Staff Mobile Phone Policy - Appendix C

Request a Cellular Transfer of Billing Responsibility from Corporate to Personal

1. Receive approval from authorized point of contact from within your school/department

2. Submit request to assume financial liability for your cellular line, http://services.huit.harvard.edu/transfer-billing-responsibility-corporate-personal

3. You will receive confirmation from HUIT-Unified Communications Customer Support that the line is ready for assumption of liability.

4. Once you receive confirmation that the line is ready for you to assume financial responsibility follow the process for the specific vendor and options listed below.
To keep service with Verizon Wireless:

1. The subscriber or account holder should then contact Verizon Wireless at 1-800-922-0204 to assume financial responsibility of the line.
   a. If the subscriber plans to join an existing family account, the account holder or authorized person of the existing account must call Verizon Wireless to add the additional line to family plan.

2. You will be prompted to enter the cellular number you are calling about

3. When prompted press option 5, you will be prompted to speak what you are calling about. Speak “Account changes”, or press “0” for assistance.

4. Specify to the Verizon Wireless Representative that you wish to assume liability for the line you are calling about

5. The Verizon Wireless Representative will walk you through the change of liability process
   a. The account holder and/or authorized person will need to answer some security questions related to current use of the device that is being transferred
   b. Select plan that best meets your needs for voice, data and text
   c. Account holder should review features to evaluate what they wish to keep or remove
      i. Insurance, Hotspot
   d. Be sure to get the Harvard University employee discount assigned to the account. The Harvard employee must be the listed account holder to obtain this discount. Discount is currently 18% off access. Proof of employment may be required: Copy of Harvard ID.


Things to be aware of:

- If you plan to switch carriers – port line directly to your preferred carrier (see instructions below: To keep Harvard mobile number, but change to a new carrier)
- Subscriber must transfer billing within 30 days from HUIT processing the request. If this is not completed you will need to resubmit the request to HUIT.
- Retail locations cannot assist you until you have fully assumed liability of your mobile line
- If establishing a new personal account, the subscriber may need to undergo a utility credit check by Verizon Wireless
- Most corporate users utilize less than 2GB of data monthly – but you should evaluate and make the best decision based on your personal and work requirements
- Once you have successfully assume responsibility for your line, if you are eligible, you may upgrade your device via the VzW Harvard custom web portal https://www.verizonwireless.com/hp/homepage (free shipping, overnight shipping, best discounts) or any retail location.
- The current contract of the line continues once line moves to personal liability.
To keep service with AT&T:

1. The subscriber or account holder should then contact AT&T at 1-888-444-4410 or visit any retail location to assume financial responsibility of the line.
   a. If the subscriber plans to join an existing family account, the account holder or authorized person on the existing account must be the person to call AT&T to add the additional line to family plan.

If you call via 1-888-444-4410

2. Press option 2 for individual wireless service
3. Press option 5 to transfer the billing responsibility for your account
4. Specify to the AT&T Representative that you wish to assume liability for the line you are calling about
5. The AT&T Representative will walk you through the change of liability process
   a. The account holder and/or authorized person may need to answer some security questions related to current use of the device that is being transferred and/or confirm name of subscriber.
   b. Select plan that best meets your needs for voice, data and text
   c. Account holder should review features to evaluate what they wish to keep or remove
      i. Insurance, Hotspot
   e. Be sure to get the Harvard University employee discount assigned to the account. The Harvard employee must be the listed account holder to obtain this discount. Discount is currently 17% off access. Proof of employment may be required: Copy of Harvard ID.

AT&T Website: (Harvard Employee custom website. You must be logged in through Harvard PIN authentication) http://www.att.com/wireless/HARVARD

Things to be aware of:

- If you plan to switch carriers – port line directly to your preferred carrier (see instructions below: To keep Harvard mobile number, but change to a new carrier)
- Subscriber must transfer billing within 60 days from HUIT processing the request. If this is not completed you will need to resubmit your request to HUIT.
- There may be a fee associated with this transaction
- If establishing a new personal account, the subscriber may need to undergo a utility credit check
- Most corporate users utilize less than 2GB of data monthly – but you should evaluate and make the best decision based on your personal and work requirements
- Once you have successfully assume responsibility for your line, if you are eligible, you may upgrade your device via the AT&T Harvard custom web portal http://www.att.com/wireless/HARVARD or any retail location.
To keep Harvard mobile number, but change to a new carrier:

Examples:
- Current line is with Verizon Wireless and want to move to AT&T, T-Mobile or Sprint
- Current line is with AT&T and want to move to Verizon Wireless, T-Mobile, or Sprint

1. Receive approval from authorized point of contact from within your school/department
2. Submit request to assume financial liability for your cellular line, http://services.huit.harvard.edu/transfer-billing-responsibility-corporate-personal
3. You will receive confirmation from HUIT-Unified Communications Customer Support that the line is ready for assumption of liability.
4. Call new carrier of choice to port line from current carrier to new carrier (Example: Verizon Wireless to AT&T) and assume responsibility for the line. Do not assume liability for the line under the current carrier – you will be charged early termination fees when you transfer to your new carrier of choice.
   a. New Carrier will walk you through the process and requirements
   b. You may be asked for the Harvard password (last 4 tax ID) : 3580
   c. If you have any issues or need additional information contact HUIT – UC at huit-cellular@harvard.edu or 617-495-4900, option 2.

Cancel Harvard cell phone and use personal line:
If you no longer wish to be called on your Harvard assigned cell phone and want to use a personal cell phone.
1. Receive approval from authorized point of contact from within your school/department
2. Submit request to disconnect your Harvard owned cell phone: http://services.huit.harvard.edu/cellular.disconnect-request-form
3. You will receive confirmation from HUIT-Unified Communications Customer Support that the line has been cancelled.
4. You may send your device to HUIT at 1230 Soldiers Field Rd. Brighton MA to be securely recycled.
5. Departments may also choose to recycle devices through e-cycle by contacting Kevin Anderson, kevin.anderson@e-cycle.com, 1-508-902-7058

For additional assistance please feel free to contact HUIT-Cellular@harvard.edu or 617-495-4900 option 2. http://huit.harvard.edu/services/cellular-services