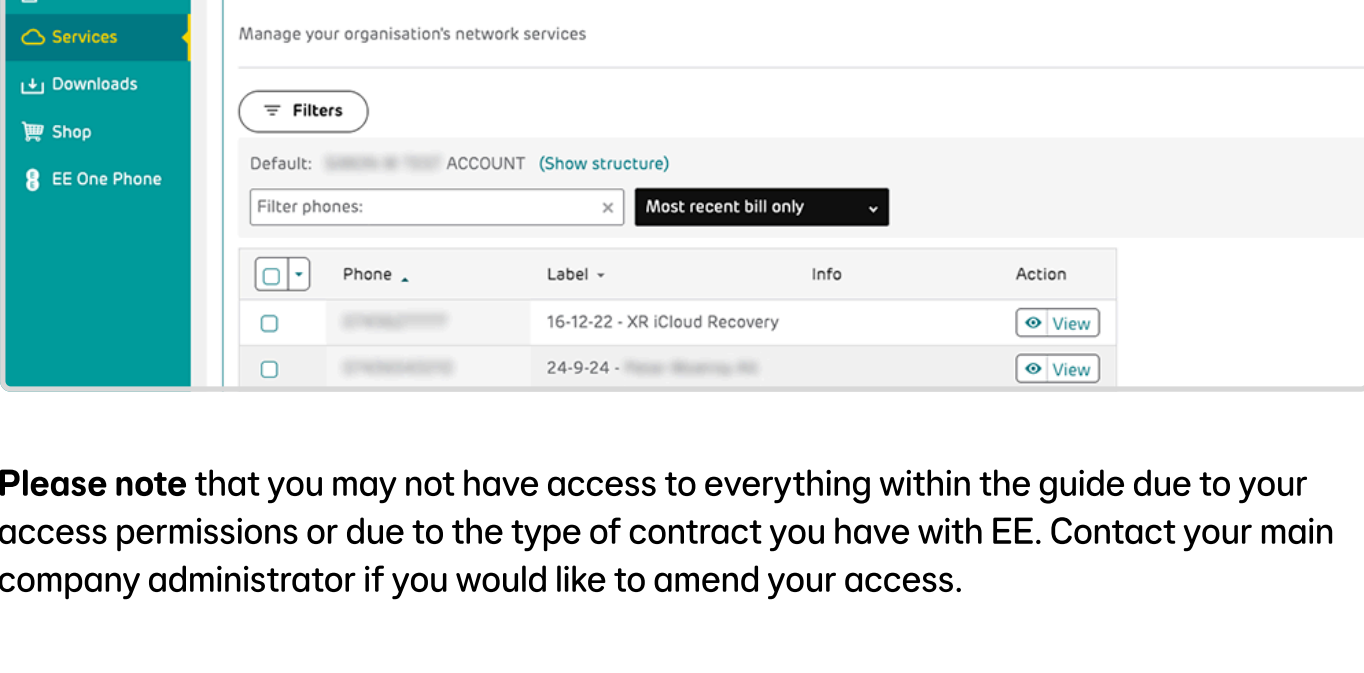


MANAGE YOUR NETWORK SERVICES AND PHONES

On the Services page you can manage your network services, SIMs, and cease and switching requests.

This guide contains information on how to:

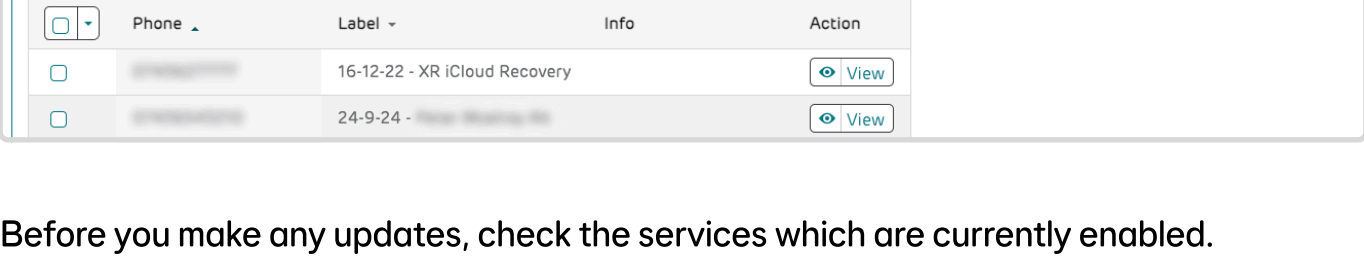
- View and manage network services
- Make a switching request
- Make a cease request
- Swap SIMs



Please note that you may not have access to everything within the guide due to your access permissions or due to the type of contract you have with EE. Contact your main company administrator if you would like to amend your access.

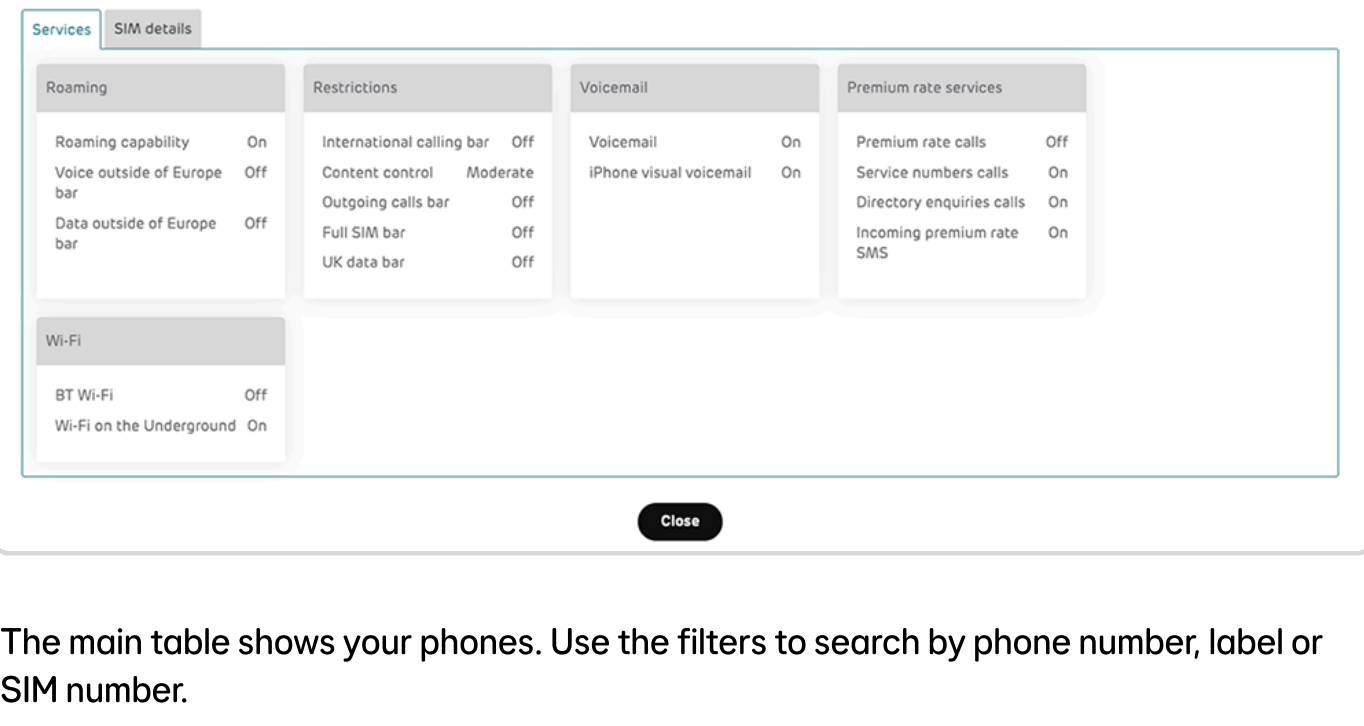
VIEW AND MANAGE NETWORK SERVICES

On the 'Network services' tab you can view and amend the services available for your phones.



Before you make any updates, check the services which are currently enabled.

You can do this by selecting the 'View' button for the relevant phone number. The 'Services' tab shows what network services are enabled for that device. The 'SIM details' tab shows information such as the SIM number and PUK code.

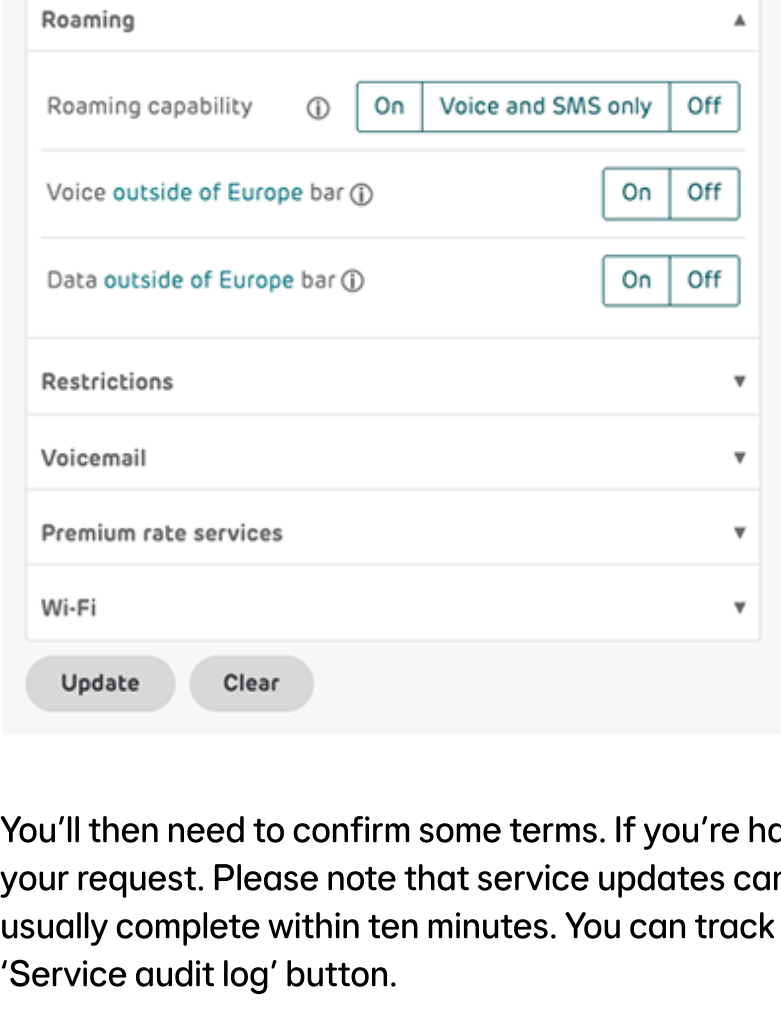


The main table shows your phones. Use the filters to search by phone number, label or SIM number.

Select a phone to update its services. You can select up to 30 phone numbers at one time, but the settings you update will be applied to all selected phones.

Use the 'Update services' table to make your updates. For further information about a service, hover over the 'information' icon to find out more.

Select 'Update' once you have finished.



You'll then need to confirm some terms. If you're happy with them, select 'Yes' to submit your request. Please note that service updates can take up to 24 hours to complete, but usually complete within ten minutes. You can track your latest status requests via the 'Service audit log' button.

If you are applying a 'bar' restriction, you shouldn't select any other service to amend or they will fail as the bar will overrule any changes.

If a handset is lost or stolen, this should be reported to your customer services team rather than restricting the device on Mobile Manager. This will allow you to discuss replacement options and ensure devices can be added to the deny list if required.

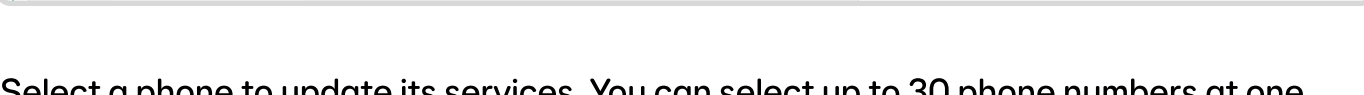
MAKE A SWITCHING REQUEST

Use the 'Cease & Switching requests' tab to manage your organisation's cease and switching requests.

You can request:

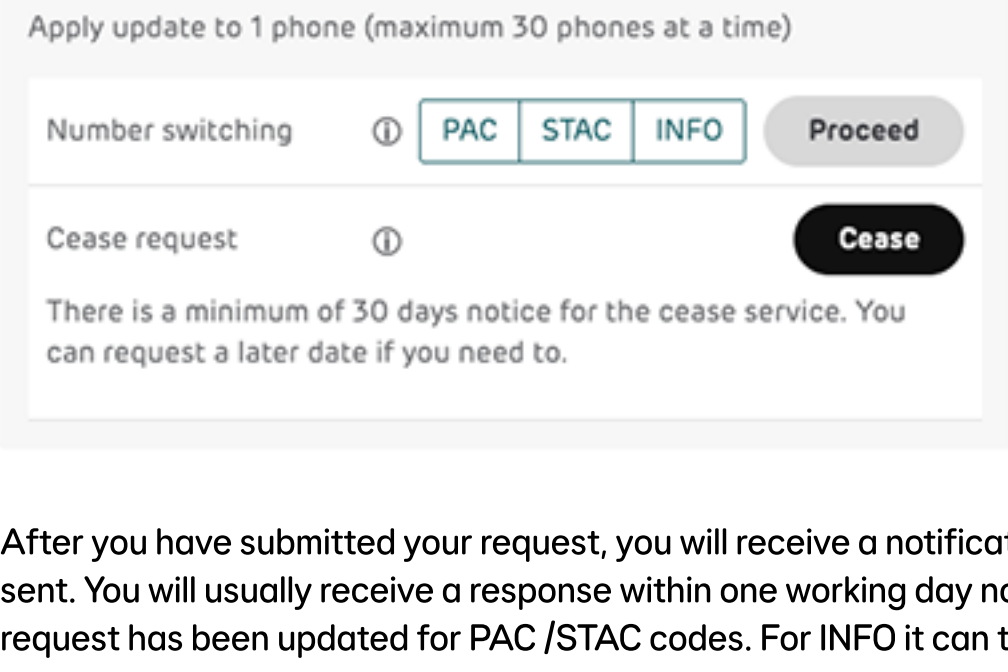
- a PAC code: port to another network with your phone number.
- a STAC code: port to another network with a new number and cease the EE existing number when the transfer takes place.
- INFO: to obtain any early termination charges.

The main table shows your phones. Use the filters to search by phone number or label.



Select a phone to update its services. You can select up to 30 phone numbers at one time, but the request you make will apply to all phones.

PAC code, STAC code, or INFO requests must be submitted separately. Select one and then select 'Proceed'.



After you have submitted your request, you will receive a notification that it has been sent. You will usually receive a response within one working day notifying you that the request has been updated for PAC /STAC codes. For INFO it can take seven days to calculate charges.

You'll receive an email with the information, and notification of a new message in Mobile Manager. Log into your account to view the message and the request from EE. It will contain a code and a document advising you of the relevant charges for using the PAC/ STAC, or early termination fees for any INFO requested.

Please note by using the PAC code or STAC code you are agreeing to proceed and accept the associated charges.

MAKE A CEASE REQUEST

You can also use the 'Cease & Switching requests' tab to make a cease request.

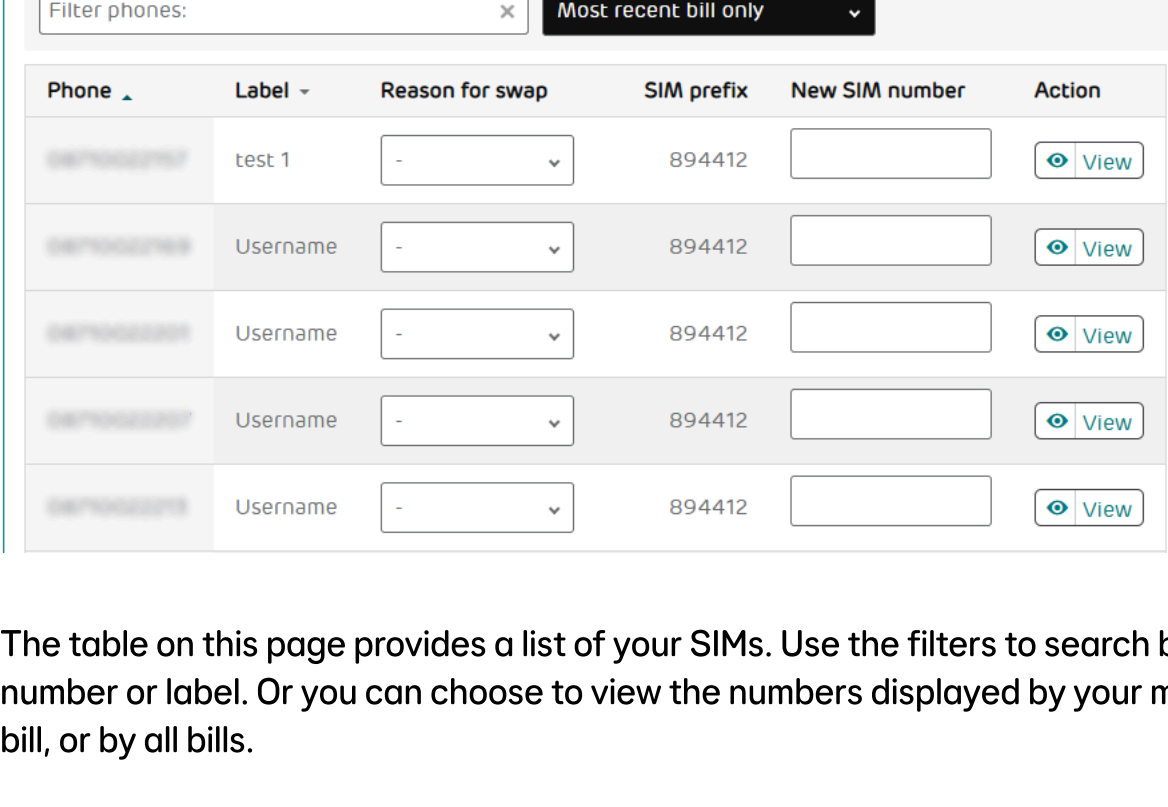
From the table, select the phone numbers you'd like to disconnect. Then select 'Cease'.

There is a minimum of 30 days' notice for the cease service. You can request a later date if you need to.

SWAP SIMS

You can swap SIMs using the 'SIMs' tab. The way you can request a SIM swap depends on if your account is enabled to work with eSIMs.

Without eSIM functionality



The table on this page provides a list of your SIMs. Use the filters to search by phone number or label. Or you can choose to view the numbers displayed by your most recent bill, or by all bills.

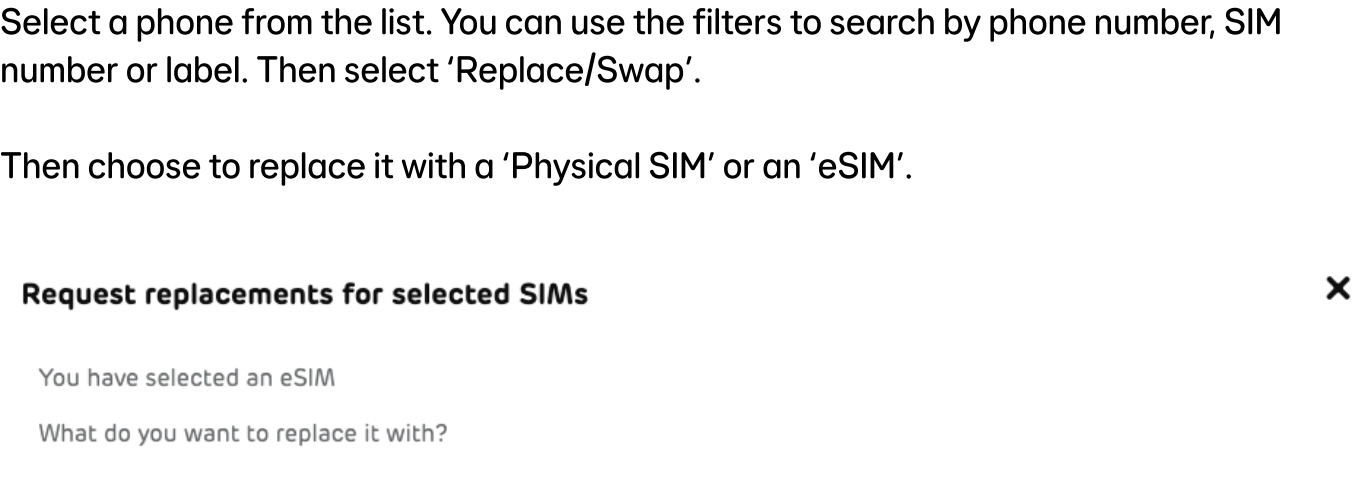
For the phones you want to swap, select the 'Reason for swap' using the drop-down menu.

Then enter the 'New SIM number'. The SIM prefix is already included, so just add the following numbers. You can update up to 15 numbers at a time.

After you've made your changes, select the 'Update' button at the bottom of the page.

Please note SIM swap updates can take up to 24 hours to complete, but usually complete within an hour. You can track latest status requests that you have submitted by selecting the 'Service audit log' button.

Without eSIM functionality



For a 'Physical SIM', select if you have one or need to get one. If you have one, you can then enter the reason for the swap and new SIM number. If you select 'I don't have one', you will be redirected to the shop.

For an 'eSIM', you can only request 5 replacement eSIMs per subscription within 48 hours. Select 'Request replacement' to confirm.

For more support on eSIMs, please see our [eSIM user guide](#).