



human-i-t

# Congratulations!

# Technical Support

Both of your devices come with a year of free technical support from human-I-T.

Our technical support hours are Monday-Friday 8a-8p EST.

Technical support covers anything that came on the device (hardware and software).

The computer has a 1 year warranty. The hotspot has a 9 month warranty.



# Contact Tech Support

Text: 562.561.2565

Call:

Visit: [human-i-t.org/tech-support](https://human-i-t.org/tech-support)

Hablamos Español



# What's next...

- Your hotspot comes with 12 months of prepaid service.
- You will hear from us one week before the service runs out. If you'd like to continue your service at that time, you can do so for \$14.99 per month on a no-contract, pay-as-you-go basis.
  - If you choose to stop your service at any time, you can restart it by calling us.
- You are also able to sign up for ACP, a federal program that provides a benefit on home internet service for eligible households, decreasing your bill by up to \$30/mo. You can contact Human-I-T and we will help get you set up with ACP.



# Contact Billing

Text: 562-372-6925

Call: 562-259-7747

Email: [internetbilling@human-i-t.org](mailto:internetbilling@human-i-t.org)

Hablamos Español



# Affordable Connectivity Program

---

You have the option to utilize the Affordable Connectivity Program to extend your free service even further and get a discounted Chromebook from human-I-T.

Federal program that allows low-income individuals to receive up to \$30 off their monthly internet bill and up to a \$100 discount off a computing device from their internet provider with an expect family contribution of \$10-\$50.

To opt in to ACP, please call Human-I-T billing at **562-259-7747** and let them know you'd like to enroll in ACP.

# Questions?

# Melissa Camhi

Community Partnership Associate

Human-I-T