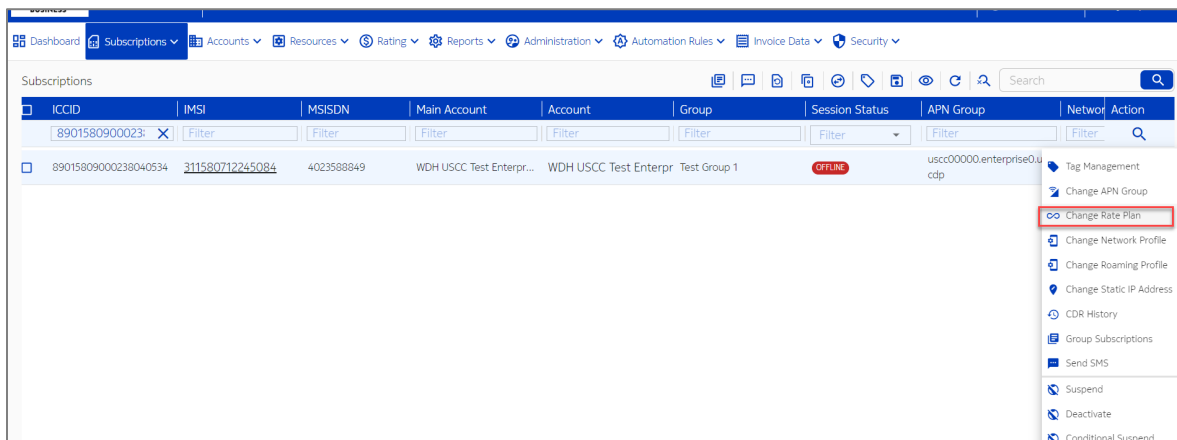
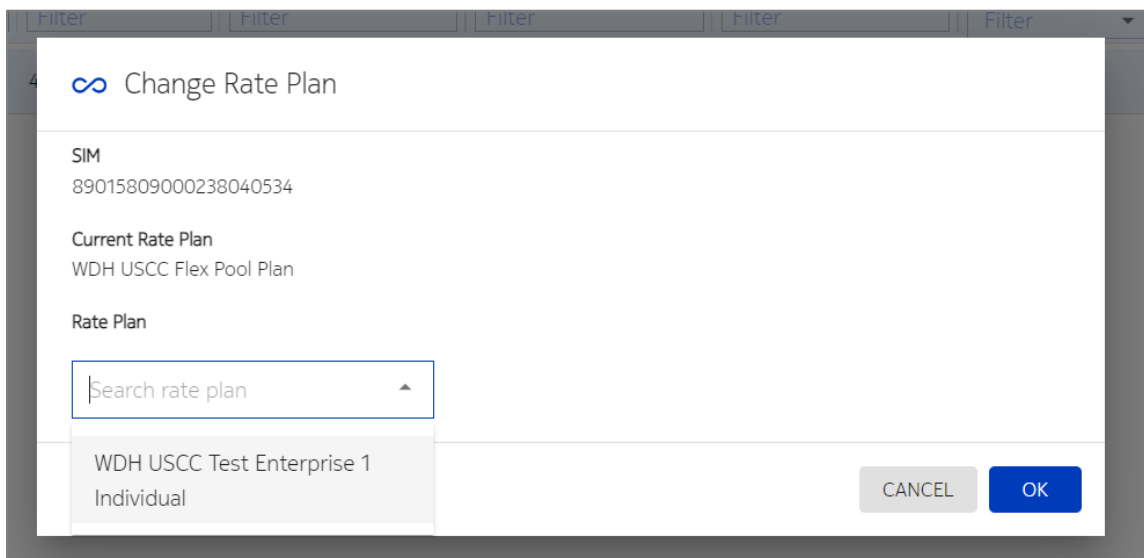


Change a Plan in ConnectHQ

1. Login to ConnectHQ
2. Select the Subscriptions menu
3. Locate the SIM you wish to change and select the Actions menu/Change Rate Plan



4. Change your plan to any other available rate plan

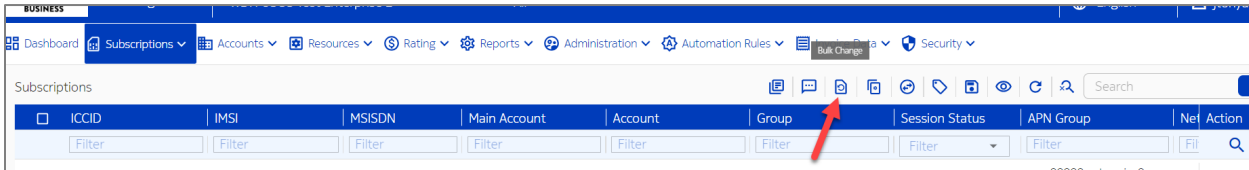


5. Click OK

Change Rate Plan – Bulk

1. From the Subscriptions Menu:

- a. Select the checkboxes to the left of each sim you would like to change rate plan



- b. Or you can simply check the Bulk Change option without the checkboxes for larger activation requests

2. Select Mode

- a. File – This is for the larger activation requests
 - i. This option you will upload a comma delimited CSV file with ICCID as your header and all of your ICCID values below
- b. SIMS selected – This is if you have checked boxes next to sims

3. Select operation type = Rate Plan

4. Rate Plan = Choose your target rate plan

5. Click CHANGE