

Phone Mobile Hotspot and Internet Provider Information

This will serve to provide a brief overview of how certain mobile devices may be used as a hotspot for computers and tablets. It will also provide information on how a mobile hotspot device may be obtained from certain providers as well as low cost internet options for qualifying households

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General Links for Phone information to turn Mobile Hotspot on	
iOS	Android
https://support.apple.com/en-us/HT204023	https://support.google.com/android/answer/9059108?hl=en https://www.androidcentral.com/how-set-wi-fi-hotspot-android-phone
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 (FAQ) per Carrier (existing device)	
Carrier	Website
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/plans-features/smartphone-mobile-hotspot-wi-fi-sharing--tethering
Verizon	https://www.verizonwireless.com/support/mobile-hotspot-faqs/

General information for purchasing Hotspots from Carriers		
Carrier	Phone Number	Website
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	
Provider	Additional information
<p>Internet Essentials from Comcast https://www.internetessentials.com/ https://www.internetessentials.com/covid19</p>	<p>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.</p> <p>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.</p>
<p>Lifeline from CenturyLink https://www.centurylink.com/aboutus/community/community-development/lifeline.html</p>	<p>Services Provided</p> <p>CenturyLink's Lifeline service provides access to voice, emergency and operator services, directory assistance and toll limitation for qualifying low-income consumers.</p> <p>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.</p> <p>Long-distance charges may apply.</p> <p>Customers can also apply the discounts to their qualifying broadband that meets the Lifeline requirements.</p> <p>Only one Lifeline discount is allowed per household.</p>