



- 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

	3111233								
BB Da	shboard 🕢 Subscriptions	🖌 🏥 Accounts 🗸 😨	Resources 🗸 🔇 Rati	ng 🛩 🏟 Reports 🛩 😰 Ar	dministration 🗸 🤸	🚯 Automation Rules 🗸 📋 Invol	ce Data 🗸 😯 Security	~	
Sub	Subscriptions							rch 🔍	
	ICCID	IMSI	MSISDN	Main Account	Account	Group	Session Status	APN Group	Networ Action
	8901580900023: 🗙							✓ Filter	Filter Q
	89015809000238040534	311580712245084	4023588849	WDH USCC Test Enterpr	. WDH USCC Te	st Enterpr Test Group 1	OFFLINE	uscc00000.enterprise0 cdp).u 🔖 Tag Management
									2 Change APN Group
									📀 Change Rate Plan
									Change Network Profile
									Change Roaming Profile
									Change Static IP Address
									CDR History
									Group Subscriptions
									🛄 Send SMS
									🚫 Suspend
									🚫 Deactivate
									🚫 Conditional Suspend

4. Change your plan to any other available rate plan

			Filter 🔻
4	🗢 Change Rate Plan		
L	SIM 89015809000238040534		
L	Current Rate Plan WDH USCC Flex Pool Plan		_
L	Rate Plan		
L	Search rate plan	•	_
L	WDH USCC Test Enterprise 1 Individual		CANCEL OK

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

	BUSINESS										,,
88	Dashboa	rd 🔝 Subscriptions 🗸	💼 Accounts 🗸	😰 Resources 🗸 🂲 Rating 🗸	🍪 Reports 🗸 🧕	Administration 🗸 🚯	Automation Rules 🗸 📃 🖪	lk Change 诸 💙	😯 Security 🗸		
s	ubscript	ions					e 💬	0	0 5 5 0	ତ C A Search	
		ICCID	IMSI	MSISDN	Main Account	Account	Group	-	Session Status	APN Group	Net Action
							Filter		Filter •		Fil Q

- 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