



# Verizon Hotspot Recall

An easy, 3 step process to  
return your hotspots.

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The instructional device manager (IDM) at your school has additional details.  
If you have questions please contact [ITAssetMgmt@lausd.net](mailto:ITAssetMgmt@lausd.net) team for assistance.

To access this document electronically, go to <https://bit.ly/3yFJdaT>

# How to return your Verizon Ellipsis Jetpack hotspots:

Included in this shipment are Verizon Orbic mobile hotspots to use for replacing Ellipsis Jetpack devices that have been recalled by Verizon.

## 1 Review

### **Review the included list of all students with Verizon hotspots.**

Contact every student who has a Verizon hotspot and instruct them to return the device by the end of the school year. Included in this document is a recommended Blackboard Connect script for your use.

## 2 Replace

### **Replace the active Ellipsis Jetpack hotspots with the Orbic devices included in this shipment.**

Ensure that the replacement device is properly checked out to the student in Remedy. Only students actively using their hotspots, which can be identified in the attached report that show "YES on Column L", should receive a replacement Orbic unit.

## 3 Return

### **Return collected Verizon Ellipsis Jetpack hotspots in the box/bin provided by Arey Jones.**

Recalled hotspots do not need to be checked back into Remedy. IT Asset Management will update your inventory. This is only for the recalled Verizon hotspots.

### **Ellipsis**



### **Orbic**



# Update on Verizon Hotspot Recall

## Principal Heads Up Message

Dear administrator:

The Verizon corporation [is recalling over 2 million Ellipsis Jetpack mobile hotspot devices](#) due to a risk that the lithium-ion battery in the devices could overheat, posing a potential burn or fire hazard.

As the safety of our students and staff at Los Angeles Unified is paramount, we take this recall very seriously and have been working in close partnership with Verizon to change out recalled devices for new ones in the safest and most efficient way possible.

Verizon made arrangements to provide replacement devices and deliver directly to every school. They have informed us that deliveries are scheduled to take place May 24 through June 4. The number of devices to be delivered to each school will correspond to the number showing as currently active at each school plus a 25% buffer. Please note any hotspot that had not been used for 3 consecutive months had been suspended.

IT Asset Management reached out to the instructional device managers (IDMs) with guidance on how to access a report of which students are currently assigned Verizon hotspots (a copy of the message is below). This will provide each school with an idea of how many devices need to be exchanged/returned by the end of the school year, and which students have them. The list is also included in the package delivered to you by Arey Jones.

Recognizing that school staff are already incredibly busy with school re-openings and other matters, Verizon is offering to provide resources to schools to help with the exchange and check-out processes.

Please note that all devices affected by the recall will be disconnected by the end of the instructional year, June 11 and will no longer be usable. But we still need them returned and placed in the box/bin that was also delivered to you by Arey Jones. Arey Jones will collect the box/bin at a later date.

If you have immediate questions, please [contact our IT Asset Management](#) team for assistance.

Find additional information about the recall as well as recommended language to provide to your school communities at <https://achieve.lausd.net/verizonrecall>.

Thank you for your patience and understanding as we work to ensure every student has the connectivity needed to continue learning in a safe and nurturing environment.

# Instructional Device Manager Message

Dear instructional device managers:

As you may be aware, the Verizon corporation is [recalling over 2 million Ellipsis Jetpack mobile hotspot devices](#) due to a risk that the lithium-ion battery in the devices could overheat, posing a potential burn or fire hazard.

The company is developing plans to deliver a shipment of [Orbic Speed hotspots](#) to replace the recalled Jetpack devices. The quantity in each shipment will correspond to the number of students who currently have a Verizon hotspot checked out to them and are actively using the device, plus a 25% buffer. A representative will be contacting your school with an estimated delivery date and confirm that someone will be available to accept delivery.

In the meantime, you can [click here](#) to view the list of students who have active hotspots and should receive a replacement unit. Select the tab corresponding to your Local District to view the report details including student names.

You can also access a list of which students at your school currently have Verizon hotspots checked out to them by following these steps:

- Click on the “Student Checkout” report located here: <https://achieve.lausd.net/Page/16850>
- Export the report and identify students with “Ellipsis JetPack Hotspot”
- Contact the students to return the “Ellipsis JetPack Hotspot” by the end of the school year
- Recalled hotspots do not need to be checked back into Remedy. This is only for the recalled Verizon hotspots.

Please note that all devices affected by the recall must be disconnected by the end of the instructional year, June 11. They will all be deactivated and will no longer be usable. All recalled devices must be collected and returned to Verizon.

If you have immediate questions or have families who are asking to exchange a hotspot immediately, please [contact our IT Asset Management](#) team for assistance.

Find additional information about the recall as well as recommended language to provide to your school communities at <https://achieve.lausd.net/verizonrecall>.

Thank you for all you do to ensure every student has the tools and resources to participate in online learning.

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# Recommended Blackboard Connect Scripts

Dear parent and guardians:

This is [principal/administrator name] with an important announcement.

We are contacting you, as our records show your student currently has a Verizon Ellipsis Jetpack mobile hotspot device checked out. Verizon announced they are recalling these devices for safety reasons.

Please be sure to return the existing device to [school name] on [date/time]. If you are unable to return the device at that time, please contact us at [phone number] to make arrangements.

All recalled devices will be deactivated on June 11 but they still need to be returned.

We have a list of students that are actively using the Verizon Ellipsis Jetpack hotspot. We will provide a replacement device to those students.

Thank you for your understanding. We apologize for any inconvenience.

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Estimados padres y tutores:

Este es [principal/administrador] con un anuncio importante.

Nos estamos comunicando con usted, ya que nuestros registros muestran que su estudiante actualmente tiene un dispositivo de punto de acceso móvil Verizon Ellipsis Jetpack prestado. Verizon anunció que retirará del mercado estos dispositivos por razones de seguridad.

Asegúrese de devolver el dispositivo existente a [nombre de la escuela] el [fecha / hora]. Si no puede devolver el dispositivo en ese momento, comuníquese con nosotros al [número de teléfono] para hacer los arreglos necesarios.

Todos los dispositivos retirados del mercado se desactivarán el 11 de junio pero aún necesitan ser devueltos.

Tenemos una lista de estudiantes que están usando activamente el hotspot Verizon Ellipsis Jetpack. Proporcionaremos un dispositivo de reemplazo a esos estudiantes.

Gracias por su comprensión. Nos disculpamos por cualquier inconveniente.

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