

*****Instructions for Activation/Termination of Wireless Communication Services
Southern Connecticut State University
Cwi wuv1; , 2033

Please follow the following steps to activate/terminate university-sponsored wireless communication service:

C. If you are activating wireless communication service for the first time:

1. Your department will provide the device to you (Department head must check with Administrative Support Services for the availability of used devices prior to purchasing new devices)
2. Bring device to your service provider. The service provider will activate the service for you. Note that most service providers can activate your service over the phone (via the 800 support hotline). You do not need to visit the store in person unless you wish to transfer your contact list to the new phone.
3. Complete Part I & II of “Activation of Wireless Communication Service” form with all signatures for your new device. Return the complete form to Administrative Support Services
4. If your new device comes with data service, bring the device to IT Help Desk. IT will setup the emails for you.

D. If you are switching from one university-issue device to another university-issue device:

1. Your department will provide the new device to you (Department head must check with Administrative Support Services for the availability of used devices prior to purchasing new devices)
2. Bring both devices to your service provider. The service provider will do the switch for you. Note that most service providers can activate your service over the phone (via the 800 support hotline). You do not need to visit the store in person unless you wish to transfer your contact list to the new phone.
3. Complete Part II of the “Activation of Wireless Communication Service” form with all signatures for your new university device. Return Part II of the form to Administrative Support Services.
4. Complete the “Return of Wireless Communication Device” form with all signatures for your old university device.
5. Return the old university device, accessories, and “Return of Wireless Communication Device” form to IT Help Desk. You must return all accessories that came with the old university device.
6. If your new device comes with data service, bring the device to IT Help Desk. IT will setup the emails for you.

E. If you are switching to a different calling plan or getting a new phone number:

1. If you are receiving a new university-issued device because of the change, follow the steps outlined in C to take care your old university-issued devices.
2. Complete Part II of the “Activation of Wireless Communication Service” form with all signatures for your new calling plan or phone number. Return Part II of the form to Administrative Support Services

F. If you are terminating the wireless communication service

>> If you do not wish to keep your phone number

1. Complete the “Return of Wireless Communication Device” form for your university-issued device.
2. Return the university-issued device, accessories, and form to IT Help Desk. You must return all accessories that came with the university-issued device.

>> If you wish to keep your phone number

1. Purchase a new personal device and personal plan
2. Contact IT Help Desk and ask the phone number be transferred to you
3. Bring both personal and university-issued devices to your service provider
4. The service provider will do the switch for you. The service provider will also transfer your contact list.
5. Complete the “Return of Wireless Communication Device” form for your university-issued device with all signatures.
3. Return the university-issued device, accessories, and the form to IT Help Desk. You must return all accessories that came with the university-issued device.