



# Broadband Program Policy Manual

Updated: 03/30/2017

## Broadband Reimbursement Increases

### Introduction

As stated in [Idaho Code §33-5605\(1\)\(b\)](#), the State Department of Education (SDE) can authorize an increase in an E-rate eligible entity's broadband reimbursement if they consistently exceed bandwidth utilization benchmarks set by the Education Opportunity Resource Committee (EORC) and need to purchase more bandwidth mid-year.

To clarify, an entity may increase its bandwidth without seeking approval from SDE, but must seek approval if it wants to be reimbursed for the increased cost of this new bandwidth.

### Bandwidth Utilization Benchmarks

The benchmarks are based on a percentage of peak and 95<sup>th</sup> percentile usage during operating hours.

- Peak Benchmark
  - Met when peak usage exceeds 80% of provisioned bandwidth
- 95<sup>th</sup> Percentile<sup>1</sup>
  - Met when 95<sup>th</sup> percentile usage exceeds 75% of provisioned bandwidth

### Broadband Reimbursement Increase Request

If an entity purchases more bandwidth during the year **and** wants to request an increase in its broadband reimbursement, it must contact SDE and request a bandwidth analysis. If the results show the entity is consistently exceeding the utilization benchmarks, SDE will assist with completing a Broadband Reimbursement Increase Request Form.

The entity completes the form and submits it to SDE along with a quote or other documentation from the internet service provider showing the price increase. A final decision to approve or deny the request will be made and the entity will be notified of the decision.

The entity will need to send copies of invoices with the new price to SDE for verification of costs after the bandwidth increase.

### Appeals

An entity whose request is denied may appeal to the EORC for reconsideration. The appeal must be in writing, include any necessary documents, and be submitted to SDE prior to the next EORC meeting. If the initial appeal is denied, an entity may make an in-person appeal to the EORC at the next scheduled meeting.

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<sup>1</sup> The 95<sup>th</sup> percentile means that 95% of the time, bandwidth usage is at or below this amount.