



## Transfer of Service Instructions for AT&T:

To transfer the responsibility from FLORIDA INTERNATIONAL UNIVERSITY corporate lines to Individual Employee Responsibility, please follow the instructions below.

1. Review and select an appropriate voice, data, and/or text messaging plan. Make sure you have followed the cell phone transition process and have obtained prior approval to receive a cell phone allowance.
2. Call AT&T National Business Ordering at **1.888.444.4410**
  - Press option **2**, and then option **5**, “**change of financial responsibility**”
  - Enter your current cell phone number including area code

You will need the following information to give the AT&T representative to transfer the account into your personal liability:

- FIU billing account number: **820027338**
- FIU Foundation Account Number (FAN) : **2387922**
- First and Last Name
- Social Security Number (there is a credit check)
- Driver’s License Number and Expiration Date
- Date of Birth
- Home and Work Phone Numbers
- Current Billing Address (possible physical address if PO Box is main)
- New Foundation Number: **82836**

### Notes:

1. If the representative indicates that you are “not authorized,” ask them to check the notes in “ECPV” (this is an internal system that AT&T employees use). The notes specify that users are authorized to have their lines transferred to personal liability per Odalys Diaz (from FIU’s Division of Information Technology).
2. A credit check will be done on employees switching to personal liability so please make sure it is the actual person calling in to switch liability as they will not assist someone calling on behalf of the employee. A deposit may be required if the employee does not meet credit worthiness. The employee is responsible for these charges.
3. Please let the representative know that you still work for FIU and provide them with the New Foundation Number 82836 in order to receive a 15% discount on your monthly service.
4. Employees may keep their existing FIU issued AT&T devices if they remain with AT&T. Equipment is carrier specific. If employees decide to move to another carrier they must return their existing FIU issued equipment to their department, along with charger and any accessories, and will need to purchase new equipment from the carrier they are moving to.
5. All lines will be moved to an 11-month contract if no changes are being made to the device. Employee will have the option to purchase a new device but will then have to sign a new 2 year contract. The university will provide a stipend to be used toward the purchase of new equipment only if the employee has proof that their existing device was purchased more than two years ago.
6. This process takes about 10-15 minutes to be completed and the transfer is immediate.
7. There should be NO charges for this Transfer of Service.