



WiFi on the Go

Gwinnett County Public Schools Foundation

Frequently Asked Questions (FAQs)

What is the [Wi-Fi on the Go Hotspot](#), and how does it work?

A hotspot allows users to connect devices to the internet via a cellular data plan. About the size of a deck of cards, the [Wi-Fi on the Go Hotspot](#) uses T-Mobile's 4G/LTE cellular network to connect devices—computers, phones, video games, tablets, smart TVs, and more—to the internet. Think of it as internet-in-a-box.

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

Many people use cell phone hotspot functionality, known as tethering, when internet access is not available. Tethering refers to the act of tapping into a cellphone's mobile data (internet) connection to share with another device. While helpful in some circumstances, cellphone tethering is limited. In comparison, the [Wi-Fi on the Go Hotspot](#) is a robust wireless internet hub that is 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, connection, and data speed. Even with an unlimited data plan, tethering can prompt an overall slowing of access (often referred to as throttling 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, and transmits 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—to the park, in the car, on vacation, or for a weekend at Grandma's house.

Why enroll in the [Wi-Fi on the Go](#) program available through the GCPS Foundation?

The program provides all students, their families, and GCPS employees and retirees with access to unlimited data at a reasonable price. With no hidden fees or contracts, the program solves problems *and* saves money. In addition, 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. There is no charge for the **Wi-Fi on the Go Hotspot** device. The only charge is the \$50 fee for the monthly service.

Who can enroll in this program?

Students and their families, school district employees, and GCPs retirees can take advantage of this offer.

How do I enroll?

Enroll at www.bit.ly/GwinnettWiFi. Employees will be asked to provide their GCPs-issued email address to complete the purchase. Students and their families will be asked to provide an enrollment code (GwinnettWiFi2020).

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

No, eligibility does not depend on the carrier a user currently is 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 with no extra fees or charges. Users wishing to cancel within the first six months are asked to return the hotspot device to LeanStream at 4950 Corporate Drive NW, Suite 110 Huntsville, Alabama 35805.

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 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) to ensure that coverage will meet your needs.**

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.