



Suspend SIM Cards – Individual

- 1. Login to ConnectHQ
- 2. Select the Subscriptions menu
- 3. Select the SIM Card to activate on the respective checkbox
- 4. Click on the Action context menu
- 5. You can choose to Suspend or Conditional Suspend your SIM
 - a. Suspend = Network suspend. This will suspend the sim from usage and billing until Reactivated
 - b. Conditional Suspend = Billing Only suspend. This will stop billing but when usage is run on the sim, it will automatically flip back over to Active state.

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6. Click OK

Suspend Subscription		
SIM 89015809000238040534		
Current State		
Target State SUSPENDED		
	CANCEL	ОК

Suspend SIM Cards – Bulk

- 1. From the Subscriptions Menu:
 - a. Select the checkboxes to the left of each sim you would like to suspend

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- 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 = SIM Life Cycle
- 4. SIM Life Cycle = Suspend or Conditional Suspend
- 5. Click CHANGE