

Stretch your telecommunications dollars by taking advantage of discounted services.

A guide to understanding state tariffs for telecommunication services.

Is your school receiving discounts for regulated telecommunications services? Many educators are not aware of state-regulated programs available to them. These discounts, which are different than the Federal E-Rate program, can allow your district to maximize its telecommunications budget.

Telecommunications services regulated by the state Public Utility Commissions (PUCs) are tariffed. A tariff is a document that describes the services and rates for both monthly recurring charges and non-recurring charges (non-recurring charges are the installation charges). Tariffs are filed by telecommunications providers and approved by the state PUCs. They are a matter of public record and govern how providers deliver and price services. Many states have special tariffs or approved discount percentages for schools, libraries, hospitals and government. Every state approaches discounts in a different manner. Some require a special filing with set rates for each service and others require a discount be applied to the bill. The types of services also differ by state so it's a good idea to know what qualifies for discounts and what does not.

Generally speaking, telecommunications circuits used for distance learning or videoconferencing, information sharing, interactive multimedia and broadband Internet access (1.54 Mbps or higher) are eligible for discount. Some states provide discounts for voice lines – those plain-old-telephone-service (POTS) lines you talk on every day. Some PUCs require the customer to sign an "affidavit" of use to ensure the services discounted meet the criteria set by state law. Most states require the customer to certify that the services will be used as described on the affidavit.

The types of services most often discounted are:

- ▶ **B1 lines** - These are POTS lines, often referred to as "business lines". Sometimes there are limitations placed on POTS/B1 lines.
- ▶ **T1 lines** - These are 1.54 Mbps circuits used for distance learning or Internet access. Some districts use T1s for voice trunking. However, voice trunking is not always eligible for discount. T1s are often referred to as "private line" services because they are "always on" and bandwidth is dedicated to that circuit, whether used or not.
- ▶ **ISDN BRI/PRI** - Integrated Services Digital Network (ISDN) comes in two types: Basic Rate Interface

(BRI), providing two 64 Kbps B-Channels for voice or data; and Primary Rate Interface (PRI), providing 23 64 Kbps B-Channels for voice or data. These B-Channels may also be "bonded" together to support videoconferencing.

- ▶ **Frame Relay** - A type of high-speed transmission services to move data in units called frames. It can be used for the transport of voice or data packets. Frame Relay is an excellent service for Internet and intranet access.
- ▶ **Asynchronous Transfer Mode(ATM)** - A high-speed, high-volume service that supports simultaneous voice, data and video communications with a guaranteed Quality of Service (QoS).

Discounts will vary by state because the cost of doing business in each state is different. The cost of labor, equipment maintenance and network infrastructure development can vary resulting in different discount rates for each state. States may also apply discounts differently when E-Rate discounts are also applied.

Once you understand what discounts are allowed, you can place an order. However, it is the customer's responsibility to request the discount. Here are steps you can take to ensure the discounts are approved and applied to your bill: Go to www.sprintbiz.com/bizpark/markets/education/discounts.html and review information for your state. Please note, we are continuously adding new information to this site. If information for your state does not appear, check the site again later. Once you are in contact with a sales representative, ask that the discount be identified on your sales agreement/contract. If a contract is not required, as in the case with POTS lines, or month-to-month billing for private line services, ensure you are quoted both the regular rate and the discounted rate. Your bill will not state that a discount has been applied, but you should verify the costs to ensure the discount was applied. If you are required to submit an affidavit, then do so and retain a copy. Comply with all laws regarding use of the discounted service. Services cannot be re-sold or used by an outside organization.

If you need further assistance, contact a Sprint education specialist at www.sprint.com/education

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Limited copies of the newsletter are now available. If you would like additional copies to share with teachers, board members, parents or other appropriate audiences, please contact the Sprint Education Group at: 1-888-840-4138.

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Classroom Connections



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Classroom Connections

Supporting Safer Schools

Sprint provides communications technology to help schools make their environment more secure.

Schools have already incorporated communications technology to improve the educational process, extend the reach of the classroom, increase parental involvement and promote educational equity.

Now that same technology from Sprint is helping school officials watch for and deter violence, share information to improve school safety – even how to find out about and stop plans for violent events before they occur.

Deterring Violence

Teachers can't be everywhere, all the time. That means some areas of the school go unwatched while teachers are teaching.

Sprint technology is helping school officials monitor hallways, cafeterias and commons areas – even when classes are in session.

The solution: Sprint TekNet IP™, Sprint's high-tech administrative assistant that automates schools' administrative functions, from clocks and bells to VCRs and video cameras.

With Sprint TekNet IP, Sprint is helping schools install low-cost video surveillance systems so administrators can watch for threatening activity.

"Video surveillance not only helps you monitor the school for potential violence," Sprint Education Market Manager Mark Uhart says, "but because the students know they're being watched, it's also a great deterrent. It's no different than video cameras in department, grocery or convenience stores. Just like in parenting, proper supervision is essential. A video surveillance system merely extends the capability to supervise and monitor the student body."

Sprint TekNet IP video surveillance takes a JPEG image every five to 10 seconds, then stores it on a time-lapse drive, holding it for up to several days. With one encoder, up to 16 cameras (or more with additional multiplexors) can record images simultaneously. With the proper camera, it can even pan, tilt and zoom. This can be ideal for large areas or the property outside the building.

With Sprint TekNet IP, district leadership and law enforcement can monitor what's going on in each school via the Internet by clicking through screens of images. The system is password protected so administrators can control who has access. That's an inexpensive alternative to hiring additional staff.

Sharing Safety Information

In more than three out of four cases of school violence, the attackers told others about their plans before the event, according to a report by the United States Secret Service (USSS). The prelimi-

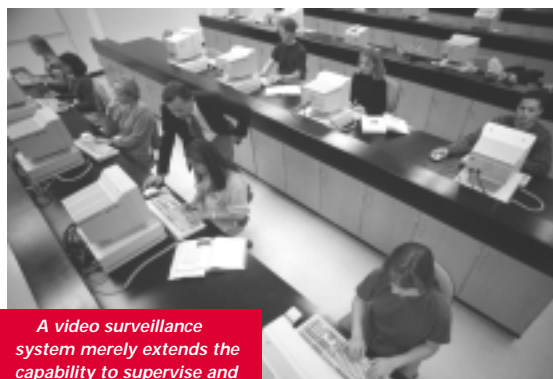
nary finding and implications found in the USSS Safe School Initiative: To view the Interim Report on the Prevention of Targeted Violence in Schools visit www.treas.gov/uss and select "National Threat Assessment Center." Now Sprint can help schools encourage those confidants to come forward with

information before the offender acts, thanks to ParentLink®.

ParentLink® is a parental involvement system using interactive voice response technology (i.e. "Press 990 for information on our safe schools initiative"). With ParentLink®, Sprint can help schools set up a School Safety Hotline, a voice mailbox where students or parents can anonymously

report safety concerns or behavior that could lead to serious incident. At the completion of the call, ParentLink® immediately sends an electronic page to the school resource officer or other designated leadership, alerting them that there's a school safety hotline message to be retrieved.

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Warning Signs That Kids are Troubled

Get help for kids who:

- ▶ Lack interest in school
- ▶ Don't demonstrate anger-control skills appropriate for their age
- ▶ See themselves as perpetual victims
- ▶ Persistently disregard rules
- ▶ Are cruel to animals
- ▶ Produce artwork or writing that is bleak or violent or that depicts isolation or anger
- ▶ Talk constantly about weapons or violence
- ▶ Obsess about things like violent games and TV shows
- ▶ Are depressed or have mood swings
- ▶ Bring a weapon (any weapon) to school
- ▶ Have a history of bullying
- ▶ Exhibit misplaced or unwarranted jealousy
- ▶ Are involved with or interested in gangs
- ▶ Isolate themselves from family and friends
- ▶ Talk about bringing weapons to school

Protecting the Walled Garden

How new communication technologies can make schools safer.

Despite reports of school violence that have been getting a lot of press, children are more likely to get hurt in a car when they're not wearing their seatbelts than when they're in the classroom.

Indeed, school is still one of the safest places for our nation's children, according to reports from the U.S. Department of Education and others.

That fits in with my personal image of an educational institution: I've always thought of a school as a walled garden, filled with resources that nurture our children and help them grow. It's a place where children can experiment and develop within pleasant boundaries that keep them safe.

Parents need reassurance that district leadership has policies and procedures in place to create the safest possible learning environment for their children. The middle and high school years are the most challenging for both parents and teachers. And there's a reason for this.

New studies in neuroscience and pediatric psychology about the teenage brain show that an important part of a teenager's brain – the prefrontal cortex – is closer in development to a child's brain than to an adult's. The prefrontal cortex is the part of the brain responsible for self-control, judgment, emotional regulation, organization and planning. It's one of the last parts of the brain to mature. While teens' prefrontal cortexes are developing, they're more likely than an adult to act irrationally, make foolish choices and take risks. There are steps school districts can take to reduce these risks.

In this issue of "Classroom Connections," we're going to look at how new communication technologies can help create safer and less stressful learning environments. These technologies include:

- ▶ A new approach to call tracing. Sprint customized and streamlined the call-tracing process for schools to quickly identify the location of incoming prank or threatening calls. With proper planning and adherence to call-tracing procedures, calls can be traced and local law enforcement dispatched within minutes. (See *Tracing Offenders*, page 2.)
- ▶ A video surveillance system that uses Web technology and allows monitoring of common use areas. The Sprint TekNet IPSM video surveillance module makes it easy for administrators or teachers to monitor multiple locations via their Web browser and from any computer connected to the school LAN or district WAN. Surveillance can be a deterrent as well as help identify potential violence or non-compliance with school standards of conduct. (See *Supporting Safer Schools*, cover page.)
- ▶ A parental involvement system so students and parents can anonymously report tips on a School Safety Hotline. School leadership receives immediate notification of the inbound voicemail message. (See *Supporting Safer Schools*, cover page.)

Technology, obviously, doesn't exist to replace the key role of school teachers or administrators in providing a safe learning environment. It is just one more tool to improve teaching and learning. Just as schools use communications technology to bring instruction to life, technology can also help make the walled garden a safer, more secure environment for learning and growing.

Jerry Smith
Sprint Senior Manager – Education

Tracing Offenders

Sprint helps Killeen Independent School District thwart bomb threats.

Walker Veal's phone wouldn't stop ringing. Three schools in the Killeen Independent School District in central Texas had received bomb threats. That meant the district's 28,000 students were at risk. And that drove school officials to dial Walker Veal, the school district's chief of police.

"I had three schools on the phone and a principal standing in my doorway yelling, 'We need help! What are we going to do?'" Veal says. "A bomb threat is spooky; your adrenaline starts pumping; you get anxious. When you have almost 30,000 children in your care, threatening calls aren't something you take lightly."

Fortunately, Veal, too, had someone he could call on. That's because he had Sprint's new call-tracing solution designed especially for schools.

On the Scene in 10 Minutes

Veal dialed Sprint's Corporate Security department. Security officials there used Sprint's new call-tracing solution for schools (see box) to isolate the call and pinpoint the calling party's phone number and address. Then Corporate Security professionals called local police with the information.

Police were at the caller's home within 10 minutes of the first call. The caller, a 16-year-old girl who had dropped out of high school, was dialing the fourth school when the officers arrived.

"The girl made the first call at 12:02 p.m., and we had police knocking on her door at 12:12 p.m.," Veal says. "And to tell you how much Sprint is on the ball, the phone the girl was using was connected just that morning. That's how good the system is."

Veal sees Sprint's call-tracing solution as a deterrent as well as a way to track down and punish offenders. "We haven't broadcast the fact that we can trace these calls, but we don't want to keep it a secret either," Veal says. "We want people to know, 'If you threaten us, you're going to jail.'"



Ellison High School of Killeen Independent School District in

Supporting Safer Schools

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ParentLink® also:

- ▶ Allows parents and students to call in for the latest information about school safety and violence prevention.
- ▶ Makes it easy for administrators to conduct phone surveys to better understand parental concerns and perceptions regarding school safety.
- ▶ Alerts all parents, through outbound dialing, about incidents involving school safety. Parents expect to be notified immediately when safety concerns crop up. ParentLink can provide parents with this information quickly and reliably. A brief message can be delivered with more information provided on an information box. Parents simply dial into the ParentLink system or access the information box over the Internet.

"School districts have found that some parents get upset when they learn about school incidents from the media, another parent or even their own children. The best way to build confidence in the school leadership is to communicate quickly and accurately," Uhart says. "Although most districts handle parental communication on a case-by-case basis, some don't have a formal policy in place for serious incidents. Parents need to know what to expect."

Making Schools Safer

"Technology can be an important tool for making schools safer," Uhart says.

"At Sprint, we want to help teachers and administrators identify problems before they occur, deter violence and work hand-in-hand with parents and students to make schools even safer." ■

www.sprint.com/education

Looking for more ways to enhance your technology plans and empower learning?

Taking Security Seriously

School districts like Killeen take bomb threats and other intimidating pranks seriously. So seriously, in fact, that the teen-aged caller arrested for threatening the Killeen school district was sentenced to five years in a juvenile prison.

"A bomb threat is a serious problem," Veal says. "But when you've got something like Sprint's call-tracing solution for schools in place, threatening calls are a whole lot easier to deal with." ❖

Schools Get Call-Tracing Solution

For Killeen and other school districts that are concerned about bomb threats and other intimidating phone calls, Sprint has developed a new solution for tracing calls designed specially for schools. The solution works like this:

► The school district provides a list of all the schools' telephone numbers with Sprint Corporate Security. The point-of-contact and number of the local law enforcement agency is also provided.

- When a threatening call comes into one of the schools, school officials immediately dial the appropriate call-tracing code which activates the system to trace it.
- The school notifies the law enforcement agency, which calls Sprint Corporate Security in Overland Park, Kansas.
- Sprint Corporate Security isolates the call, pinpoints the calling party's number and physical location and notifies the law enforcement agency.
- Law enforcement responds within minutes.

"I'd recommend the system to anyone -- It's so fast," says Walker Veal, the school district's chief of police. "It worked great for us. We were pleased beyond words."

This service may not be available in all areas. Contact your Sprint Representative about call-tracing options in your area.



in Killeen, Texas.



To sign up, complete the registration form at www.sprintbiz.com/bizpark/markets/education/newsletter_request.html. Look for the first issue to arrive in April 2001. Your FREE prepaid card offer is: EDU405. You will need to enter this code into the Promo Code field on the registration screen.

Six Tips for Enhancing Safety and Security

Providing a safe and secure environment is top priority for educators throughout the United States. Through careful evaluation, planning and communication, you can help maintain a safe learning environment. Here are six tips that can help:

1 Make safety policies and procedures readily available to students and parents. Communicating district safety policies is just as important as setting them. Students and parents need to know your district's policies regarding student standards of conduct and consequences for violations. This information can be provided through a Web site, voicemail information boxes, student agendas and other communication vehicles already in place.

2 Provide open lines of communication for students and parents. Students may be able to help identify potential danger points. Find ways to communicate with them while protecting their identity. Some schools have found safety surveys to be of value – these surveys can be conducted several times a year with different groups of the student body. Have a communication vehicle that allows parents to share information with school officials. Voicemail and e-mail to a designated box or address will ensure information is received in a timely manner. Both can be set up to page the school's safety officer when a message is left.

3 Educate parents, teachers and staff on the warning signs of troubled child. Teachers and staff must know the warning signs of troubled youth and how to respond to a variety

of situations. Ensure they are aware of the "17 Early Warning Signs" and "Six Imminent Warning Signs" listed in the United States Department of Education publication, "Early Warning – Timely Response – a Guide to Safe Schools" at www.ed.gov/offices/OSERS/OSEP/earlywrn.html. For information on violence prevention, go to the National Crime Prevention Council Web site at www.ncpc.org. This site provides information on how to combat teen dating violence, get help for victims of domestic violence, establish and enforce drug-free school zones and access "McGruff's List of Web Links" for children, teens, parents and law enforcement.

4 Know the juvenile laws in your state and federal privacy laws. State laws regarding juvenile crime vary greatly. Your State Department of Education or local law enforcement agency may be good resources for understanding these laws. The U.S. Department of Justice provides links to most state justice departments at www.usdoj.gov. The Department of Justice information sharing guide, "A Guide to the Family Education Rights and Privacy Act and Participation in Juvenile Justice Programs," is also a good reference. You can download this guide at www.ed.gov/offices/OM/ferpa.pdf.

5 Anticipate behavior problems through behavior tracking. Tracking student behavior can help identify potential incidents before they occur. One idea is to document why students are sent to the office, analyze the information and build a computerized relational database. Tracking incidents will help identify when and where the next incident might occur as well as who might be involved. It may also identify problems administrators are unaware of such as poor traffic control, bell schedules and inconsistent enforcement of standards of conduct.

6 Conduct annual "safe schools" training for staff and faculty. In addition to new employee training, you may want to conduct yearly refresher training sessions for all school personnel. Training should be site-based because every environment is different and provides unique safety challenges. Training topics may include policies and procedures, state and local laws, warning signs, methods for students and parents to communicate with the school and crisis management planning. The U.S. Department of Education's Web site at www.ed.gov/offices/OESE/SDIS/publications.html is an excellent resource site for training program development. The National Alliance for Safe Schools at www.safeschools.org also has a good resource guide covering most training topics. ❖