

# SIM CARDS & 4G LTE PHONES



## HOW DO I MOVE MY NEW PHONE TO A DIFFERENT MOBILE NUMBER?

Please note that it may take up to 24 hours to complete this process. Before following these directions, your new phone needs to be moved to inactive status. This can be done by reactivating a different device using My Verizon or by speaking to a Verizon Wireless representative.

### Transferring Your Service and Phone Number to a New Phone

You can use these instructions if you have previously activated your 4G device and SIM card on one mobile number and want to move the device and SIM to a different mobile number. Before completing these steps, you must wait until 7 a.m. EST the next day for the SIM to be available for use again. Once available, you can activate the 4G device and SIM on the other mobile number.

**Step 1** Go to [verizonwireless.com/activatenow](http://verizonwireless.com/activatenow) and sign in to My Verizon (as the Account Owner or Account Manager).

**Step 2** Select a line (if applicable) and click *Next*.

**Step 3** Follow instructions for Backup Assistant<sup>SM</sup>.

- If Backup Assistant is already installed, click the *Back Up Phone Now* button.
- If eligible for Backup Assistant, click the *Install Backup Assistant* button and follow the steps to install from device.
- If NOT eligible for Backup Assistant, click the appropriate Operating System link and follow the steps.

**Step 4** Select *Next*.

**Step 5** Type the Device ID (ESN, MEID or IMEI). Select *Submit*.

**Step 6** Type the SIM ID Code (located on the label of the box). Select *Next*.

**Step 7** Select the check box for the desired feature(s). Click *Continue*.

**Step 8** Review and confirm the selected updates. Select *Submit*.

### If You Are Unable to Change Your Number in My Verizon

Contact Verizon Wireless by visiting a retail store or calling **1.800.922.0204**.