

****DON'T Forget!***

Renew Your Hotspot Service Every Month

You may lose service if you do not renew your hotspot service every month. Renewing is simple! The Affordable Connectivity Program (ACP) pays for your monthly internet and makes your **hotspot service 100% free**. ***Just remember to renew once every month!***

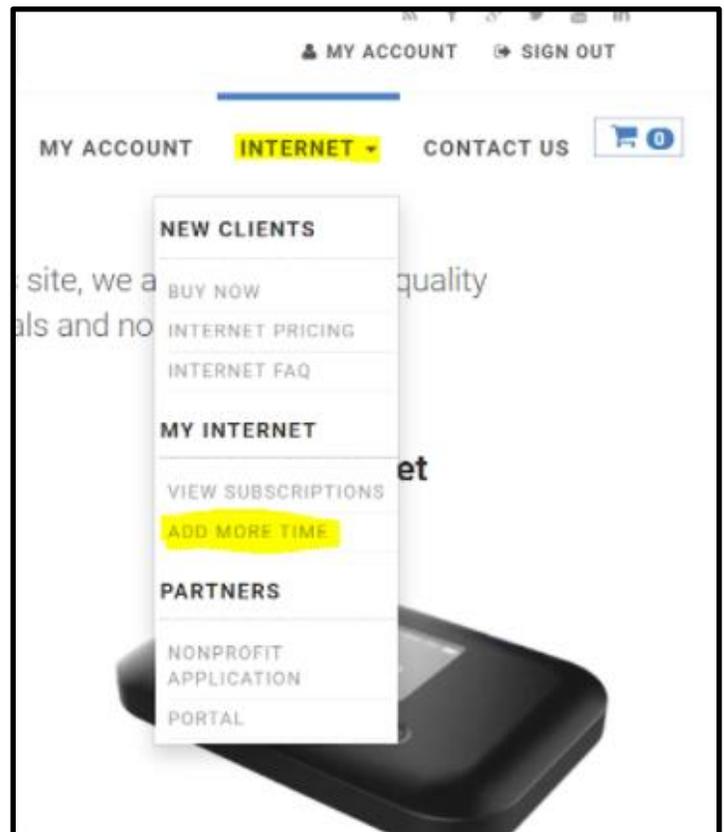
To Renew:

1. Go to www.internetrenewal.com, and log into your ACP account with your email and password. **If you don't know your password, you can call PCs for People at 651-354-2552 to reset it.**

2. Your web page should look like the image to the right →: Select the "Internet" drop-down menu. Under "My Internet" click **"Add More Time."**

3. After you add the subscription to your cart, you will go to the Final Checkout Cage where **your total should be \$0.00.**

Do **not** enable autopay while receiving the ACP discount, it will charge you for the balance instead of using the ACP benefit.



NOTE:

- Email reminders will be sent to you to renew your ACP subscriptions, starting 2 weeks from today. You'll continue to get these reminders once every month, around the same date.
- There is **NO automatic renewal** for your monthly ACP subscription. **So keep an eye out for these reminder emails!**
- You may lose service if you forget to renew the benefit once a month, or renew at the last minute.

Getting Started with your Hotspot

The hotspot you received has already been turned on and should start working as soon as you follow the instructions included in the hotspot's packaging.

Hotspot troubleshooting:

- Turn the device off, wait 60 seconds, then turn it back on and try to connect again. Franklin T9 hotspots have a small reset button, push it with a paperclip for 5 seconds.
- Make sure the signal strength is good (multiple bars), move to a new location if it is low (one small bar).
- If you encounter any issues with the hotspot's functionality (won't turn on, battery issues, etc.) you will need to contact T-Mobile for troubleshooting. The phone number for T-Mobile support is 877-879-5031.
- You can also call PCs for People first - at (651) 354-2552 - to check on any potential issues with your subscription. But note you may then be directed to call T-Mobile.

- T-Mobile will ask for your device's PTN, which is printed on the side of the box or under the battery of your hotspot (it looks like a telephone number) and is how T-Mobile identifies your unique device. Here is an **example** of a PTN (not your actual PTN):



- If you no longer have your hotspot box or are experiencing difficulty finding your device's PTN, you can call or email PCs for People and we can look up your PTN. PCs for People number: (651) 354-2552
- If T-Mobile determines that you need a replacement device, you will need to contact will PCs for People with:
 - The date you called T-Mobile (Interaction IDs expire in 2 weeks, contact us early)
 - The name of the representative you spoke with.
 - The interaction ID from the rep you spoke with at T-Mobile.