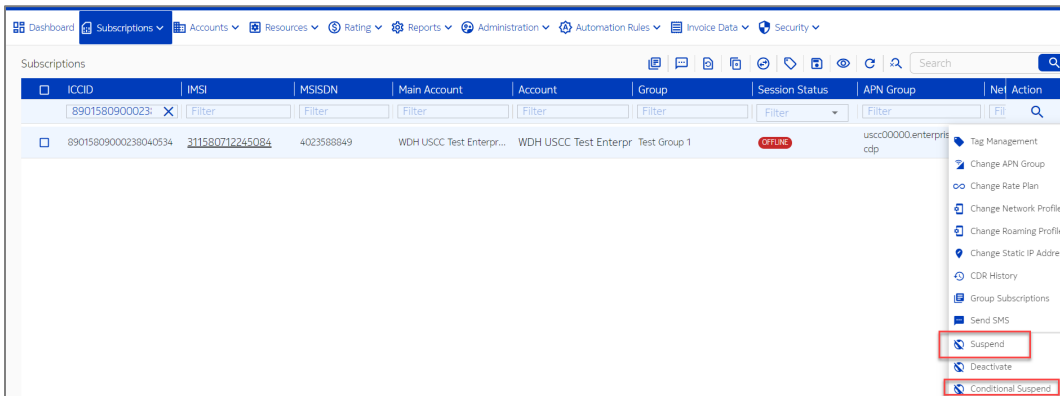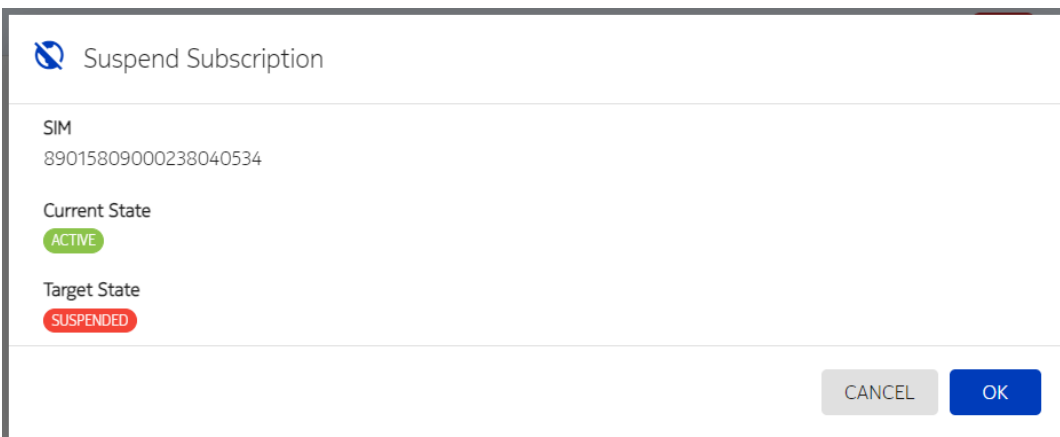# Suspend SIM Cards – Individual

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.
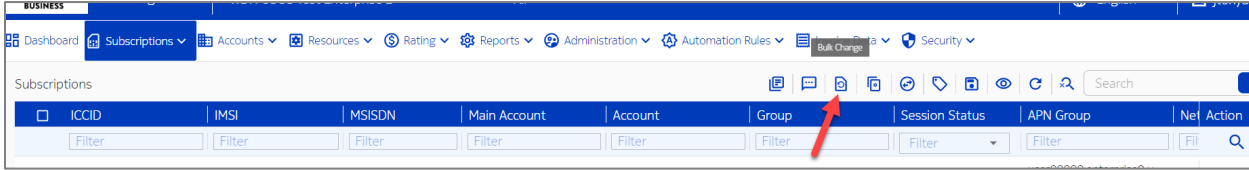

6. Click OK

Suspend SIM Cards – Bulk

1. From the Subscriptions Menu:

    a. Select the checkboxes to the left of each sim you would like to suspend

    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