

Mobile Wi-Fi Hotspot Lending Program

Terms of Use

Created: October 18, 2017

Reviewed: August 12, 2026

Mobile Wi-Fi hotspots provide Internet access to Wi-Fi enabled smartphones, tablets, and PCs through the Rogers cellular network. Service is dependent on the availability of the cellular network where the hotspot is being used.

Borrowing and Use

Eligibility: Customers must be 18 years of age or older (Photo ID/proof of age may be requested) and be in good standing with the Library.

Content and Usage: Use of the device is subject to the Whitby Public Library's [Public Internet Policy](#) and the Mobile Wi-Fi Hotspot Lending Program Terms of Use.

Service Coverage: Service is available anywhere in Canada within the cellular network coverage area. International service is not available.

Circulation: Mobile hotspots may be checked out for two weeks. Hotspots must be picked up within 3 days of notification. Mobile hotspots must be returned to any WPL service desk during open hours. A mobile hotspot cannot be immediately checked out again on your card or a family member's card. To ensure equal access to all, we kindly ask that you check back the following day to borrow another mobile hotspot. Patrons are responsible for any loss or damage that occurs during their lending period. The fee for repairs or replacement is up to \$500.00

Usage Fee: There are no usage fees and data is unlimited. The connection is up to 5G dependent on what is available in the area of use.

Sessions: The mobile hotspot can provide Wi-Fi Internet access for up to 10 devices.

Privacy: Whitby Public Library does not monitor or store any data related to users' Internet activity.

Lost Fee: Mobile hotspots will be considered lost once 8 days overdue. Full replacement charges will apply unless the mobile hotspot is returned. The replacement cost is \$500.00.

Replacement Cost: If the mobile hotspot and/or accessories are lost or damaged, the replacement cost is \$500.00

Care of Device: Mobile hotspots should be kept in a temperature-controlled environment; do not leave in a car.

By checking out a mobile hotspot, you agree to these Terms of Use.