

## **Basic Internet**

### **Internet Service Device Specifications:**

- T-Mobile 4G Mobile Hotspot (\$47.51 one-time fee plus shipping)
- Battery-operated
- Can connect up to 5 Internet-enabled devices

### **Data Plan Specifications:**

- This plan operates on the T-Mobile network
- 1.2 GB (\$10) or 3.2GB (\$20) per month
- 4G speeds; will reduce to 3G speeds if the selected plan GBs are exceeded
- Service plans reset the 15<sup>th</sup> of each month

**Technical support:** If customers are having technical issues, they are to call T-Mobile @ (800) 375-1126 option 2. Tell customer care they are under the Basic Internet plan.

- Customer is to provide phone number of hotspot for technical help.

**Non related sales or technical issues:** **Basic Internet corporate office:** (310) 910-9996 or [support@basic-internet.com](mailto:support@basic-internet.com) For example: Need to change plan

**Billing Issues:** Customer is to call (310) 910-9996, or email [support@basic-internet.com](mailto:support@basic-internet.com). If no one is available, customer must leave a clear message with name and contact phone number. Calls will be returned within 2 business days.

**Refunds:** We offer a 14-day refund on the following basis.

- Hotspot and all associated original contents are returned undamaged and in good working condition with no material alteration to the device's hardware or software.
- No physical damage or water damage to unit.
- If customer had no service in area. (Usage will be verified with T-Mobile prior to refund).

\*re-stocking fee of \$10.00 applies to all issues above expect no service. Full refund will be given if no service is cause for cancellation.

**Complaint resolutions:** Customer is to call respective number above for issues listed. For other issues other than above, customer must call other related services line (310) 910-99696 or email [support@basic-internet.com](mailto:support@basic-internet.com)