Activate Equipment/ESN Change

Activate equipment is also commonly referred to as ESN Change. To activate equipment or perform an ESN Change:

1. From the Wireless Number Center screen select “Update” next to “Device ID” within the current device section.

   ![Current Device Screen](image)

   Prior to entering your new device ID you can Install Backup Assistant to ensure your contacts are saved to transfer to your new device. Click the “Install Backup Assistant” button at the top of the page or e-mail the instructions.

   ![Install Backup Assistant](image)

   ![Email Backup Assistant Install Instructions](image)

2. Enter the new Verizon Wireless-compatible “Device ID” or sometimes known as “ESN/MEID”. Select the reason for the new device.
Note: The device ID on phones is typically found underneath the battery on the device.

3. Enter the requestor’s email address and send a copy to another user if needed. Click the “Submit” button. Note: My Business account will verify the ESN entered is valid and will validate it against the current calling plan for the mobile number. If a feature or price plan change is required to complete your request, you may see a “pop up” window instructing you further. If you receive a message saying “We’re sorry we cannot complete the transaction online” you will need to contact Customer Service at (800) 922-0204. If the ESN is compatible with the existing calling plan with no adjustments needed, the system will proceed to the Confirmation Screen.
4. Verify the information is correct, and click “Submit”. Finally, power off the old device (if applicable), power on your new device and dial *228 then hit send. Select Option 1 to program your device. Hold until you hear verbal confirmation your equipment has been successfully programmed. You can now begin using your device. Note: This step is not required for 4G devices and laptops.

Suspend/Resume Service

You may suspend or resume suspended service through the Wireless Number Center under the “Services Information” section.

Notes:

1. There is no charge for suspending or resuming service online, you can suspend without billing a maximum of two times per year.

2. Seasonal/Vacation suspends will automatically resume services after 90 days.

3. Lost/Stolen suspends will automatically reconnect billing after 30 days, however, service will remain suspended until the end user restores online or calls in to customer service.

4. Please contact customer service for details on possible impacts to your contract term, eligibility date and New Every Two date.

To suspend a user’s service:
1. Select "Suspend" next to "Status" in the Current Device tab.

2. Select the Reason for suspending service from the drop down menu and click With Billing or Without Billing and hit the "Continue" button. Note: for details on restrictions for suspending with or without billing use the hover over option. Enter the requestors email and copy any additional users. When ready click "Submit".
3. You have successfully suspended service for that wireless number/user.

![Thank You - Completed](image)

To resume a user’s service:

1. Select “Resume” next to “Status” in the Current Device section.

![Current Device](image)
2. Confirm the information is correct, and click “Submit”.

3. Your transaction has been completed. A reference number will be displayed for your tracking purposes.
Update Voicemail Password

1. Select “Reset” next to “Voicemail Password” in the “Current Device” tab of the Wireless Number Center.

2. Enter the new 5-digit, numerical password. Enter it again to “Confirm” and click “Continue”.

Notes
3. Verify the information is correct and click “Submit”. Note: you can have a text message sent to the user, alerting them of their password change. To do this, check the box next to “Send a text message to wireless number…” before submitting the information.

Change Billing Address

From here, you can change the address for the selected account number.

1. Select “Update” next to the Billing Address within the Billing Account section. Note: when updating an address within this section all of the mobile numbers associated to this account number will be impacted.
2. Enter the new address information, and click “Submit”.

3. You have successfully changed the “bill to” address for that account.