Change Plan/Text/Data

From the Service Plan and Features section, you can view details of the current plan and change the plan for the selected user.

Note: The device that's currently active on your mobile number determines which plans are available.

To change your plan:

1. Select "Change Plan/Text/Data" button within the Service Plan and Features section. Note: For details on the current plan you can click on the plan name underlined in blue.

2. Select the Plan you would like to change to using the dropdown menu. A pop up box will display showing you details about the selected plan. Once you have chosen your plan, then select the text messaging and data if applicable. Note: if you have selected a data price plan the data feature selection will be grayed out because it is already included in your plan. The same logic will apply for text messaging if included in your plan. Click "Continue" when all of your selections have been completed.
3. Continue to the next step to select your features (some of which may be required). When finished click “Next.”
4. Review your new plan compared to the old plan and the features you may have chosen or that may be included.

5. At the bottom of the page select an effective date, confirm the requestor’s e mail and phone number. Add an additional e mail address to send a copy of the confirmation to. This is especially useful if the requestor is not the user of the phone being updated. When finished click “Submit”. 
Please review your options concerning the change plan text data effective date. (Our recommendation is presented. However, you may select a different option.)

- **Back date:** The effective date of your change plan text data will be 09/02/2011. Recommended if you are changing to a plan with a monthly access that is equal to, or higher than, your current monthly access, and you want the benefits of the new plan to be effective for your current billing cycle.
- **Future date:** The effective date of your change plan text data will be 07/02/2011. Recommended if you want to receive the benefit of your current plan for this billing cycle, and have your new plan take effect on the first day of your next billing cycle.
- **Make effective today:** The effective date of your change plan text data will be 06/23/2011. Your change plan text data is effective today. On your next bill, you will see a credit for a portion of the monthly access charge for your old plan, calculated from today until the end of your billing cycle, plus next month's full access charge on the new plan, if we bill you in advance.

Enhanced Services partial month (prorate): These services may be billed a month in advance and may be prorated based on the effective start and end of the enhanced service.

Requestor Email Address: [Input Field]
Requestor Phone Number: [Input Field]

You will receive a confirmation email to the requestor email designated above. Do you wish to copy another email address on this confirmation?

- [ ] Send an email to this address: [Input Field]