



Update a SIM Card or Device IMEI Number

The rate plans and features that appear in Premier for your wireless users are based on the user's wireless device.

Install and activate a SIM card (ICCID)

Copy your contact information to your new SIM card before you replace the old one. To learn how to do so, see [Transfer contacts and content between phones](#). You won't be able to copy your contacts after you replace your SIM card.

To receive a new SIM card, [visit an AT&T retail store](#). To order SIM cards in bulk, call Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. ET.

To learn how to install and activate a SIM card for a new or upgraded device, see [Activate a Wireless Device](#).

Change device IMEI

1. On the Premier homepage, from the **I want to** list on the taskbar, select **Change IMEI or SIM/ICCID**.
2. Enter the wireless number for the device you want to update, and then click **Go**. The **Change IMEI or SIM/ICCID** page appears.
3. Next to Device IMEI, enter the new IMEI number, and then click **Continue**.

Note: For help locating the device IMEI number, click **What is this?**.

If the existing rate plan isn't compatible with the updated device, the **Update Rate Plan** page appears. Or, check the box to update rate plans and features. To learn more about updating rate plans, see [Update Rate Plans, Features, and Applications](#).

Change a SIM card (ICCID)

1. On the Premier homepage, from the **I want to** list on the taskbar, select **Change IMEI or SIM/ICCID**.
2. Enter the wireless number for the device you want to update, and then click **Go**. The **Change IMEI or SIM/ICCID** page appears.
3. In the **SIM/ICCID** field, enter the 20- or 21-digit number of the new SIM card (ICCID) without spaces or dashes, and then click **Continue**. A verification page appears.
4. Make sure that the information is correct, and then click **Submit**. A confirmation page appears.

Save the request number for your records.



Test your device

We'll send you an email after we activate your new SIM card. Typically, this takes up to 15 minutes for a voice-only device, or up to 4 hours for a data-only device, such as a LaptopConnect card.

1. Turn off your device, and then insert the new SIM card (ICCID) into it. Make sure that your device is fully charged.
2. Turn on the device and test it. Make a call with a voice device or open a Web browser with a data-only device.

If you can make calls or access the Internet, your SIM card (ICCID) is activated. If you can't make calls or access the Internet, and you have an acceptable signal, contact Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. ET.

[Top](#)