<u>Austin Free-Net Scope of Work Principles</u>

To address the digital divide, Austin Free-Net (AFN) provides the City of Austin with access to computer skills, facilities, and technical support for underserved populations.

I. Skills
   a. Provide pre-digital, basic, and lifelong skills training to create independent computer users, appropriate to their self-defined needs and relevant to their lives.
   b. Develop partnerships to pool common resources with other nonprofits.
   c. Develop methods to measure ongoing benefits and results of training programs.
II. Facilities
   a. Set up and operate labs at City-owned facilities to provide availability based on need as shown in data from disparity study.
   b. Deployment of temporary public access internet facilities
   c. Provide training and support to other nonprofits to develop similar labs and training programs at non-City facilities.
III. Technical Support
   a. Define the process, procedures, and pay scale for technical support services.
   b. Provide quality services.
   c. Develop partnerships and revenue generating programs.
IV. Organizational Development
   a. Make an effort to locate additional funding sources including grants, etc.
   b. Serve as a partner in the next residential technology study.
   c. Recruit and manage volunteers/interns to help provide services.
   d. Explore creative opportunities, partnerships, and arrangements with private sector providers.
   e. Support efforts to improve internet access in the home for underserved residents.
   e. Actively develop evangelists for the mission through a marketing plan targeted to area nonprofits and service providers.
   f. Engage in promotions/marketing/outreach.

Approved by the Austin Community Technology & Telecommunications Commission on June 12, 2013