

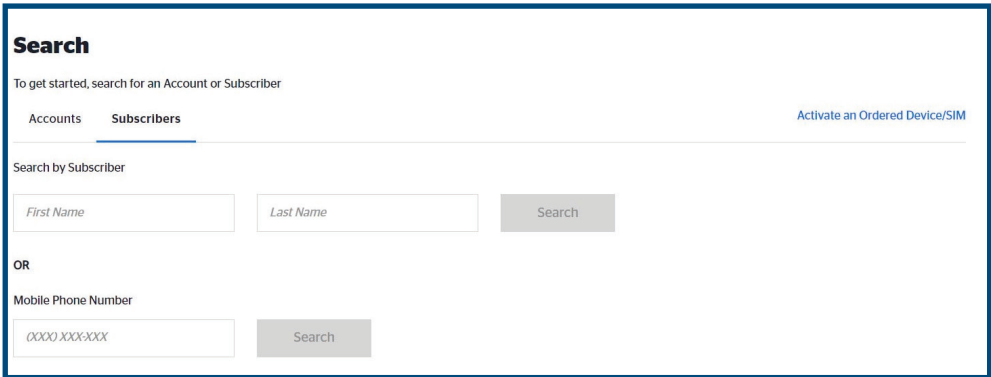
# CHANGE YOUR DEVICE



This guide walks through the process of changing your device through the **My U.S. Cellular Business Account** portal.

Please note: This order does not change or impact your phone number or plan.

- 1** Log into your **My U.S. Cellular Business Account** with the login credentials provided to you by your Business Sales Support Specialist.
- 2** On the portal landing page, click **"Subscribers"** and search by phone number or by the name of the line's owner.



**Search**

To get started, search for an Account or Subscriber

Accounts   **Subscribers**   [Activate an Ordered Device/SIM](#)

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Search by Subscriber

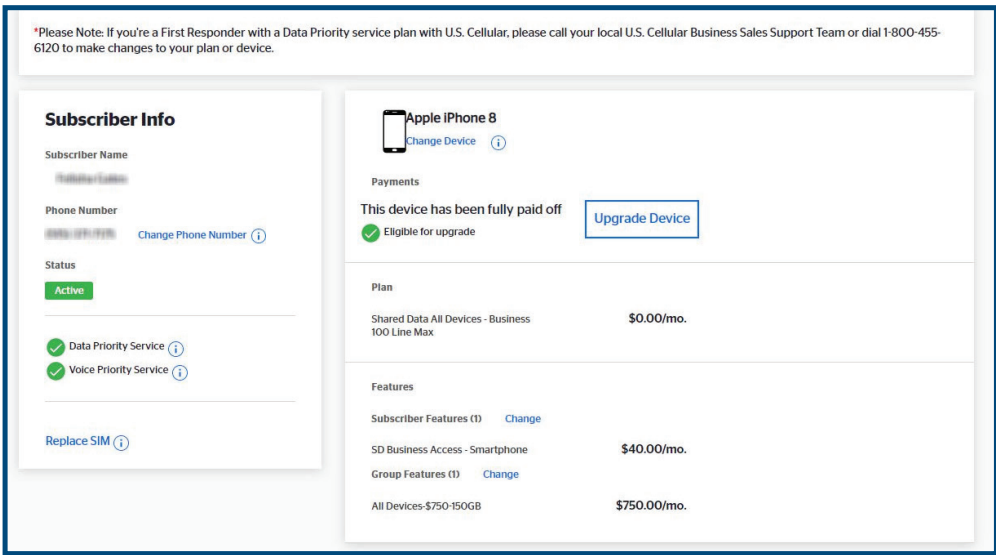
First Name    Last Name    Search

OR

Mobile Phone Number

  Search

- 3** If more than one subscriber fits the criteria entered, locate and click on the correct subscriber. You will be directed to the Subscriber Dashboard. Next to the image of the device will be a link to **"Change Device."**



\*Please Note: If you're a First Responder with a Data Priority service plan with U.S. Cellular, please call your local U.S. Cellular Business Sales Support Team or dial 1-800-455-6120 to make changes to your plan or device.

**Subscriber Info**

Subscriber Name  
[Change Name](#)

Phone Number  
   [Change Phone Number](#)

Status  
**Active**

Data Priority Service [?](#)

Voice Priority Service [?](#)

[Replace SIM](#)

**Apple iPhone 8**  
[Change Device](#)

Payments  
This device has been fully paid off  
 Eligible for upgrade   [Upgrade Device](#)

Plan  
Shared Data All Devices - Business  
100 Line Max   **\$0.00/mo.**

Features

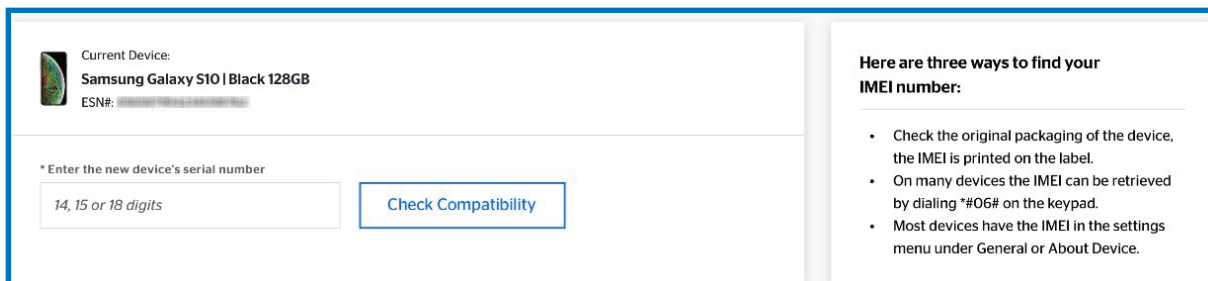
Subscriber Features (1)   [Change](#)

SD Business Access - Smartphone   **\$40.00/mo.**

Group Features (1)   [Change](#)

All Devices-\$750-150GB   **\$750.00/mo.**

- 4** The next screen will request information to process your device change. Enter the **Serial Number** (IMEI or MEID) of the device you want to use in the appropriate field. Guidance on how to find this serial number is located on the right-hand side of the screen.



Current Device:  
Samsung Galaxy S10 | Black 128GB  
ESN#: [REDACTED]

\* Enter the new device's serial number

14, 15 or 18 digits

Check Compatibility

**Here are three ways to find your IMEI number:**

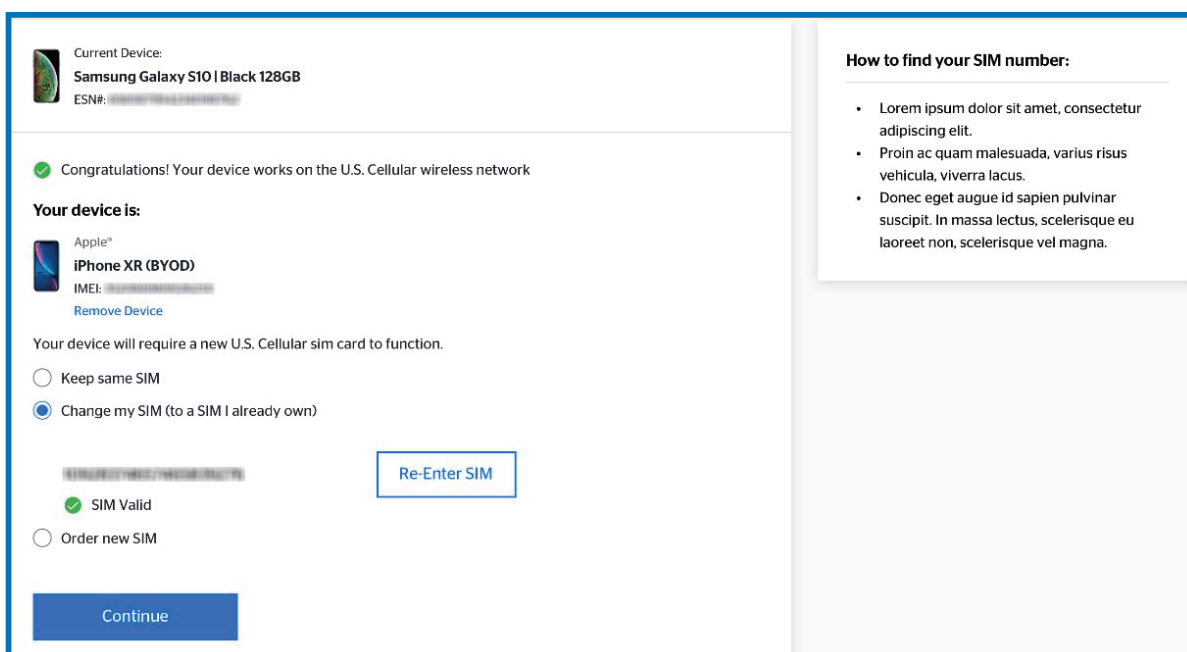
- Check the original packaging of the device, the IMEI is printed on the label.
- On many devices the IMEI can be retrieved by dialing \*#06# on the keypad.
- Most devices have the IMEI in the settings menu under General or About Device.

- 5** You will receive a confirmation message if the device you chose is compatible with our network.

- 6** Next, select a SIM card option to use with your device.

- **"I will use the SIM card from my previous device."** Use this option if you would like to transfer the SIM card from your old device to your preferred device.
- **"I already have a SIM."** Use this option if you have a new U.S. Cellular SIM card that has not been previously associated with a line of service. A box will prompt you to enter the new SIM card number to validate the SIM is available and suitable for use.
- **"Order new SIM."** Allows you the option to ship a new SIM kit for use with your device.

Click **"Continue"** after you make a selection and validate SIM credentials.



Current Device:  
Samsung Galaxy S10 | Black 128GB  
ESN#: [REDACTED]

✔ Congratulations! Your device works on the U.S. Cellular wireless network

**Your device is:**

Apple®  
iPhone XR (BYOD)  
IMEI: [REDACTED]  
Remove Device

Your device will require a new U.S. Cellular sim card to function.

Keep same SIM

Change my SIM (to a SIM I already own)

[REDACTED]

Re-Enter SIM

✔ SIM Valid

Order new SIM

Continue

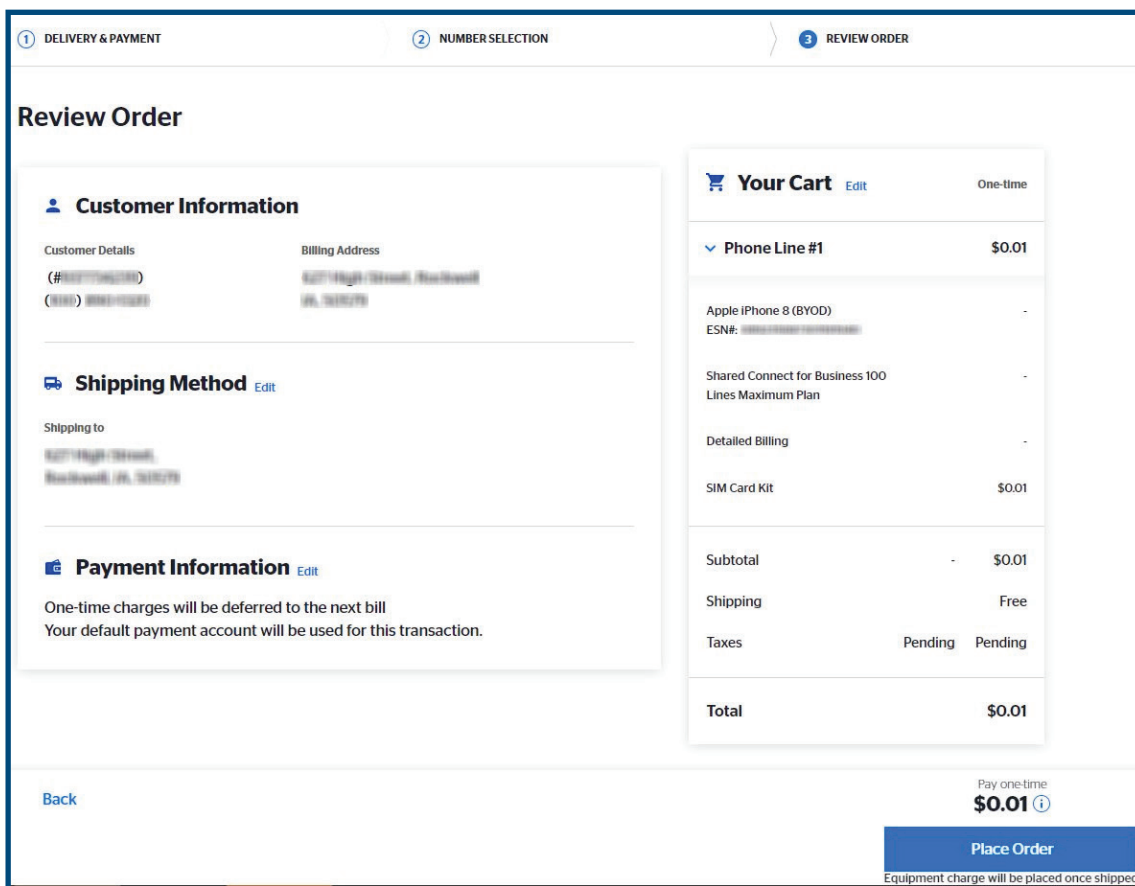
**How to find your SIM number:**

- Lorem ipsum dolor sit amet, consectetur adipiscing elit.
- Proin ac quam malesuada, varius risus vehicula, viverra lacus.
- Donec eget augue id sapien pulvinar suscipit. In massa lectus, scelerisque eu laoreet non, scelerisque vel magna.

- 7 If you selected to keep your old SIM or use a new SIM already in your possession, clicking **"Continue"** will submit the order. A confirmation message will display at the top of the Subscriber message along with instructions on how to complete activations.

*Note: A confirmation email will also be provided that will list the details of your order and a copy of these instructions.*

- 8 If you order a SIM card, you will be taken to the Delivery and Payment screen. Click **"Continue"** to check out and place an order.



**Review Order**

1 DELIVERY & PAYMENT    2 NUMBER SELECTION    3 REVIEW ORDER

**Customer Information**

Customer Details	Billing Address
(#) (###) (###-####)	6271 High Street, Rockwell
(###) (###) (###-####)	VA, 22870

**Shipping Method** [Edit](#)

Shipping to  
6271 High Street,  
Rockwell, VA, 22870

**Payment Information** [Edit](#)

One-time charges will be deferred to the next bill  
Your default payment account will be used for this transaction.

**Your Cart** [Edit](#)    One-time

Item	Price
Phone Line #1	\$0.01
Apple iPhone 8 (BYOD) ESN: (###) (###) (###-####)	-
Shared Connect for Business 100 Lines Maximum Plan	-
Detailed Billing	-
SIM Card Kit	\$0.01
Subtotal	\$0.01
Shipping	Free
Taxes	Pending Pending
<b>Total</b>	<b>\$0.01</b>

[Back](#)    Pay one-time **\$0.01** [i](#)

**Place Order**

Equipment charge will be placed once shipped.

- 9 A confirmation message will display at the top of the Subscriber dashboard. Once you receive your new SIM card use the **"Activate a new Device/SIM"** to complete activation.

*Note: A confirmation email will also be provided that will list the details of your order and a copy of these instructions.*