Account Maintenance tab

From the Account Maintenance Tab, you can make changes to your wireless numbers, account numbers, add new lines of services, track transactions, and check the eligibility of a number to Port In.

Overview page

From the Account Maintenance Overview screen you can see a summary of devices, upgrade eligibility dates and accounts you have access to. The “Overview” screen allows easy access to account maintenance transactions available in the dropdown menu next to the wireless number. You can also change account level detail at the bottom of the page in the Wireless Accounts section. Or for a complete view of details for a number go to the Wireless Number Center by clicking the hyperlinked phone number.
Lines and Services page

To search for a user by wireless number or last name:

1. Click on the “Account Maintenance” tab.

2. Go to the “Lines and Services” page.

3. In the “Step 1: Select a Wireless Number” section, select whether you want to search by “Wireless Number”, “Wireless User Last Name” or “Device ID”.

4. Enter the Wireless Number or last name in the field, and click “Search”. The user will appear in the “Search Results” field.
From here, click on the mobile number link to get to the **Wireless Number Center** screen.

The **Wireless Number Center** is a convenient way to get a complete look at a wireless number. The wireless number center is categorized into four major sections:

1. User Information
2. Current Device
3. Billing Account
4. Service Plan and Features
Change Wireless Number

1. Select "Update" next to the wireless number under the “User Information” tab.
2. Select an “Area Code & Exchange” from the dropdown and click “Continue”. Or select the radial button next to Select an Area Code & Exchange from a different city/state.

3. Enter the requestor e mail address and any other e mail to send a confirmation to. When ready click “Submit”. You have successfully submitted your request to change the wireless number.
4. Once submitted, you will come to the Confirmation screen which contains your Confirmation Number to check the status of your request.

Change Cost Center

To change the cost center for a user/wireless number:

1. Select “Update” next to “Cost Center” in the User Information tab.
2. Enter the new cost center information in the “Cost Center” field and click “Submit”. If your transaction requires a manager approval, it will be indicated on the lower half of the page.

Notes:

- Cost Center must be more than 36 characters.
- The Cost Center field can be left blank.

3. You have successfully changed the cost center. Now Cost Center Summary Billing will appear in your paper bill. Note: Cost Center additions/changes will not retroactively apply to prior statement that have already generated.
Change User Information:

Notes:

1. This is what drives local tax assessment for each line of service. This address should reflect the Primary Place of Use for the device.

2. Any time you enter an address, it is validated against the U.S. Postal Service.

   1. Select “Update” next to “Address” in the User Information tab in the Wireless Number Center.
2. Enter the new information and click "Submit". Note: Newer addresses may not be in the database; you can bypass the address validation error message by clicking “continue”.

3. You have successfully changed the user information.