GRGB Free Wi-Fi FAQs

What is the free Wi-Fi service?

Navy MWR is piloting free Wi-Fi service in limited specific government owned and operated, permanent party Unaccompanied Housing buildings (barracks) in the Hampton Roads area with speeds up to 30 Mbps download and 5 Mbps upload on each of your devices.

What is the difference between the free/subsidized Wi-Fi service and the non-subsidized Wi-Fi service?

The free/subsidized service is filtered exactly as patron access Wi-Fi is filtered currently in all MWR facilities for the following categories:

- Criminal skills and hacking
- Illegal download sites
- Mature content (including self-harm)
- Gambling
- Nudity
- Pornography/sex

When is the free service available?

Beginning February 1, 2024, the free service will be available in specific government owned and operated, permanent party Unaccompanied Housing buildings (barracks) in the Hampton Roads area.

What do I have to do to use the free service?

If you currently have a subscription and reside in one of the select buildings offering the free service, your service will automatically be converted to the free 30 Mbps Wi-Fi plan on February 1st. Due to the change in accounting, you will have to log into all authenticated devices. Please note that your subscription renewal date will remain the same as it was prior to the conversion.

After the initial account conversion, any new users in one of the select buildings will be prompted to select the service plan they desire. Subscribers that move to a location offering free service after the conversion will be notified the first time they log in that the free service is available there and will have the opportunity at that time to immediately change to a free plan. After that, they will need to log in to MY ACCOUNT to make any changes to their service plan.

How do I access the free Wi-Fi service?

The free Wi-Fi service can be accessed by selecting the goWiFi SSID from your Wi-Fi menu on your device. If you are not directed to the portal page, go to your browser and attempt to access a web page, which will automatically bring up the portal page.

If I don't have a subscription, can I still use the free Wi-Fi service?

Yes! If you do not have a subscription, you may click-and-go with each session, similar to MWR service, to access the free, content-filtered service. If you prefer to not have to authenticate each time, you may create an account and select the free service, or choose from weekly (non-renewing) or monthly (renewing) plans at a discounted rate. You may also select from the unfiltered plans at non-discounted rates.

If I have a paid subscription and my account is converted to the free service, will I receive a refund for the unused portion of my subscription?

Yes, we will apply a refund to your payment method for the number of days remaining on your current paid subscription. This also applies to subscribers that move to a building that offers the free service after the conversion on February 1, 2024, if they change to a free or subsidized plan and a credit is due.

Can I get higher speeds with the free service?

Yes! You can upgrade to higher speeds at a subsidized rate. The service will be filtered just as the 30 Mbps free service.

What higher speeds can I get at the subsidized rate?

The following monthly (renewing) plans are available at a discounted rate*:

- Navy-subsidized Monthly 60 Mbps DL/5 Mbps UL- $20/mo (limited to 5 devices)
- Navy-subsidized Monthly 100 Mbps DL /10 Mbps UL - $30/mo (limited to 5 devices)

  *Please note that your monthly subscription renewal date does not change. If you purchase a higher-speed plan at any time, your payment method will be charged a prorated amount for the remaining days in your billing cycle (if applicable), and the change will take effect when you log out and log back in on any authenticated devices.

You can also select a weekly (non-renewing) higher speed plan at a discount:

- Navy-subsidized Weekly 60 Mbps DL /5 Mbps UL - $10/wk (limited to 5 devices)
- Navy-subsidized Weekly 100 Mbps DL /10 Mbps UL - $15/wk (limited to 5 devices)

NOTE: All speeds are "up to," are not guaranteed, and will vary.

What if I start using the free/subsidized service and move to another location that does not offer it?

If you move to another location that does not offer the free/subsidized service, you will be prompted to select from the available service plans at your new location. The prorated amount due will be charged to your payment method and the changes will take effect immediately.

What if someone visits my building and wants to use the free Wi-Fi?

Anyone in a building with free service can click-and-go to access the free 30 Mbps plan, just like they would in any MWR building. If they have a non-subsidized plan, it will work at any location. They should not change to a subsidized plan. If they do, when they return to their assigned building, they will be prompted to select a non-subsidized service plan.

What if I don't want to use the filtered service?

You can opt out of using the filtered service at any time by logging in to MY ACCOUNT and changing your plan to a non-subsidized plan. You will have to first remove the free/subsidized service plan, and then, in the next screen, you can select the plan you want.

What non-subsidized plans are available?

Currently, the following monthly (renewing) unfiltered plans are available at non-subsidized rates:

- Monthly 10 Mbps DL /3 Mbps UL - $26.95/mo (limited to 1 device)
- Monthly 30 Mbps DL /5 Mbps UL - $49.95/mo (limited to 3 devices)
- Monthly 60 Mbps DL /5 Mbps UL - $59.95/mo (limited to 5 devices)
- Monthly 100 Mbps DL /10 Mbps UL - $79.95/mo (limited to 5 devices)

You can also select from the weekly (non-renewing) unfiltered plans:

- Weekly 10 Mbps DL /3 Mbps UL - $19.95/wk (limited to 1 device)
- Weekly 30 Mbps DL /5 Mbps UL - $34.95/wk (limited to 1 device)

NOTE: All speeds are "up to," are not guaranteed, and will vary.

What if I have Wi-Fi service through a different provider?

You may keep your existing provider, if you choose, or you can cancel your subscription to take advantage of the free/subsidized service. Please check with your current provider for termination policies.If I have issues with my service or questions about my account, who do I call?

If you experience any issues or have account questions, please contact Viasat at 888-339-7150, wifisupport@viasat.com or **https://support.gowifinavy.wifi.viasat.com/**.