



PHONE MOBILE HOTSPOT AND INTERNET PROVIDER INFORMATION

▶ GENERAL LINKS FOR PHONE INFORMATION TO TURN ON MOBILE HOTSPOT

iOS

<https://support.apple.com/en-us/HT204023>

Android

<https://support.google.com/android/answer/9059108?hl=en>

▶ DEVICE-SPECIFIC INSTRUCTIONS AND VIDEOS

<https://www.att.com/device-support/selector/>

Select/confirm device type, scroll down to connectivity for the device-specific instructions on turning on mobile hotspot

▶ MOBILE HOTSPOT INSTRUCTIONS AND FREQUENTLY ASKED QUESTIONS (FAQS) BY CARRIER (EXISTING DEVICE)

- AT&T https://www.att.com/support/topic/wireless/topic_wifihotsnet-topic_hotspots21
- Sprint <https://www.sprint.com/en/support/solutions/device/mobile-hotspot.html>
- T-Mobile <https://www.t-mobile.com/support/devices/mobile-internet/franklin-9-mobile-hotspot/getting-started-franklin-t9-mobile-hotspot>
- Verizon <https://www.verizonwireless.com/support/mobile-hotspot-faqs/>

▶ GENERAL INFORMATION FOR PURCHASING HOTSPOTS FROM CARRIERS

- AT&T **1 (800) 331-0500 - Sales** (IVR system, say Sales when prompted)
<https://www.att.com/buy/connected-devices-and-more/>
- Sprint **1 (866) 275-1411 - Sales**
<https://www.sprint.com/en/shop/hotspots.html?credit=undefined&sort=FEATURED>
- T-Mobile **1 (800) 866-2453 - Sales**
<https://www.t-mobile.com/tablets>
- Verizon **1 (800) 256-4646 - Sales**
<https://www.verizonwireless.com/internet-devices/>



▶ AFFORDABLE INTERNET OPTIONS FOR QUALIFYING HOUSEHOLDS

INTERNET ESSENTIALS FROM COMCAST

<https://www.internetessentials.com/>
<https://www.internetessentials.com/covid19>

As the country deals with the effects of the Coronavirus (COVID-19), Comcast is taking immediate steps to help connect more low-income families to the Internet at home. Effective Monday, March 16, 2020, new Internet Essentials customers will receive two free months of Internet service. We are also increasing the speed of the program to 25 Mbps downloads, and 3 Mbps uploads for all new and existing customers.

After your first two free months expire, you can either cancel the service (which you can do at any time) or keep it as a regular paying Internet Essentials customer. You will receive an easy-to-use self-install kit that includes a cable modem (to receive service at your home) with a WiFi router (to connect your devices without wires). There is no term contract or credit check and no shipping fee for equipment.

LIFELINE FROM CENTURYLINK

<https://www.centurylink.com/aboutus/community/community-development/lifeline.html>

CenturyLink's Lifeline service provides access to voice, emergency and operator services, directory assistance and toll limitation for qualifying low-income consumers.

Unlimited local usage within CenturyLink's defined local calling areas is provided as part of the plan. Additional charges may apply for expanded local calling options.

Long-distance charges may apply.

Customers can also apply the discounts to their qualifying broadband that meets the Lifeline requirements.

Only one Lifeline discount is allowed per household.