

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

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

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

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Session Status	APN Group	Network Profile	Tags	Rate Plan	Rate Plan Type	State	Network Provider	Data Volume Action
Filter 👻							▼ Filter ▼	Eg: >250MB Q
OFFLINE	uscc00000.enterprise0.u cdp	USCC_DATA_SMS		WDH USCC Flex Pool Plan	Flex-Pool	ACTIVE	USCC-PROD	10.74 🔖 Tag Management
OFFLINE	uscc00000.enterprise0.u cdp	USCC_Data_Only		WDH USCC Flex Pool Plan	Flex-Pool	ACTIVE	USCC-PROD	Change APN Group Change Rate Plan
OFFLINE	uscc00000.enterprise0.u cdp	USCC_DATA_SMS		WDH USCC Flex Pool Plan	Flex-Pool	ACTIVE	USCC-PROD	Change Network Profile
								Change Roaming Profile
								Change Static IP Address
								CDR History
								Group Subscriptions
								Send SMS
								🚫 Suspend
								🗞 Deactivate
								Conditional Suspend

5. Confirm the operation.

🕅 Deactivate Subscription	
SIM 89015809000238036821	
Current State	
Target State DEACTIVATED	
Warning! Following the Deactivation of the SIM it will no longer be registered on the Network. An require manual intervention.	y SIM Reactivation will
	CANCEL

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