which is limited to public and charter schools.

Q: The school says I am not eligible for free and reduced lunch, but I cannot afford the internet. Can I still get a voucher?

A: This program is only available to students who are eligible and registered for the National School Lunch Program.

Q: Is this a scam? How do I know that this is legitimate?

A: It's not a scam. There is a website at <https://www.abcstudents.org> that explains the program details and can keep you updated on the latest information. If it's helpful to see, this is what the voucher letter you will receive should look like [this](#).

Q: What do I do if I did not receive the mailed information and a voucher?

A: We need to confirm that we have your correct information and that it's been provided to the Department of Education. Once this is corrected or confirmed, the voucher will be mailed to you. One round of voucher letters has been sent already and a second round will be arriving in coming weeks.

Q: What do I do if I have moved or am moving?

A: We need to confirm that we have your correct information and we will provide the change to the Department of Education. Once this is corrected or confirmed, the voucher will be mailed to you.

Q: We've already received a voucher, but we are moving next month. Can I transfer service to our new address?

A: Once you redeem your voucher and have service installed, the ABC for Students program will not cover a change of address. If there are additional costs required for installation at the new address, it will not be covered by the program. If you think your family may be moving this fall, it may be best to request a mobile hotspot, which could be moved among locations.

Q: I work and my children spend their school day with a babysitter or grandparent. Can we get internet service at their address so that my kid can do their school work there?

A: Eligibility is based on the Alabama State Department of Education's list of students participating in the National School Lunch Program. That list is linked to a physical address for participating students. If a family believes an alternative address should be linked to the student in the State's list, they may contact their school to request the change. At that point, a voucher will be sent for the new address.

In a situation such as this where a student may need service at multiple addresses, it may be best for them to request a mobile hotspot, which could be used at their physical address and/or the guardian's home. The ABC for Students line at 1-888-212-4998 can help with this request

Q: Does this program include a computer or tablet? I can't afford to buy one.

A: This program does not provide computers or laptops for students. [Note: some schools may provide computers, laptops, or tablets to qualified students.]

Q: I lost the voucher. Can I get my voucher code?

A: You'll need to call the ABC for Students customer service line at 1-888-212-4998. They will ask you to provide your street address, zip code, and the first two letters of your

student's last name to see if the voucher code is active in the system. If so, they will not be able to give it to you over the phone, but can authorize re-sending the code to you via the US postal service.

Q: I received the voucher, but none of the providers will connect my home. What do I do?

A: You'll need to call the ABC for Students customer service line at 1-888-212-4998. They will be able to discuss other options.

Q: How long does it take to get the service?

A: Once you have chosen a provider from those listed in the information you received, the provider will let you know when they can install and initiate service.

Q: If I already have internet service, does that automatically become free if I call them with the voucher?

A: No. The voucher will essentially give you a discount on the service you have based on the value of the voucher for the service that the state has agreed to pay. You may end up with free service after discounts, but that will depend on what services are currently in place on your account.

Q: How do I choose or decide on a provider and what technology to install?

A: The voucher letter sent to you will include a list of the providers in your area that can serve your home. You may have the choice of a wired or wireless connection for this service. The providers will be able to discuss these options.

Q: Can I get service from more than one provider?

A: No, there is only one voucher per eligible household, so you will have to choose one provider.

Q: When will the service be turned off?/ How long is the voucher good for?

A: The voucher will pay for equipment, installation, and internet service through December 30, 2020. If you choose to continue the services at that time, you will be responsible for those fees and must notify the service provider you wish to do so, or they will turn off the service.

Q: What happens at the end of December when the program ends? Will I be billed?

A: The program will automatically cancel. You will have to take affirmative steps with the provider to continue service. If you do not continue with the service, the provider will let you know how to return the equipment.

Q: How can I make sure that my children don't access inappropriate websites?

A: Your service provider will be able to provide additional information about how to filter content that is accessed through your device. (If a parent asks about how to add content filtering to the device, they should be directed to both the ISP and the school (the latter to determine whether school-issued devices already filter))

Q: I used my voucher and have service, but it's not working correctly. Who do I call?

A: You will have to contact your provider and speak with repair or technical support. If they don't resolve your issues, please call the ABC for Students customer service line at 1-888-212-4998.

Q: I used my voucher and have service, but the service is much slower than I was told it would be. What should I do?

A: This should be adequate speed to support two virtual learning sessions (such as Zoom or Google Classroom) simultaneously, Call the ABC for Students line at 1-888-212-4998. They can walk you through a speed test to confirm speeds and help you follow up with the provider if needed.

Q: I used my voucher to get service and I want to switch my provider. Can my voucher be reassigned?

A: No. Each household is allotted one voucher. If you are not happy with your service, you should discuss the issues with your provider and reach out to the ABC for Students customer service line at 1-888-212-4998 if your provider doesn't resolve the issues.