

1 Million Project Hotspots

Below you will find answers to all of the most frequently asked questions in regards to Fort Worth ISD's One Million Program.

Who is eligible to receive a wireless internet (Hotspot) device?

The 1 Million Project is offered to high school students who do not have high-speed internet access at home, which is defined as:

- No home internet access at all
- Internet is available at home, but at a very low bandwidth (i.e., dial-up speeds) and is not adequate for completing homework assignments

How can a student receive a Hotspot device?

Students wishing to participate in the optional 1MP offering must complete the eligibility requirements, along with their parent or guardian agreement in Online Registration. See the eligibility flowchart.

Who do I contact for help with my Hotspot?

If you have any questions about your Hotspot device or service, please call Sprint at (844) 309-1680. This phone number and other resources like the device phone number, account pin, security question, and security answer are part of the label on the device box.

After graduation, does the student get to keep the Hotspot device?

Yes! Students with Hotspots who graduate from the district will get to take the device with them. The existing internet service will be discontinued, but Sprint (soon to be T-Mobile) intends to offer students their own discounted service plan upon graduation.

What happens if the Hotspot device is stolen?

Any stolen devices related to the 1MP must be reported utilizing the school's lost/stolen DiG iN process. Replacement fees may be assessed if the student was deemed negligent in the device loss. FORT WORTH ISD will flag the device as stolen and shut down the wireless internet service within 2-3 school business days. The Fort Worth ISD is provided a limited supply of devices each school year and a replacement device cannot be guaranteed. A replacement 1MP device will not be assigned to the student until any existing student fees have been paid.

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What happens if the Hotspot device is damaged or lost?

If a device becomes damaged due to normal wear and tear or faulty hardware, it may be repaired or replaced by the district free of charge to the student if device/parts inventory exists. Accidental damage or a lost device is the responsibility of the student. A fee may be assessed to the student's account if accidental/malicious damage has occurred or if the device was in fact lost.

What happens to the Hotspot device if a student transfers schools?

If the device is lost or stolen, the School Device Manager (DiG iN Facilitator/Administrator) must initiate a transfer for the device in TipWeb to the transfer school.

Does the student keep the Hotspot device over the summer?

Yes, the Hotspot device remains in the student's possession continuously until the student graduates.

Does the device turn off after the 10GB monthly data bandwidth allocation is exceeded?

No. The hotspot will continue to work at slower speeds (2G) after the student uses the 10GB of high-speed LTE data in a month.

Does the Hotspot device have an internet filter?

Yes, Sprint provides a free Children's Internet Protection Act (CIPA) compliant content filter with every Hotspot device. This filter blocks adult content and malware via the device. It also blocks the same content for any computing device while on the Sprint network. The filter uses the Symantec Rulespace engine which is industry best-in-class and has been employed worldwide to over 700 million customers. If the filter is blocking websites required by your classroom teacher, please report that to your teacher directly and we'll work to update the filter restrictions if at all possible.

Can each high school student have their own Hotspot for households with multiple students?

Yes, there is not a limit of 1 device per household. Although 1 device does allow for multiple connections, it is not recommended due to monthly high-speed data limits. High school students in the same home may each be assigned a Hotspot to individually benefit from a monthly high-speed data plan.