



BROADBAND SERVICE IMPROVEMENTS

The Town of Prosper recognizes how critically important reliable and uninterrupted internet service is to Prosper families. To ensure our residents have best possible internet access for business, personal, and educational use, the Town has been working to improve and expand broadband service.



The Town Council established a Broadband Committee to study the issue and develop a plan to improve service within the Town. Working with Connected Nation, a national organization that advocates for rural broadband expansion, the Town conducted a survey of residents and local businesses to determine the accessibility, speed, and customer service levels of broadband service providers in the Prosper area. As a result, the Town has initiated several programs to improve broadband access for residents, including help desk concierge support, free portable WiFi hotspots, and Town Hall Perimeter WiFi.

HELP DESK CONCIERGE SUPPORT

A no-charge help desk concierge service for residents experiencing issues with their internet service is being made available by the Town. To contact a professional IT troubleshooter:

- Call the helpline number 972-569-1152
- Email broadband@prospertx.gov

The help desk personnel do not make house calls, but can assist residents with some of the more common solutions to internet connection issues. The Town of Prosper does not provide internet service and is not responsible for outages experienced by the internet service provider (ISP). Residents experiencing outages or interruptions of service will be referred to their ISP for resolution.

FREE PORTABLE WIFI HOTSPOTS

Residents may now visit the Community Library and check out a portable hotspot for up to two weeks! Residents who are working from home and students participating in online instruction can benefit from checking out these devices to ensure they have reliable internet service.

- Portable hotspots are available for checkout to library patrons who are in good standing
- Hotspots are self-contained; internet access in the home is not required
- Users must provide their own laptop or device
- Hotspots can be checked out for two weeks, limit one per household, per month

Contact the Prosper Community Library at 972-569-1185 or library@prospertx.gov for information on how to check out a hotspot.

TOWN HALL PERIMETER WIFI

In addition to the hotspot lending program, the parking lot facing the entrance to the library, on the east side of Town Hall (200 Main Street), is now a 24-hour WiFi access point for high-speed internet access. Motorists or pedestrians may position themselves in the near vicinity of the parking lot and log on. Users must provide their own laptop or other computing device to use the free service.

For more information on the Town's broadband service improvements, including instructional videos, quick tips, and frequently asked questions about the Town's broadband service improvements, please visit:

<https://www.prospertx.gov/broadband-service-improvements/>

