

# MOBILE PHONE PROGRAM (MPP)

## INSTRUCTIONS FOR PHONE HOLDERS

### General Notes

Before you begin the process of transitioning your phone/cell number to a personal account, please be aware of the following:

- Personal plan discounts are available through PittPerks.
- **Carriers have indicated that it will be more efficient to make these transfers online or over the phone rather than in person.**
- The wireless phone number can be transferred to an existing personal account, including a family plan. If you do not have a current personal account, you will need to create a personal account. See details for specific carriers (Verizon and AT&T below)
- If you already have a personal account that the wireless phone number can be transferred to, that account cannot have a past due balance.
- If you are establishing a new personal account, you may need to undergo a credit check with the carrier you choose. You will need to have your driver's license and the expiration date of your driver's license.
- The billing for the account will begin on the date the transfer of billing responsibility is completed.
- The carrier may advise that your transfer may include an early termination fee or an offer recovery fee. Please note that the University is responsible for these fees. They will not appear on your personal invoice.

**Please note** that all features of your current phone may not be available if transferring to a different carrier. When a phone is purchased from a carrier - AT&T, Verizon, T-Mobile, etc. - it is specifically programmed for that carrier's servers and their specifications. If you present that phone to a different carrier, there is a potential that it may not function, or you may not have all features - (i.e. voicemail or texts) with the new carrier. **We strongly suggest that you contact the new carrier prior to transferring to determine if your phone will function fully with the new carrier.**

**If you are moving to a carrier other than Verizon or AT&T, and you have an older iPhone, (earlier than an iPhone 14), you may need to get a new physical SIM card because an eSIM only works for the newest models. Then the new carrier will be able to activate your phone.**

**Pitt IT Telecom is not permitted to provide account numbers, pins or passwords to carriers.**

**Transferring from the Pitt Corporate account to a personal account, creating a new account or transferring an account to another carrier can be a lengthy process.**

**Please allow from 30 to 45 minutes to complete the transfer with the carrier.**

## VERIZON

Below are the steps to take if your phone number is currently under a Verizon contract with the University:

You will not be able to take any action to transfer your phone/number until your RCFA submits their onboarding template. Do not start the following steps until you receive notification from Pitt IT Telecom that your phone number has been "released" from the University contract.

**1. If staying with Verizon as your carrier for your personal account:**

- a. You will receive an e-mail notification from Pitt IT Telecom informing that your phone number has been "released." You will have 30 days from that date to transition to a personal account with Verizon.
- b. Call the transfer service hotline 1-888-832-4540 who will assist you in completing the transfer.
- c. You will receive an automated e-mail from Verizon sharing a link that will have instructions for next steps. (In this e-mail, you should receive a pin). If you do not receive an automated e-mail from Verizon, after you receive the notification e-mail from Pitt IT Telecom, please call the Verizon transfer service hotline number – 1-888-832-4540.

**2. If moving the phone number to another carrier:**

- a. You will receive an e-mail notification from Pitt IT Telecom informing that your phone number has been "released." You will have 30 days from that date to transition to a personal account with another carrier.
- b. Pitt IT Telecom will reach out to Verizon and will send you an e-mail indicating that the port-out indicator is set to "Yes." **Port-Out Indicator** refers to you moving to another carrier.
- c. Once complete, you can contact your new carrier to move the number via a port request.
- d. Tell the new carrier to use your telephone number as the account number and use the last four digits of your phone number + 00 or 000000 as the pin number. (i.e. 362400 OR 000000)

Please note that your phone (device) may be "locked."

- A locked phone is one that was recently purchased from Verizon and cannot be used with another carrier until it has been unlocked – which is typically after 24 months from date of purchase (or 60 days if the phone was purchased at full retail price). The phone has a software "lock" code that prevents the phone from working on another cellular network.
- If your current phone was purchased less than 24 months ago, your phone will be locked until you have reached that 24<sup>th</sup> month and you request that the phone be "unlocked." Then, you can get service with any other carrier on a compatible network.)

**Use this Verizon link to see if your device is unlocked:**

<https://www.verizon.com/sales/digital/byod.html?&lineNum=1#/checkDevice>

## AT&T

Below are the steps to take if your phone number is currently under an AT&T contract with the University:

You will not be able to take any action to transfer your phone/number until your RCFA submits their onboarding template. Do not start the following steps until you receive notification from Pitt IT Telecom that your phone number has been "released" from the University contract.

You will need to move to an AT&T personal account (This applies to whether you want to stay with AT&T or eventually move to another carrier):

1. You will receive an e-mail notification from Pitt IT Telecom informing that your phone number has been "released." You will have 30 days from that date to transition to a personal AT&T account.
2. You will also receive an e-mail message from AT&T with a verification code and instructions regarding how you will complete the transfer online.
3. **Before proceeding:** Please contact Christian Peck, Client Solutions Executive at AT&T, by sending him an e-mail at [cp140v@att.com](mailto:cp140v@att.com) to schedule a transfer meeting. He has offered to walk our AT&T phone holders through this process. Meetings will be scheduled on Fridays.
4. Follow the step-by-step prompts included in the e-mail you received from AT&T to complete the transfer to a personal account in the AT&T portal.
5. If you are moving to an existing AT&T personal account, you will need to verify your personal account information. If you are moving your number to a personal account that is not in your name (i.e. a spouse's name), the rep will not be able to process the request. Your name and the name on the receiving account need to match. AT&T account team cannot access personal accounts and will not be able to assist with this step. If this occurs, please ask the rep to escalate to a manager.
6. If you need a new device, once the number is transferred and a new account is created, you will be able to order a new device over the phone or go into your local AT&T store to do so.

**Please note** that if your phone was purchased within the past 24 months, your phone (device) may be "locked." (a "lock" is a software code that prevents your phone from working on a cellular network other than AT&T or Cricket) AT&T will only unlock the device after 24 months from the date of purchase or if the phone has been paid in full. After the phone number is "released" from PITT IT Telecom, the phone will be "unlock eligible" but you will need to go to the link (see below) and request that the phone be "unlocked" - this request may take 24-48 hours to process.

You will either receive an e-mail message from AT&T that the phone is unlocked, or you can check back on the website to see if the device is unlocked. After the phone has been "unlocked," you can get service with any other carrier on a compatible network.

Use this AT&T link to access the website to check to see if your device is locked or to request that the device be unlocked:

<https://www.att.com/deviceunlock/unlockstep1>

## AT&T Q&A

**Question:** Why can't I transition to another carrier without having to create a personal AT&T account?

**Answer:** A wireless number cannot be transferred directly from a corporate account to another provider with AT&T. Moving your line to an AT&T personal account first allows you to arrange that port without needing to provide a corporate account number.

**Question:** If I have issues after the transfer of billing responsibility email is received, who should I contact?

**Answer:** You should contact AT&T Business End User Care at 1-800-331-0500 for additional support.

## T-Mobile

Below are the steps to take if your phone number is currently under a T-Mobile contract with the University or if you are moving from another provider to T-Mobile. You will not be able to take any action to transfer your phone/number until your RCFA submits their onboarding template. Do not start the following steps until you receive notification from Pitt IT Telecom that your phone number has been "released" from the University contract.

**1. If staying with T-Mobile as your carrier for your personal account:**

- a. You will receive an e-mail notification from Pitt IT Telecom informing that your phone number has been "released." You will have 30 days from that date to transition to a personal account with T-Mobile.
- b. Call the Customer Care Team at 1-800-268-0796 and request to speak to "activations." and they will assist you in completing the transfer. No PIN is required, you will only need to provide your current T-Mobile cell number and account number. Please do call the Customer Care Team, do not go to a T-Mobile store to complete the transfer.

**2. If moving the phone number from T-Mobile (University Account) to another carrier:**

- a. You will receive an e-mail notification from Pitt IT Telecom informing that your phone number has been "released." You will have 30 days from that date to transition to a personal account with another carrier.
- b. Pitt IT Telecom will reach out to T-Mobile and will send you an e-mail indicating that the port-out indicator is set to "Yes." Port-Out Indicator refers to you moving to another carrier.
- c. Once complete, you can contact your new carrier to move the number via a port request. If the carrier requires additional information, i.e. pin or passwords for security reasons, please call our T-Mobile dedicated representative, Courtney King at 423.497.1769.

**3. If moving from Verizon/AT&T or another carrier to a new T-Mobile personal account:**

- a. You will receive an e-mail notification from Pitt IT Telecom informing that your phone number has been "released." You will have 30 days from that date to transition to a personal account with T-Mobile.
- b. Once you receive the e-mail from Pitt IT Telecom informing you that your phone number has been "released," please call our T-Mobile dedicated representative, Courtney King at (423) 497-1769 for next steps. Please note that if you are creating a new personal account with any of the carriers, you may need to undergo a credit check and if you have placed a "hold" with any of the credit bureaus, you will need to release the hold so that the carriers can complete a credit check for your new account.