

## Corporate Cellular Services Transfer Process for Verizon

| Business Process   | Employee Process  |
|--|---|
| <ol style="list-style-type: none"><li>1. Sign in to My Business.</li><li>2. Click <b>Manage Account</b>.</li><li>3. In the "Service" column, click <b>Manage Wireless Numbers</b>.</li><li>4. Select a wireless number, then click the "<b>I want to...</b>" box.</li><li>5. Click <b>Transfer your service (99 lines max)</b>.</li><li>6. On the Transfer Your Service page:<ol style="list-style-type: none"><li>1. Enter the name of the new customer.</li><li>2. Enter the email of the new customer.</li><li>3. If you want to apply this information to all lines, click <b>Apply</b>.</li></ol></li><li>7. Confirm the email address to receive confirmation emails, or enter additional emails in the box below.</li><li>8. Click <b>Submit</b>.</li></ol> <p>You'll receive a confirmation number, and you can print the page for your records by clicking <b>Print Confirmation</b>.</p> <p>Notes:</p> <ul style="list-style-type: none"><li>• The account balance must be current.</li><li>• This process must be completed BEFORE employee process is started.</li><li>• You'll still be responsible for account charges until the transfer has been completed.</li><li>• Any transfer of service not completed within 30 days of the request will be automatically canceled, and a new request must be submitted.</li></ul> | <p>You'll receive a confirmation email when the existing account holder completes the online process in My Business.</p> <ol style="list-style-type: none"><li>1. Review the Verizon Wireless Customer agreement terms in the email before transferring the line of service.</li><li>2. Agree to the Terms and Conditions.</li><li>3. Accept liability for the line of service for the remainder of the existing contract line term.</li><li>4. Call Verizon Customer Service at 1.800.922.0204 and provide the wireless number that is transferring liability. A representative will assist you with completing the transfer request.</li></ol> <p>Notes:</p> <ul style="list-style-type: none"><li>• The assuming party is subject to a credit check before the line can be transferred.</li><li>• A security deposit may be required.</li><li>• If this line is being added to an existing Verizon Wireless account, that account must be current.</li><li>• All lines that are transferring service will be required to switch to a currently available plan.</li></ul> |

## Corporate Cellular Services Transfer Process for AT&T

### Business Process

1. Go to [att.com/tobr](http://att.com/tobr).
2. Select Star Transfer.
3. Read the tips, and then select Continue.
4. If you use your ID to manage more than one account, sign in with the wireless account you want to transfer.
5. Choose the number(s) you want to transfer (make sure each phone can get texts).
6. Enter the requested info and select Continue.
7. Confirm the numbers you want to transfer and select Accept next to the transfer terms.
8. Complete the info to get a 6-digit PIN and select Submit.
9. Give the new owner the email address you used to submit the transfer and the wireless number you want to transfer. They will have 14 calendar days to accept billing responsibility and finish the transfer process.

Notes:

- The account balance must be current.
- You'll still be responsible for account charges until the transfer has been completed.

### Employee Process

1. After the current owner requests the transfer, do one of the following within 14 calendar days. If you:
  - Received an email or text with a link, open it and select Accept transfer.
  - Didn't get an email or text, go to [att.com/tobr](http://att.com/tobr) and select Accept a pending transfer.
2. Enter the requested info and select Continue. If you're adding the transferred number(s) to an existing account, choose that account.
3. Confirm or update the device info, and select Continue.
4. Choose a plan, review the plan details, and select Continue. If the line:
  - Has a current installment plan, accept this agreement for each line
  - Has a current accessory installment plan, its remaining balance must be paid
5. Review the credit check disclosure, enter the required info, and select Continue.
6. Do one of the following. If you:
  - Have to make an advance payment, enter your payment info, review the changes, and select Complete transfer
  - Don't have to make an advance payment, just review the changes and choose Complete transfer

Notes:

- The assuming party is subject to a credit check before the line can be transferred.
- A security deposit may be required.

## Corporate Cellular Services Transfer Process for T-Mobile/Sprint

| <b>Business Process</b>  | <b>Employee Process</b>   |
|--|---|
| <ol style="list-style-type: none"><li>1. Complete/Fill in Sections 1 &amp; 2 of the attached Change of Responsibility form for each employee.</li><li>2. Provide forms to each employee to complete filing out sections 3-5.</li></ol> <p>Notes:</p> <ul style="list-style-type: none"><li>• The account balance must be current.</li><li>• You'll still be responsible for account charges until the transfer has been completed.</li></ul> | <ol style="list-style-type: none"><li>1. Complete Sections 3-5 of the Change of Responsibility form.</li><li>2. Sign and Print form</li><li>3. Email both pages of the signed form to <a href="mailto:businesscare@t-mobilesupport.com">businesscare@t-mobilesupport.com</a></li><li>4. Once you have submitted the form via email, T-Mobile will respond within 48 hours to complete the transfer.</li></ol> <p>Notes:</p> <ul style="list-style-type: none"><li>• The assuming party is subject to a credit check before the line can be transferred.</li><li>• A security deposit may be required.</li></ul> |