Upgrade Your Phone, Device, or Service

You can change the phone or device and rate plan for your wireless account if the option is enabled by your administrator. To make sure that compatible plans and features appear in Premier, confirm that the correct wireless device is associated with your account before completing your upgrade.

Upgrade your wireless device and rate plan

1. On the Premier homepage, click SHOP.
2. In the Start Shopping section, enter the following information:
   − Your ZIP Code
   − Your mobile number
   − Your billing account number or billing password
3. Click Upgrade your phone, device, or rate plan.
4. Add the following to your cart or click Skip:
   − Phone or device
   − Accessories
   − Rate plan
     Note: If you don’t want to update your plan, click Continue Without Upgrading Plan.
   − Data Add-On Plans
     Note: This option appears if data add-on plans are available for your account and you selected a data-capable phone and rate plan to upgrade.
   − Features
5. Make sure the items in your cart are correct. Make any updates as needed.
6. If you have a Premier coupon code, enter it, and then click Apply. Verify the coupon code has been properly applied. Continue until all Premier coupon codes have been applied. The same coupon code can’t be used more than 1 time in the same shopping session. If you have a problem with coupon codes, see the Help with Your Order topic. When you’re finished, click Checkout.
   Note: To upgrade another phone, click Continue Shopping and repeat steps 1 through 4 before you click Checkout.
7. Complete the required fields, make sure the information appears exactly as it does on your existing account, and then click Continue.
   Note: Inaccurate information may delay order processing. To receive information by email about discounts and promotions, sign up for Premier Opt-in Advantage.
8. Make sure all the information for your order is correct, read, and accept the Terms of Service Agreement, and then click Complete Order.

A page appears to confirm acceptance of your order and provide your Order ID. Save this number for your records. You’ll also receive an email confirming the receipt of your order.