

Moolah Wireless FAQ's

Frequently Asked Questions

Eligibility

How do I know if I am eligible to receive a free tablet?

You are eligible if you qualify for one of the following approved government services:

- Free/ Reduced Lunch Program
- Social Security Income (for applicants over 65+ only)
- Medicaid / Medicare
- Food Stamps/Supplemental Nutrition Assistance Program (SNAP)
- Veterans Pension or Survivors Pension
- Federal Public Housing Assistance or Section 8
- Pell Grant

My child qualifies for free/reduced lunch. Where do I find the needed documentation?

The required document for this survey is the free/reduced lunch eligibility letter from your school's nutrition department. Please upload this document ONLY. Families in Wichita Public Schools can find the eligibility letter in the Parent Portal; they can request it at kidseat@usd259.net, or call the nutrition services department. For schools or districts outside USD 259, please get in touch with the department or individual handling free/reduced lunch to obtain an eligibility letter.

My children do not qualify for free/reduced lunch. Does that mean they are ineligible?

No. If someone in your home qualifies for one of the approved government services listed above, you can still apply for a free tablet.

Are the free tablets for elementary-level students only?

No. The tablet giveaway is for qualified applicants of ALL ages, including students pre-K through college.

What if my student is homeschooled? Is the program only for public school students?

No, this giveaway is available to ALL qualified applicants, including children and families in public, private, and home schools.

I have more than one child. Can I sign up to get each child a tablet?

No. The tablets are being provided as a part of the Affordable Connectivity Program (ACP) to ensure households have the device and internet needed to thrive in school and at home. The FCC has set the limit to only one tablet per household.

Is it required for me to take the survey?

Yes. The information that is collected from the survey helps to determine your eligibility for the free tablet.

Am I submitting photos in the 'submit files' sections?

1. Submit only the files requested in the survey

I do not have Social Security Number. Am I still eligible to apply for my child?

Yes. Please complete the entire application and upload the required documents. Leave the field requesting the last 4 digits of your SSN blank. There will be a follow up email if additional information is needed.

Confirmation

Should I expect to receive communication about my application?

Yes. You will receive confirmation that your application has been approved or rejected before November 19. If your application has been rejected, you will receive follow up information on why and what possibilities are available.

Will issues filling out the application prevent me from receiving a tablet?

No. If you qualify for the tablet, you will still receive a tablet, and we will work with each applicant to ensure that.

Technical Challenges:

I got an error message. What do I do now?

We may not have received your application if you receive an error message. Please go back and complete the form again. We can omit duplicates if necessary.

Can I update my application?

No. For security purposes, we cannot send an email with a link to update your application. Therefore, if you did not complete your application or need to make any edits after applying, we will instruct you to complete a new application.

What to Expect for Distribution Day

Do I need to show identification when I receive my tablet?:

Yes, Please bring a valid for of ID to receive your tablet

Where can I pick up my tablet?

Tablets will be distributed at Century II Expo Center at 225 W Douglas Ave, Wichita, KS 67202

When do I need to show up to get my tablet?

We will be distributed at Century II Expo Center on **November 19, 2022 from 10am - 4pm**