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 15th 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 For example: Need to change plan

Billing Issues: Customer is to call (310) 910-9996, or email 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 except no service. Full refund will be given if no service is cause for cancelation.

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