



Signing Up for Internet After Your TGH Hotspot Expires

The hotspot provided to you by TGH includes one year of internet service. At the end of that service year you will need to sign up for a new internet plan. This tutorial will show you some options and guide you through first steps.

Notification of End of Service

TGH will send you an email or text message about 60 - 90 days before your hotspot service expires. At that time, we recommend you start looking for internet options that will work for you.

For internet service, TGH officially recommends:

- *Comcast Internet Essentials* for home internet service
- *PCs for People* for mobile hotspots

Comcast Internet Essentials

- Comcast provides low-cost computers and internet service to individuals who qualify for programs like Medicaid, public housing assistance, SNAP, TANF, SSI, National School Lunch Program, Head Start, LIHEAP, WIC, Federal Pell Grant, VA Pension, Tribal assistance. See documentation needed [here](#).
- [Click here to apply](#) for Internet Essentials for \$9.95 per month, plus tax.
- [This application overview](#) will walk you through the application process.
- It takes about 5-7 business days to receive service (1-2 full weeks) so it's best to start the application early.

PCs for People

- PCs for People provides affordable computers and internet access for individuals currently enrolled in an income-based government assistance program or who are below the 200% poverty level.
- Check your eligibility and what documentation is required [at this link](#).
- To check out available options for hotspots go to www.pcsrefurbished.com and click on "Internet" to see the available options.
- PCs for People requires that you purchase their hotspot up front. Prices range from \$60-\$100 depending on what device you choose.
- After that, their internet service is about \$15 per month.
- You must prepay for at least one month of service. If you wish, you can choose to prepay up to one year of service.
- [You can follow this tutorial for a step-by-step guide to getting started.](#)

IMPORTANT INFORMATION

The rest of this document provides information on retail service providers that offer data service plans for hotspots. TGH does not have a relationship with the retail companies listed on the following pages. The details provided here for these service providers are for informational purposes only to inform you of multiple options.

We recommend that you review the provided tutorials to become familiar with the details before deciding on a service provider. Each tutorial includes a list of suggested questions for you to ask before purchasing a hotspot and data plan.

Please understand that TGH is not responsible for any policies or actions carried out by any of the companies listed on this document.

Important Information About Hotspots

- The hotspot device that was provided to you by TGH is yours to keep. You may be able to reconnect internet to it through your new service provider.
- The average TGH user has been using 30 GB of Data per month. We recommend purchasing a plan for at least that amount of data per month. If possible, we recommend signing up for a plan with unlimited data.
- If you sign up for a plan with a data limit, you may be charged separately for additional data used. Be sure to ask your provider what happens if you go over your data limit.
- Some providers will slow down your internet connection if you go over your data limit for the month. Be sure to ask about the speed of the internet connection if you've reached your data limit.
- Some of the websites are difficult to use and may advertise lower costs than are actually available to you. TGH recommends that you go into a store or call the service provider by phone so that you can ask about options and pricing before making a commitment.

Boost Mobile Hotspot Information

- Boost Mobile offers one hotspot option which is 50GB for \$50 per month.
- If you have an old CoolPad Surf hotspot from TGH, you may be able to use it! If you don't own a hotspot you'll need to buy one. Always ask if a new hotspot is included for free when you start your service.
- It may be easiest to go into a store, ask about options and open an account. You can also sign up for a plan by calling 1-866-402-7366.
- [You can follow this tutorial for a step-by-step guide to getting started.](#)

Metro PCS Hotspot Information

- MetroPCS *only* offers hotspot service if you have a cell phone plan with them.
- You will not be able to use your old TGH hotspot with Metro, but you should ask if a free hotspot can be included with your service plan.
- It may be easiest to go into a store, ask about options and open an account. You can also sign up for a plan by calling 1-888-8Metro8 (863-8768). If you are a current MetroPCS customer you can dial 611 from your phone.
- There are multiple plans available, for example:
 - 10GB of high speed internet for \$40/month
 - 30GB of high speed internet for \$40/month
 - 100GB of high speed internet for \$50/month
- [You can follow this tutorial for a step-by-step guide to getting started.](#)

T-Mobile Hotspot Information

- T-Mobile offers data plans for hotspots. If you have an old hotspot from TGH, you may be able to use it! If you don't own a hotspot you'll need to buy one.
- It may be easiest to go into a store, ask about options and open an account. You can also sign up for a plan by calling 1-800-TMOBILE. If you are a current T-Mobile customer you can dial 611 from your phone to speak to customer service.
- There are multiple plans available, for example:
 - 2GB of high speed internet for \$10/month
 - 30GB of high speed internet for \$40/month
 - 100GB of high speed internet for \$50/month
- [You can follow this tutorial for a step-by-step guide to getting started](#) and suggestions on what questions to ask before committing to a service plan.

AT&T Hotspot Information

- T-Mobile offers 2 service plans that can be used with hotspots.
- The AT&T website is hard to navigate and we do NOT recommend using their website to purchase a hotspot and data plan.
- To purchase a plan visit an AT&T store in person or try calling 888-927-1236 to speak to a customer service agent.
- The service plans are advertised as \$40 per month and \$50 per month - however there are many other costs involved and your final monthly bill will likely be between \$80 and \$100.
- If you already have a AT&T cell phone with a data plan, you may be able to add a hotspot to your plan for only \$20 per month.
- [You can follow this tutorial for a step-by-step guide to getting started](#) and suggestions on what questions to ask before committing to a service plan.

Verizon Hotspot Information

- Verizon offers two data plans for hotspots.
- If you have an old hotspot from TGH, you may be able to use it! If not, you'll need to buy one.
- If you have a smartphone with data through Verizon, the unlimited data plans are \$20 or \$30.
- If you are not a current Verizon customer, their data plans are \$75 or \$85 per month. There may be other costs involved and your final monthly bill will likely be between \$80 and \$100.
- It may be easiest to go into a store, ask about options and open an account.
- You can call Verizon at 800-711-3400
- [You can follow this tutorial for a step-by-step guide to getting started](#) and suggestions on what questions to ask before committing to a service plan.