



# LOUISIANA DEPARTMENT OF EDUCATION

## Important Device Notice from Verizon Wireless About Your Child's Mobile Hotspot

Verizon is currently working with the U.S. Consumer Product Safety Commission (CPSC) to [recall Ellipsis Jetpack mobile hotspot devices, including models MHS900L, MHS900LS and MHS900LPP](#) which were provided to students for distance learning across the United States. During investigations with the supplier, it has been determined that the lithium-ion battery in the Ellipsis Jetpack devices can overheat, posing a fire and burn hazard.

To minimize disruption and keep your student connected and learning, our school system and the State Department of Education are working with Verizon to replace your student's Ellipsis Jetpack devices with an Orbic Speed mobile hotspot, free of charge. This process could take several weeks due to the volume of device replacements across the county.

Verizon is providing several intermediary steps which will allow students to continue using their current device until a replacement is received.

- An automatic update will be pushed out to all affected devices over-the-air.
- Students will need to power on their devices in order to receive the software update.
- The updates will (a) enable the device's identifying number to be viewed on its scrolling screen to help facilitate its exchange and (b) prevent the device from charging while the device is plugged in and powered on (this will remove one of the heat-causing variables and help to reduce some of the risk of overheating).
- Students will know the software update has been applied when they see the device's identifying number scrolling across its screen.
- After the software update is applied, students should leave the device powered on while it is plugged in.
- When not in use, the device should be turned off, unplugged from its power source, and securely stored until you receive your replacement device.

Verizon officials have also provided the following suggestions to promote safe use of devices.

- Use only approved charging cables.
- Power down the device when it is not being used.
- Place and use your device on a flat and solid/sturdy surface, like the floor or table.
- Make sure your device is in the open air and not covered so that it can vent properly
- Do not expose devices to extreme temperatures for long periods of time.
- Keep devices near room temperature when in use.
- Do not expose the unit or its battery to water or other liquids.
- Do not drop the units, and do not insert foreign objects into the battery or unit.

Even after following all intermediary steps, continued use of an Ellipsis Jetpack could still potentially result in overheating, posing a fire and/or burn hazard. Due to this fact, parents are being provided two options:

1. Return your student's Ellipsis Jetpack to school and receive a replacement as soon as one is available noting there may be a period where your student will not have a hotspot for Internet access.
2. Continue to use the Ellipsis Jetpack during the interim until a new device is received. The parent/guardian will ensure his/her student is strictly adhering to the intermediary step and suggestions and accepts all liability and risks for continued use of the device.

**Louisiana Believes**

# SAMPLE AGREEMENT

## <School System Name> Verizon Mifi Replacement Agreement

*Parents must complete the following agreement for each child in the household utilizing a school provided hotspot.*

As the parent/guardian of \_\_\_\_\_, I have read and understand that Verizon and the U.S. Consumer Product Safety Commission (CPSC) has recalled the Ellipsis Jetpack mobile hotspot models MHS900L, MHS900LS and MHS900LPP which was provided to my student for learning. Based on the information provided in the **Important Device Notice from Verizon Wireless About Your Child's Mobile Hotspot** document:

\_\_\_\_\_ I have decided to return\* my student's Ellipsis Jetpack to his/her school and wait to receive a replacement as soon as one is available. I understand that there may be a period where my student will not have a hotspot for Internet access and that my school system is making every effort to provide my student with a replacement as quickly as possible.

\_\_\_\_\_ I have decided to allow my student to continue to use the Ellipsis Jetpack during the interim period which began with this notice and continues until a new replacement device is provided. I will ensure my student strictly adheres to the intermediary steps and suggestions provided by Verizon. I further acknowledge that as the parent/guardian of \_\_\_\_\_, I am assuming all risks and liability for continued use of the recalled Ellipsis Jetpack mobile hotspot provided by <School System Name> to my student for learning.

Parent/Guardian Signature: \_\_\_\_\_

Parent/Guardian Printed Name: \_\_\_\_\_

Date Signed: \_\_\_\_\_

*\*If you have chosen to return the mobile hotspot, please include your returned device with this agreement.*