



## **WiFi on the Go Program**

### **Gwinnett County Public Schools Foundation**

Frequently Asked Questions (FAQs)

#### **What is the Wi-Fi on the Go Hotspot Program, and how does it work?**

A hotspot is a device that is about the size of a deck of cards and is capable of sending and receiving data (internet). A hotspot has two radios within. The Wi-Fi on the Go Hotspot sends data back and forth across T-Mobile's 4G/LTE cellular network and sends data back and forth to your devices - computers, phones, video games, tablets, smart TVs and more. It is, essentially, internet-in-a-box.

#### **If my cellular phone has a portable hotspot functionality, why do I need a hotspot?**

Many people utilize cellular phone hotspot functionality known as tethering when in situations where no internet is available. Tethering refers to the act of tapping into a cell phone's mobile data (internet) connection to share with another device. While helpful in some circumstances, cellular phone tethering is limited. In comparison, the Wi-Fi on the Go Hotspot is a robust wireless internet hub superior to tethering in three significant ways.

1. The Wi-Fi on the Go Hotspot provides an unlimited, secure, reliable, data stream that can accommodate multiple users and/or devices throughout the home. In comparison, cellular tethering users often report challenges with signal strength, maintaining a connection, and data speed. Even with an unlimited data plan, tethering can prompt an overall slowing of access (via processes referred to as throttling and/or de-prioritization).
2. The Wi-Fi on the Go Hotspot provides a more secure internet connection compared to cellular tethering and does not drain the user's cell phone battery.
3. The Wi-Fi on the Go Hotspot capabilities are robust. The device provides the speed, access, and functionality needed to accommodate multiple users or devices, transmit data securely without interruption. The device can access advanced network/video streaming settings, auto-reconnect functionality and guest network configuration. Best of all, functionality goes where you go – park, lake, beach, or weekend at Grandma's.

#### **Why enroll in the Wi-Fi on the Go program available through the GCPS Foundation?**

The program solves problems. The program saves money. The program has no hidden fees or contracts. The program ensures all student-families and employees of GCPS have access to unlimited data at a reasonable price. The program donates a portion of every

enrollment dollar to initiatives benefitting the students and teachers of Gwinnett County Public Schools.

### **What is the cost?**

The Wi-Fi on the Go Hotspot program is available for a recurring payment of \$50 per month. Student-families, employees (including) retirees can take advantage of this offer.

### **How do I enroll?**

Enroll at <http://bit.ly/GwinnettWiFi>

GCPS employees and families will need an enrollment code to sign up, here it is: **Gwinnettwifi2021.**

### **Do I have to be a T-Mobile customer to sign up?**

No, eligibility does not depend on the carrier a user is currently using. The Wi-Fi on the Go Hotspot is a private, secure network that is not connected in any way to the school system network.

### **Is there a contract?**

There is no contract to participate in this program. Enrollment can be canceled at any time. Users wishing to cancel within the first six months are asked to return the hotspot device to assist us in assisting others with need.

### **Is the data truly unlimited and what about throttling?**

Wi-Fi on the Go Hotspot provides unlimited data access. There are no extra charges for additional data, and no throttling (slowing of service) regardless of data usage each month.

### **What does the device cost?**

There is no charge for the Wi-Fi on the Go Hotspot device. The only charge is for the monthly service.

### **What about coverage?**

T-Mobile has employed new technology to increase its coverage area and penetrate barriers better. The Wi-Fi on the Go Hotspot uses the latest technology. That said, not every location has excellent coverage. Before enrolling, please check the T-Mobile coverage map (located on the enrollment page) before signing up. We want everyone to love the Wi-Fi on the Go Hotspot and know that it can be disappointing to purchase a product that does not work as expected. Remember...the LeanStream wireless service can be cancelled at anytime with no extra fees or charges.

### **What if I have a problem?**

The Wifi on the Go Hotspot program offers a dedicated customer support line. Contact client service and support at LeanStream Resource Partners at (833) 943-4463 or via email at [info@leanstreamrp.com](mailto:info@leanstreamrp.com) .