








AT&T






SWITCHING TO AT&T WIRELESS

HOW TO ACCESS YOUR ACCT. # AND PIN






VERIZON

ACCOUNT NUMBER	PIN
<p>What to look for: The account number ends in -00001, but should be entered without the dash. Found on the right-hand corner of the bill.</p> <p> Online with My Verizon:</p> <ol style="list-style-type: none"> 1. Go to vzw.com/my-verizon and sign in 2. Scroll down and click View Bill 3. Your account # will be shown under your latest bill amount. <p> My Verizon app:</p> <ol style="list-style-type: none"> 1. Open the menu and tap Account 2. The account number will be listed at the top of the screen <p> Customer Service line:</p> <ol style="list-style-type: none"> 1. Call Customer Service at (800) 922-0204 or 611 from your Verizon phone 	<p>What to look for: The PIN number is a 4 digit number. It is <u>not</u> the last 4 digits of the SSN or the last 4 digits of the phone number.</p> <p> Online with My Verizon:</p> <ol style="list-style-type: none"> 1. Go to vzw.com/PIN to reset 2. Sign in to your My Verizon account 3. Click Change account PIN 4. Enter the new account PIN and re-enter to confirm 5. Click Save 6. You've successfully created your account PIN. <p> Customer Service line:</p> <ol style="list-style-type: none"> 1. Call Customer Service at (800) 922-0204 or 611 from your Verizon phone

T-MOBILE

ACCOUNT NUMBER	PIN
<p>What to look for: The account number is 9 digits and found in the upper right-hand corner of any bill.</p> <p> Online with My T-Mobile:</p> <ol style="list-style-type: none"> 1. Go to account.t-mobile.com and sign in 2. Your account number will be in the upper right-hand corner <p> T-Mobile app:</p> <ol style="list-style-type: none"> 1. Tap Bill in the menu 2. Scroll down and click Download PDF 3. Click View Summary Bill and the account number will be in the upper right-hand corner of the bill <p> Customer Service line:</p> <ol style="list-style-type: none"> 1. Call Customer Service at (877) 746-0909 or 611 from your T-Mobile phone 	<p>What to look for: The PIN number is a 4 digit number. Typically it is the last four of your social or the last four of your account number.</p> <p> Online with My T-Mobile:</p> <ol style="list-style-type: none"> 1. Go to account.t-mobile.com and sign in 2. Click Profile 3. Click T-Mobile ID 4. Click PIN/Passcode 5. Choose a verification method 6. Click Next 7. Follow the prompts and set up your PIN/Passcode 8. Click Save <p> Customer Service line:</p> <ol style="list-style-type: none"> 1. Call Customer Service at (877) 746-0909 or 611 from your T-Mobile phone

SPRINT

ACCOUNT NUMBER	PIN
<p>What to look for: The account number is 9 digits and found at the top center of your bill and on your online account page.</p> <p> Online with My Sprint:</p> <ol style="list-style-type: none"> 1. Go to sprint.com and sign in 2. Click on My Preferences 3. Click Update or add another account 4. View account number next to each account nickname <p> Sprint app:</p> <ol style="list-style-type: none"> 1. Open the menu and tap Account 2. The account number will be listed at the top of the screen <p> Customer Service line:</p> <ol style="list-style-type: none"> 1. Call Customer Service at (888) 211-4727 	<p>What to look for: The PIN number is a 6-10 digit number. The PIN is the call-in passcode for customer service.</p> <p> Online with My Sprint:</p> <ol style="list-style-type: none"> 1. Go to sprint.com and sign in 2. Click on My Sprint 3. Select Profile and Security 4. Scroll down to Security information 5. Update the PIN or security question/answer on the page. 6. Click Save <p> Customer Service line:</p> <ol style="list-style-type: none"> 1. Call Customer Service at (888) 211-4727

BOOST MOBILE

ACCOUNT NUMBER

What to look for: The account number is 9 digits. It is not listed online.



Customer Service line:

1. Call Customer Service at (888) 266-7848 or 611 from your Boost Mobile phone
2. To reach a live person, wait for the opening message to go to English. When prompted, enter your Boost phone number.
3. Press option "4" when the system says "Technical Issues, press 4."
4. Next, listen to all of the 7 or so menu options. At the end of the all these menu options, wait 10 seconds, and you will be prompted to chat with a Boost Customer Care Representative by pressing "0" (zero)."
5. When prompted, enter your 4-digit Boost PIN number or have it sent to your phone.
6. Then, wait to be transferred to a Boost Representative.
7. Ask the account representative to give you the account number.

PIN

What to look for: The PIN number is a 4 digit number, the same passcode that you login with.



Online with My Boost:

1. Go to myaccount.boostmobile.com
2. Sign in to your My Boost account
3. Click on the Account Security tab to change your Account PIN here



My Boost app:

1. Open the menu and tap Account
2. The account number will be listed at the top of the screen



Customer Service line:

1. Call 611 from your Boost Mobile phone
2. Confirm that you're calling about your Boost phone number, and you'll then hear the automated system's Main Menu
3. From the Main Menu, choose "To locate a store, or Anything Else, press 5"
4. At the next menu, choose "Forgot your PIN and want to have it sent to you, press 5"

METRO PCS

ACCOUNT NUMBER

What to look for: The account number is 9 digits, can be found in customer texts, or online. It is not your phone number.



Online with My Boost:

1. Go to MetroPCS.com and sign in
2. Click on Payments and select any month



Customer Service line:

1. Call Customer Service at (888) 863-8768

PIN

What to look for: The PIN number is the customer's 8 digit birthday, unless changed.



Customer Service line:

1. Call Customer Service at (888) 863-8768

T-MOBILE PREPAID

ACCOUNT NUMBER

What to look for: The account number is the 10 digit phone number with a 1 in front (1-XXX-XXX-XXXX).

PIN

What to look for: The PIN number is a 4 digit number. Typically it is the last four of your social or the last four of your account number.



Customer Service line:

1. Call Customer Service at (877) 746-0909

TRACFONE STRAIGHT TALK

ACCOUNT NUMBER

What to look for: Account # is the MEID or the IMEI number. If it's a BYOD phone, account # is the last 15 digits of the SIM card number.



Customer Service line:

1. Call the Porting department line at (800) 327-2077 (or)
2. Call Customer Service (Straight Talk) at (877) 430-2355 (or)
3. Call Customer Service (TracFone) at (800) 867-7183

PIN

What to look for: The PIN is the last 4 digits of the SIM card.



Online:

1. Sign in to your account
2. Go to the My Account page
3. Click Update Personal Profile
4. Find your PIN listed under Current Security PIN



Customer Service line:

1. Call the Porting department line at (800) 327-2077 (or)
2. Call Customer Service (Straight Talk) at (877) 430-2355 (or)
3. Call Customer Service (TracFone) at (800) 867-7183

VERIZON PREPAID

ACCOUNT NUMBER

PIN

What to look for: The account number ends in -00001, but should be entered without the dash. Found on the right-hand corner of the bill.



Online with My Verizon:

1. Go to vzw.com/my-verizon
2. Sign in to your My Verizon account
3. Scroll down and click View Bill
4. Your account # will be shown under your latest bill amount.



Customer Service line:

1. Call Customer Service at (888) 294-6804 or 611 from your Verizon phone

What to look for: The PIN number is a 4 digit number. It is not the last 4 digits of the SSN or the last 4 digits of the phone number.



Customer Service line:

1. Call Customer Service at (888) 294-6804 or 611 from your Verizon phone

VIRGIN MOBILE

ACCOUNT NUMBER

PIN

What to look for: The account number is 9 digits. It is not listed online.



Customer Service line:

1. Call Customer Service at (888) 322-1122

What to look for: The PIN is 6 digits and is normally the main account holder's birthday (MM/DD/YY), unless changed.



Customer Service line:

1. Call Customer Service at (888) 322-1122



AT&T