



Wi-Fi Hotspot User Agreement

Name: _____

Library Card Number: _____

Hotspot ID Number: _____ Hotspot Due Date: _____

You understand that your use of the Hotspot is subject to the terms and conditions set forth in this Hotspot User Agreement, and by accepting the Hotspot, you and your family agree to the following terms and conditions:

1. I understand the Hotspot can only be checked out by a resident of East Baton Rouge Parish with an active adult or senior East Baton Rouge Parish Library card, in good standing.
2. Checkout is limited to 1 per household.
3. I understand that the Hotspot should be returned to the Library three weeks from the date of borrowing and may be renewed up to three times for a total of 12 weeks.
4. I understand that Hotspots cannot be reserved and are offered on a first come, first served basis.
5. The Hotspot must be returned to the Circulation Desk at any EBRPL branch. It should not be returned in the "Intelligent Returns" or book drop. If the Hotspot is returned in a book drop, it will not be considered returned until Circulation staff have manually checked in the Hotspot.
6. If the Hotspot is lost or not returned within 48-hours after the due date, wireless service will be terminated and the Hotspot will become unusable. **The due date is on the receipt given to me at the time of borrowing. The "X Days Left" message on the hotspot display is not related in any way to the due date.**
7. If the Hotspot is lost or not returned within 14 days or returned with damage that renders the unit inoperable, I will be charged a fee of \$100 and my library card privileges will be blocked until the Hotspot is returned in working order.
8. I understand that when accessing the Internet through the Hotspot I am accessing the Internet through T-Mobile's network and not the Library's network. My use of the hotspot is subject to T-Mobile's Acceptable Use Policy, Privacy Policy, and Terms of Use, all of which are available on T-Mobile's website.
9. I understand that the Library is not responsible for any files, data, or personal information accessed/transmitted using the Hotspot.
10. The Hotspot remains the Library's property at all times. The Library may request that I return the Hotspot at any time.

11. I will know where the Hotspot is at all times and I will never loan out the Hotspot to other individuals.
12. I will not disassemble the Hotspot or attempt to repair the Hotspot.
13. I will take care of the Hotspot and use reasonable efforts to avoid damaging the Hotspot. A malfunctioning Hotspot will be replaced if a substitute Hotspot is available.
14. If it is lost, stolen, or damaged, I agree to call or visit the Library where the Hotspot was borrowed. I understand that the Library may choose not to replace or repair the Hotspot at its sole discretion.
15. Technical support for the Hotspot can be reached by calling T-Mobile Technical Support (below), seven days a week.
16. I agree to return the Hotspot, the power cable, SIM card, battery, and its box to the Library in the same good working condition as it was when checked out.
17. I understand that East Baton Rouge Parish Library may decide not to renew my loan of the Hotspot.
18. The East Baton Rouge Parish Library reserves the right to no longer loan hotspots to an individual if they do not abide by the conditions listed above.

By signing below, I acknowledge that I have read the terms and conditions set forth above and agree to abide by these terms and conditions

Signature: _____

Print Name: _____ Date: _____

Contact T-Mobile Directly at:

Tech Support 844-341-4834

Government Care 844-361-1310 (7:30-7:30 CST M-F)

After-hours 800-937-8997