Frequently Asked Questions – Family Internet Service

Q: How do families who do not have Internet service make a request for service known to Tucson Unified?

A: Families answer three important questions during the Online Registration process. One of these questions is whether or not the student they are registering has access to high speed Internet access.

Q: What if I cannot access the Tucson Unified Online Registration webpage or do not know how?

A: Call your school campus main number and they will be glad to assist you with the Online Registration process over the phone.

Q: What type of Internet services is Tucson Unified helping families gain access to?

A: This school year Tucson Unified is providing hotspots from T-Mobile directly to families in need of Internet service. There is no application and the district is paying the monthly fee for using the hotspot for the 2020-2021 school year if needed. This should be a better solution than last spring when we provided information to families on discounted programs from Cox Communications and Comcast. Although still available these services included an application process and possibly a lengthy installation time.

Q: What if a hotspot does not work in my home?

A: Other Internet services may be made available as an alternative solution like Cox, Comcast, etc, if the hotspot does not work effectively for the family requesting Internet service.

Q: What is a hotspot?

A: A hotspot is a small internet access device, that has a simple setup procedure to be used for laptops and other mobile devices. For TUSD the provider is T-Mobile,

Q: How will Internet hotspots be provided to me for use for my student’s Internet access?

A: Once you have indicated your family needs support Online Registration, your school will contact you to coordinate a time you can come to the school to sign out the hotspot.

Q: What if I do not have transportation to travel to my school to pick up the laptop or hotspot?

A: Please call (520) 225 – 4800 and our Transportation team will arrange for the hotspot to be delivered to your home.

Q: How do I get technical support for the hotspot if Internet access is not working?

A: Call your campus main number and they will coordinate technical support on your behalf.

Updated Aug. 4, 2020