

September 22, 2015

Since 2011, we have relied on a CLEAR Out Door Unit (ODU) to provide high-speed mobile broadband service to the entire 4th floor of University Square in the Rochester area. This serves as a backup connection for Rochester students, staff and faculty working outside of the university's network. It also provides other neighboring companies the access they need to conduct classes, meetings and seminars. A single device has been used to provide an average of 30-40 GB per month, or more than 70 GB of data a month during peak periods. The service is tremendously useful to the campus and there is no scheme where using multiple devices/accounts to throughput that much data is feasible.

In the St. Paul-Minneapolis market, where our service has been "updated" to Sprint service for about 120 users, I receive frequent Sprint Usage Alerts; often three usage warnings in a single day or after a weekend of use. I then have the difficult job of passing on the alerts to our users and must apologize for the "inconvenience" the extensive throttling after 6GB has on their productivity. Of course, I also have users here who refuse to update from Clearwire to Sprint until the last possible minute, when Clear goes dark, because they need more than 10 times data allowed to perform their jobs. If we cannot get this resolved we will end up with users walking away from the service, as the service cannot meet their needs.

As an EBS licensee, I have worked with both Clear and Sprint. Unfortunately, dealing with Sprint support is quite a step down (to consumer level) from the professional level of Clear. Support from Clear was quick and knowledgeable. Sprint support is hampered by being consumer-level first-tier support covering all Sprint devices and services and unable to help with some issues because of our "Spectrum Barter" account type. For example, I've had six of 50 Wi-Fi device batteries fail. Phone support couldn't help me because a Sprint repair facility needed to verify the issue. The local store said they couldn't do anything because of the account type. Fortunately, they were able to side-step the issue by treating it as a warranty issue. After the third failure, working with phone support and the store they were willing to keep some stock of the batteries on hand locally in case of future failures.

We respectfully request a better offer to be able to meet the needs of our students, staff and faculty, and that Sprint's service be improved to the level of service we, as an EBS licensee, expect and deserve.

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