



www.metrobyt-mobile.com

HotSpots by MetroPCS

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 may be able to get a new hotspot device for free.

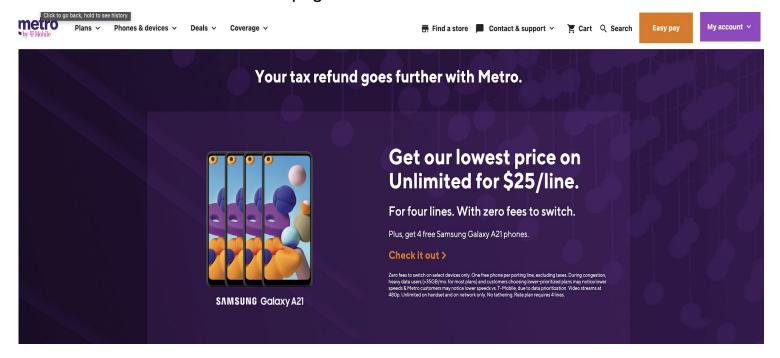
It may be easiest to go into a store, ask about options and open an account. You can also sign up for a plan by calling 1-888-8Metro8 (863-8768). If you are a current MetroPCS customer you can dial 611 from your phone to speak to customer service.

Notes:

- MetroPCS hotspots are prepaid and paid monthly plans.
- There are multiple plans available, starting with 10GB of high speed internet for \$40/month & 30GB of high speed internet for \$40/month
- Promotional price: 100GB of high speed internet for \$50/month
 - o As of March 15, 2021 there is no end date for this promotion

Instructions:

- To purchase a plan online, go to www.metrobyt-mobile.com
- You'll land on the main page that will look like this.



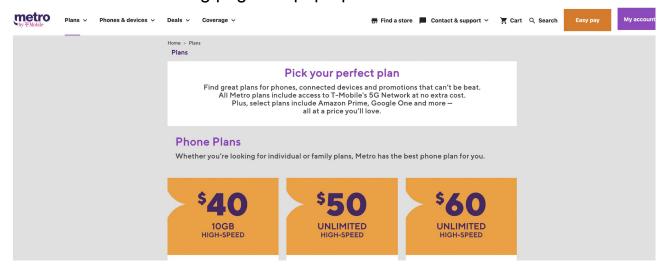
Add the very top of the screen hover your mouse over on "Plan" and a drop down menu will appear and click onto "See all plans"

Phones & des >

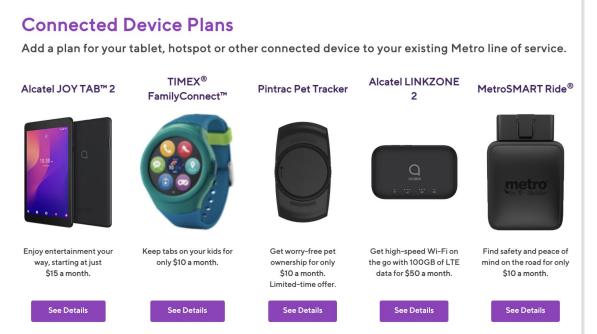
See all plans

• This landing page will pop-up

Services



Scroll down to find the device options.

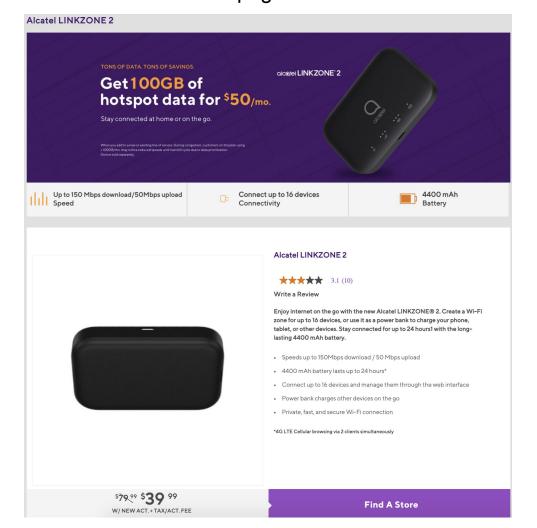




 Find the device with the name Alcatel LINKZONE 2. This is the only hotspot device that is available.

 Click on the purple button under the hotspot that says "See Details".

You'll land on this page with information about the hotspot device.



Feel free to review this information about the hotspot and then scroll down the page to the next section... • Scroll down the page to see information about the data plans for hotspots.







- The average TGH graduate uses 30GB of data per month. TGH suggests that you get the data plan with at least 30GB per month for \$40.
- If you're a heavy internet user or have several people using the hotspot you should consider the bigger promotion of 100GB per month for \$50.



- Once you decide on a plan you like go to the closest MetroPCs store for assistance with purchase and set-up.
- To find a store near you press the "Find a Store" button.

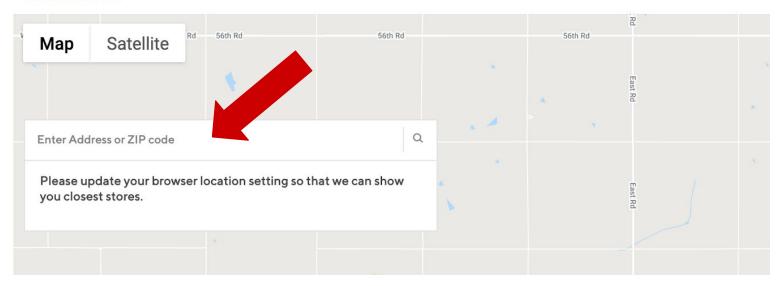


You will land on this page with a blank map.

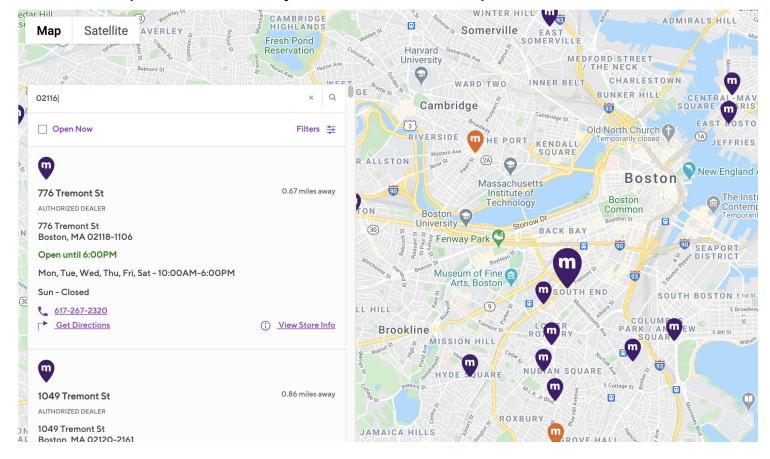


Home

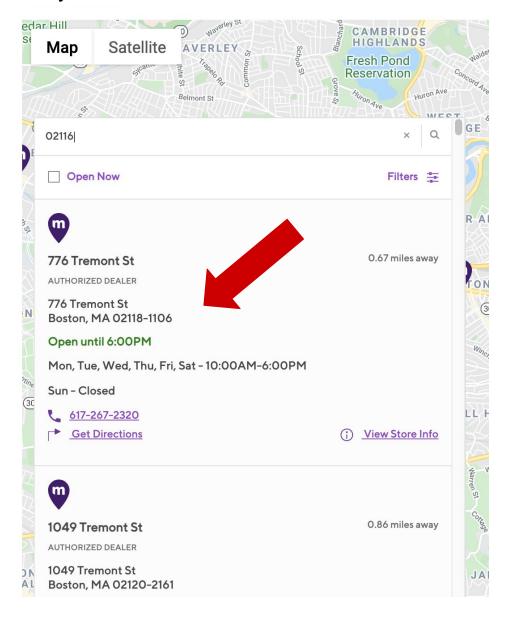
Store Locator



- Enter your home address on the map to find a store close to you.
 Type in your address where the red arrow is.
- Then press enter and you should see a map like the one below.



• The list on the left side will tell you the Metro stores that are closest to your address. You can scroll down the list as well to see more options.



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Once you find a store near you we recommend going in person to get your hotspot and service connected.

 When you are at the store, we recommend that you negotiate for a free hotspot. Ask questions like:

"I've heard that a free hotspot can be included in a plan. Which of your current data plans include a free hotspot?"

"Would it be possible to include a free hotspot, if I sign up for a data plan today?"

See the next page for more questions to ask!

Things to know and questions to ask when you sign up for service.

- Often the price that is advertised is much lower than the price you will really need to pay for the service. Make sure to always asks what the costs are before making a purchase.
 - What do I need to pay today and what will my monthly bill be?
 - What is the cost or charge for the following:
 - The cost of the data service plan
 - The "device access charge" which connects the device to the service plan
 - The cost of the device (hotspot and/or phone)
 - Activation fee
 - Taxes and fees
 - Are there any other costs I should know about?

Ask about discounts.

- o How can I get a free hotspot?
- What discounts am I getting?
- What do I need to do to qualify for the discount?
- When will the discount be deactivated or expired?
- o Is this discount tied to a contract?

Ask about the commitment you are making.

- Is this a contract or a month by month plan?
- How long is this contract?
- Can I cancel any time or am I committing to a contract?
- How much is the termination or cancelation fee if I wish to end my contract early?

You can call MetroPCS at 1-888-8metro8 or 1-888-863-8768 and ask these questions over the phone to a customer service agent. They may be able to make an order for you and ship your device to you. Otherwise you can go to a store in person, ask questions and get your device on the same day.