Business
U.S. Cellular

CREATE & MANAGE A CASE

This guide walks through the process of submitting a case and checking on a case's status through ***My U.S. Cellular® Business Account*** portal.

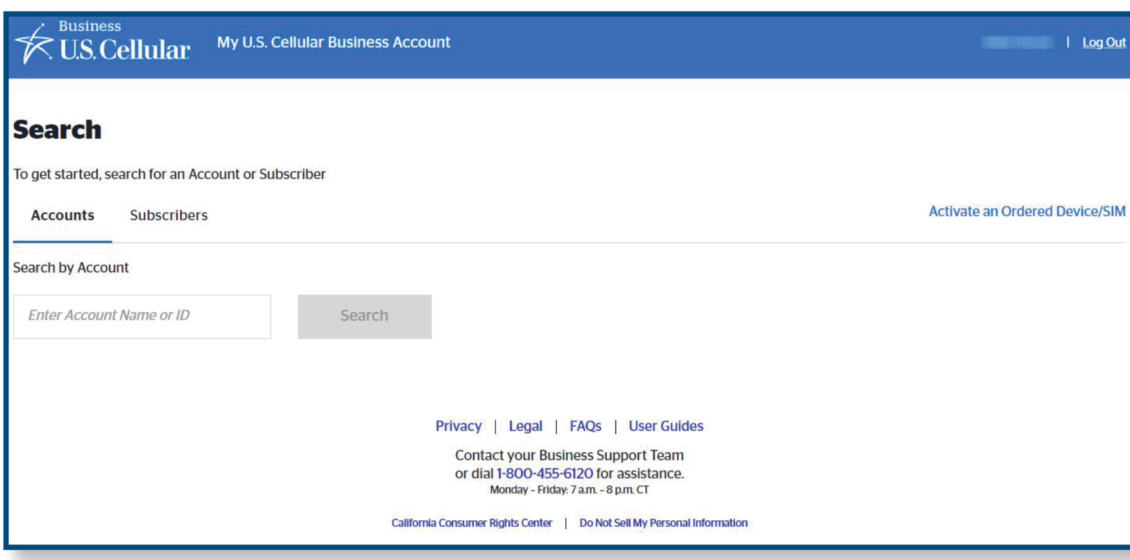
What is a Case?

The Case functionality in the portal allows you to submit a request to U.S. Cellular's Business Sales Support team with any questions about your account, bulk changes to your account or help with a change to your account for an action that you don't see in the portal. U.S. Cellular's Business Sales Support team will promptly respond to your request and process any transactions as applicable.

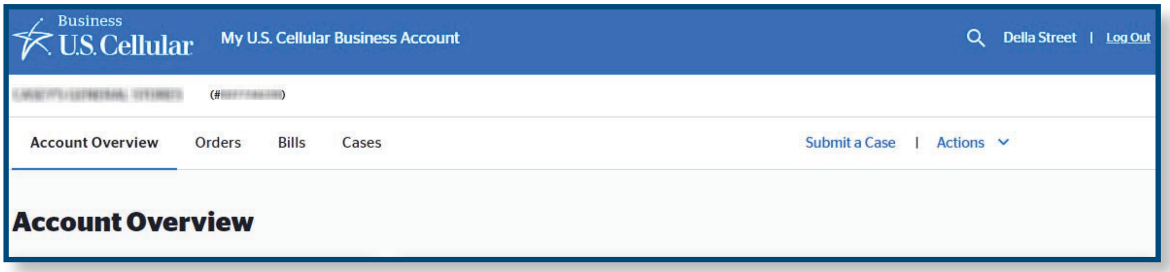
1. Log into your ***My U.S. Cellular Business Account*** with the login credentials provided to you by your Business Sales Support Specialist.

2. A case can be opened on the account level (through the Account Dashboard) or for a specific line on the account (through the Subscriber Dashboard).

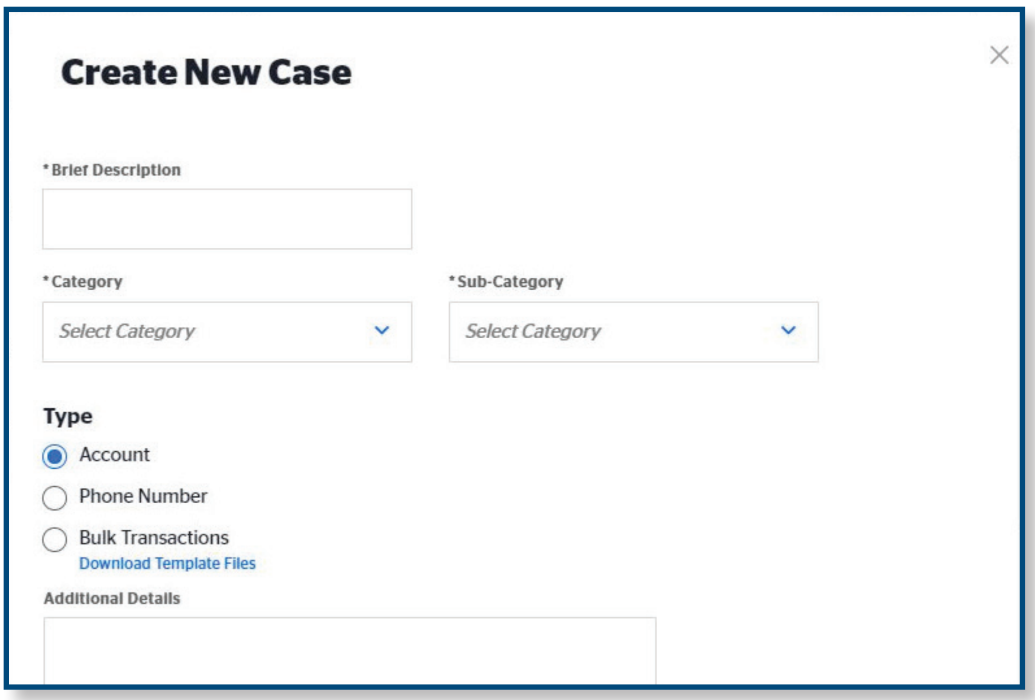
   You can search for a particular Account or a specific Line using the **"Account"** or **"Subscriber"** tabs.



3 In the upper right-hand corner of the Account or Subscriber Dashboard, click on **"Submit a Case."**



4 A dialog box opens to request details of your new case.



5 To route your case most efficiently, include your company name in the title along with the subject of your request. *Ex: "Acme Company: Reset Voice Mail Password."*

6 Select the **"Category"** that best describes your request to expedite your case.

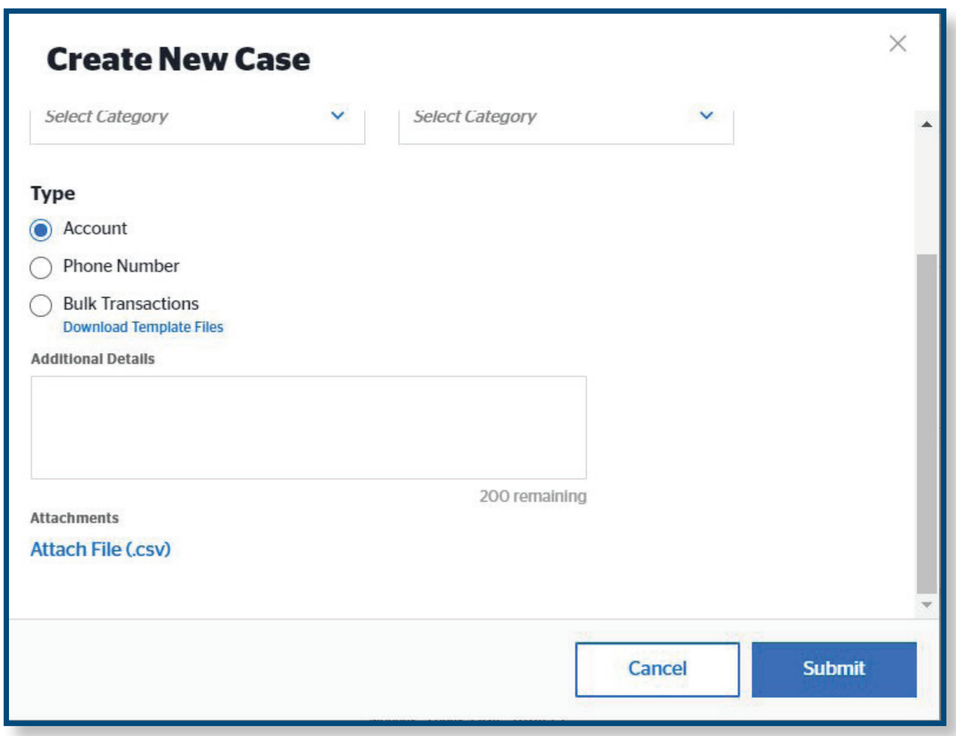
a. Add/Remove My Business Account User
b. Add/Remove Features
c. Bulk Order Request
d. Buy Accessories
e. Change Phone Number
f. Change Price Plan
g. General Inquiry/Request
h. Move Line
i. Replace SIM Card
j. Request Reporting
k. Reset VM Password
l. Suspend/Resume Line

7 If **"Request Reporting"** was chosen in step 11, select a “sub category” from the dropdown list. Otherwise, skip this step.

8 Choose a **"Case Level."** Your options are:

a. Account: A change or question regarding the account.
b. Mobile Phone Number (MDN): A change or request specific to a line of service.
c. Bulk Transactions: Processing a change that impacts several lines on an account.

Enter any additional details to support the request you are making.



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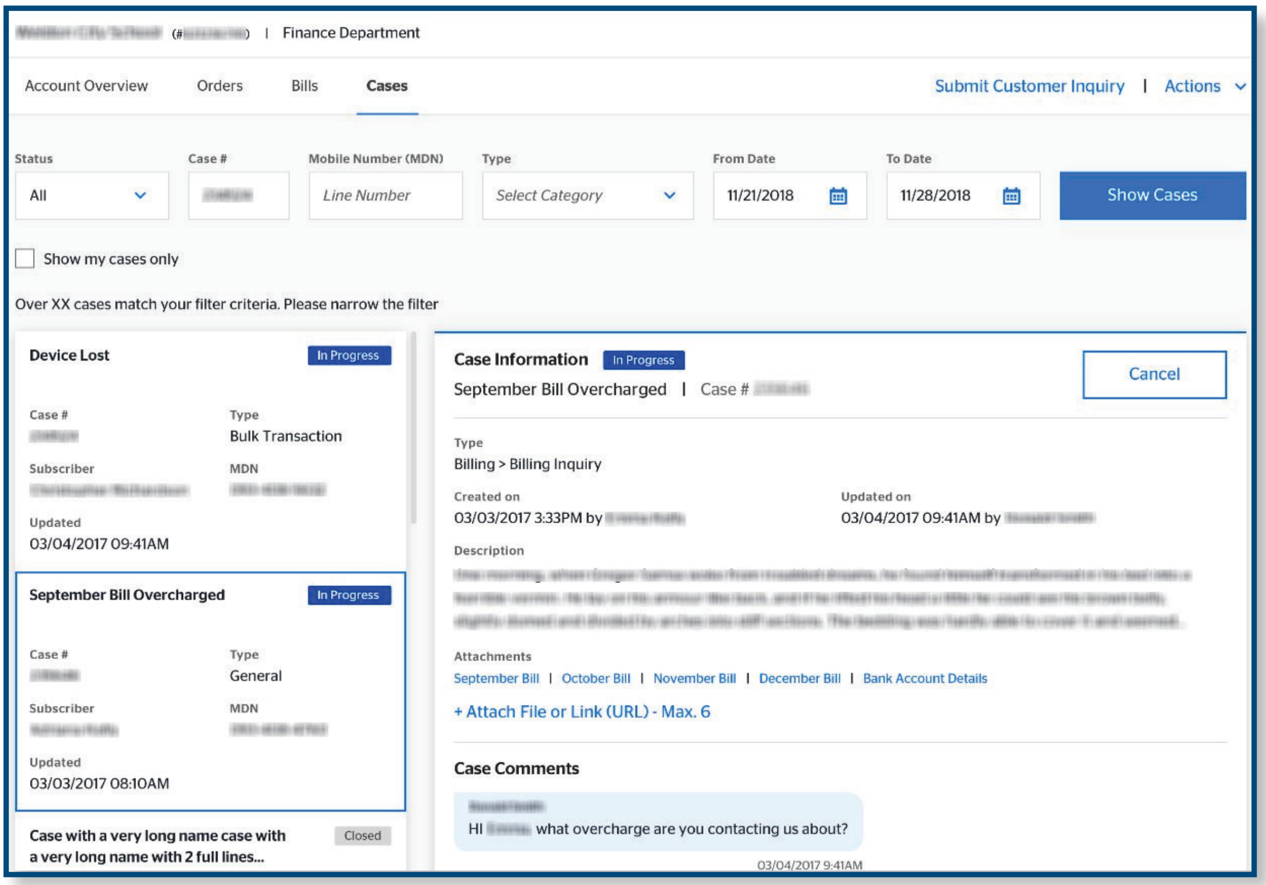
9 If you choose a bulk transaction, there are different file templates you can download and attach. A bulk transaction for an account may include processing the same type of change for several lines on an account. The template files will allow us to gather relevant information to the request in order to expedite the change. Upon completing the template, click **"Attach File"** to upload the .csv file.

10 Click **"Submit."** Our team will work on your request and they'll reach out to you via the Case Management system if they have questions.

Note: A confirmation email will be sent to you including a case number, a brief description of the case and an estimated date of completion.

11 **"Click the "Cases"** tab from the Account dashboard and find your case on the left hand side of the screen, or by using the search feature."



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