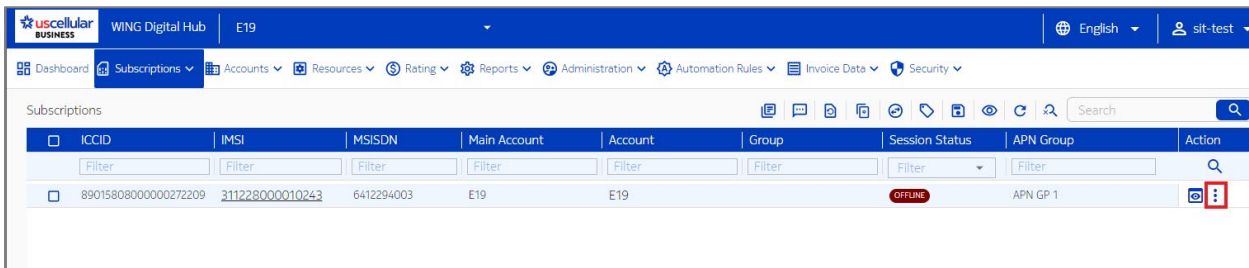


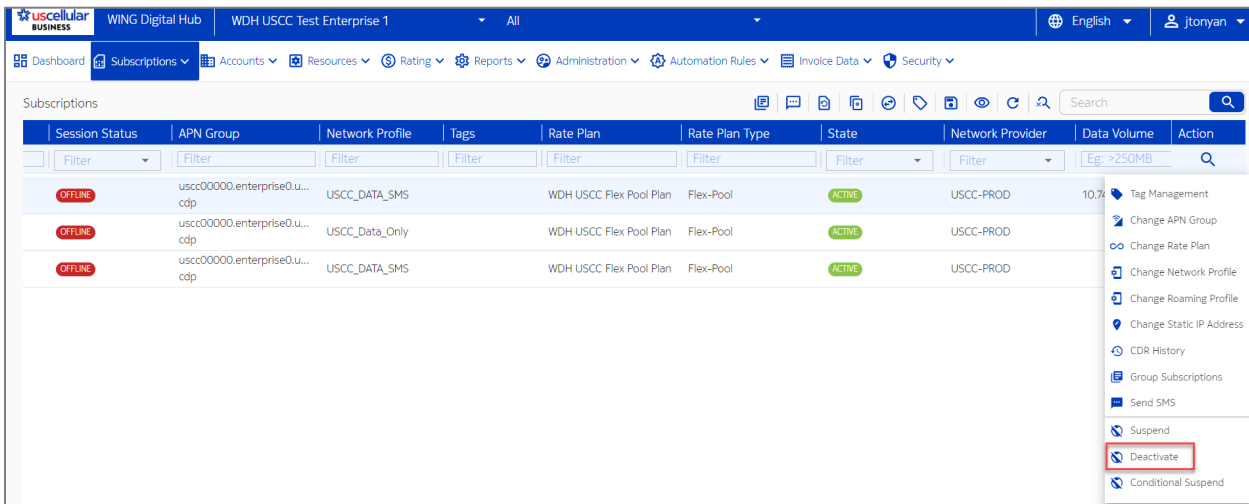
Deactivate SIM Cards in ConnectHQ

1. Login to WDH
2. Select the Subscriptions tab
3. Select the SIM card to cancel and click on the action button



ICCID	IMSI	MSISDN	Main Account	Account	Group	Session Status	APN Group	Action
89015808000000272209	311228000010243	6412294003	E19	E19		OFFLINE	APN GP 1	[Action Menu]

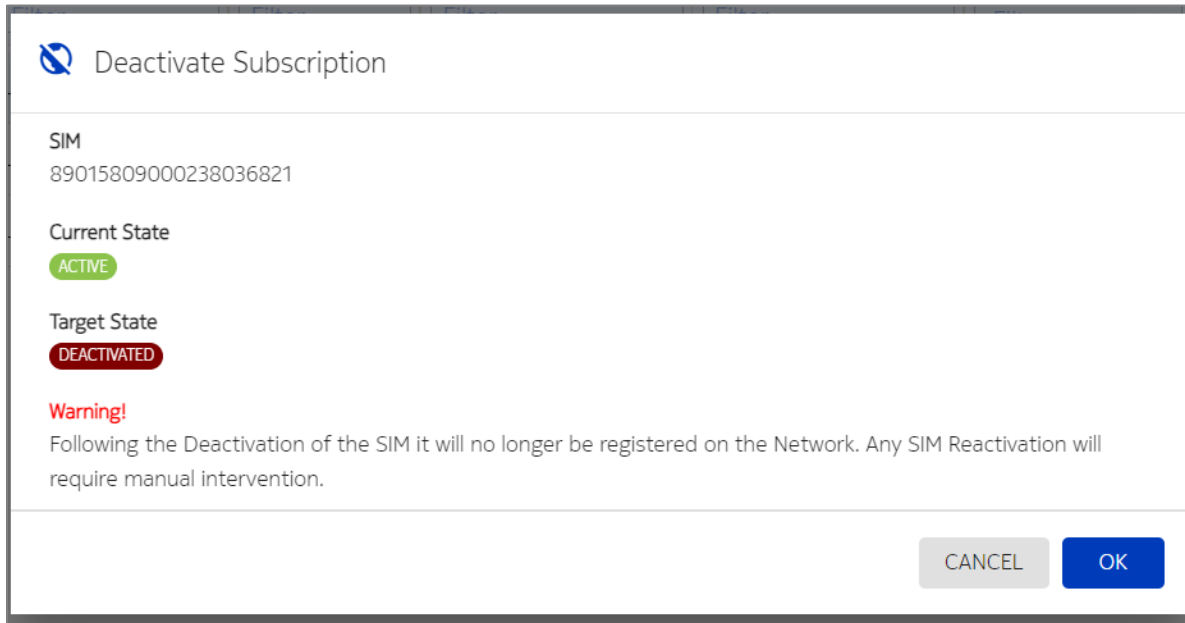
4. Then select the Deactivate option at the bottom of the context menu.



Session Status	APN Group	Network Profile	Tags	Rate Plan	Rate Plan Type	State	Network Provider	Data Volume	Action
OFFLINE	uscc00000.enterprise0.u... cdp	USCC_DATA_SMS		WDH USCC Flex Pool Plan	Flex-Pool	ACTIVE	USCC-PROD	10.7	[Action Menu]
OFFLINE	uscc00000.enterprise0.u... cdp	USCC_Data_Only		WDH USCC Flex Pool Plan	Flex-Pool	ACTIVE	USCC-PROD		
OFFLINE	uscc00000.enterprise0.u... cdp	USCC_DATA_SMS		WDH USCC Flex Pool Plan	Flex-Pool	ACTIVE	USCC-PROD		

- Tag Management
- 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

5. Confirm the operation.



6. Click OK

***Customers will have 30 days to Reactivate SIMS from a Deactivated state if they choose.
After 30 days the sims will Retire and can no longer be used***