

# AT&T K-12 Homework Gap Program

## Frequently Asked Questions

### **What is included in the award?**

You will receive Moxee hotspots that have an unlimited data plan and built-in Enterprise Traffic Protector (ETP) content filtering.

See below for more information on the data plan:

- **DATA RESTRICTION:** After 50 GB of data usage on a line in a bill cycle, for the remainder of the cycle, AT&T may temporarily slow data speeds on that line during times of network congestion. **VIDEO STREAMING:** Plan is not eligible for Stream Saver. For content we can identify as video, wireless streaming speed will be slowed to Standard Definition quality (max 1.5 Mbps, about 480p). Video speed is capped at Standard Definition regardless of network device is on (for example, 4G LTE). Ability to stream, video resolution, and other data usage (including speed) are not guaranteed, may vary, and may be affected by a variety of other factors.

### **Does the service or equipment have any associated costs?**

This is a grant award. Equipment, service, and content filtering is being provided to awardees at **no cost** for this program. You will never receive a bill for the hotspots or service you received from this grant award.

### **What do parents/students need to know in order to use the hotspots?**

If needed, students and/or parents can be shown how to find their Wi-Fi network name (SSID) and the password for that network. You can connect to your device when you pick it up to ensure there are no connectivity issues with your laptops/tablets/etc.

- You can find the Wi-Fi network name and password by doing the following:
  1. Press and hold the Power Button for 3 seconds until the welcome logo appears on the display. After a few seconds, the Wi-Fi signal icon will appear on the display.
  2. Look for the network (SSID) “Moxee HotspotXX\_2.4G” or “Moxee HotspotXX\_5G”, where XX are the last two digits of the device IMEI.
  3. Click “Connect” and enter the default password found on your device. Your Wi-Fi SSID and password information can be found on your device’s “Wi-Fi Info” screen or on the SSID label located underneath the battery cover.

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### **What content does Enterprise Traffic Protector (ETP) filter?**

ETP includes:

- Automatic enforcement of Strict Mode for access to YouTube Content
- Automatic Safe-Search enforcement for all web searches via Google and Bing
- Access to common education tools like Zoom, Blackboard, Google Classroom, and Microsoft Teams

### **What should I do if a valid educational website is being blocked?**

A: You will see a message in the internet browser when a site is blocked, and it will provide a specific reason.

- Please take a screenshot of the message you are receiving and send to Connected Nation at [lconrad@connectednation.org](mailto:lconrad@connectednation.org). The team will review and add the site to the whitelist if necessary. The school does not block sites from the hotspot as it comes directly from AT&T.

NOTE: Adware and Malware can cause blocking errors to appear if it is installed on your laptop/tablet/etc. Please review the URL on the blocking message to confirm if it matches the website you are trying to access before sending in your whitelist request.

### **What should I do if a hotspot is lost, stolen, or is physically damaged?**

Please send the IMEI and SIM information for the device that has been lost, stolen, or physically damaged to Connected Nation ([lconrad@connectednation.org](mailto:lconrad@connectednation.org)), so that it can be disconnected.

### **What should I do if a hotspot is malfunctioning?**

Please alert Connected Nation ([lconrad@connectednation.org](mailto:lconrad@connectednation.org)) and provide the device IMEI, SIM, and a summary of this issue you are having. Hotspots have a 12-month warranty from the manufacturer and can be replaced if they are malfunctioning within that warranty period.

### **How long is the service agreement?**

The A&T service agreement expires on July 1, 2022.

### **What do I do with the hotspot once the service agreement has ended?**

You return the devices to the school for recycling through AT&T.

IMPORTANT NOTICE/DISCLAIMER: Connected Nation, Inc. (CN) has been selected as an independent third-party non-profit organization to assist AT&T in fulfilling its K-12 homework gap program commitment. CN is not an agent of AT&T, and this program is entirely independent of any past, current, or future E-rate procurement process.