



AT&T Transfer of Service Instructions

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 approval to receive a cell phone allowance prior to transferring ownership of your service.
2. Transfer ownership of the cellular service from FIU to your personal account.
 - 2.1. Call AT&T National Business Ordering at **1-888-444-4410**
 - 2.2. Press option **2**, and then option **5**, “**change of financial responsibility**”
 - 2.3. Enter your current cell phone number including area code

You may need the following information:

- 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**
3. Validate your affiliation with FIU at www.wireless.att.com/business/enrollment in order to receive a 15% discount on your monthly service. You will be asked to enter your FIU email address, cell phone number and last 4 digits of your social security number. You will then be asked to agree to the terms and conditions of your new service contract. Please note, that the terms will indicate a two year contract period. This is a generic form and AT&T was unable to customize for FIU. However, the correct term that will be applied to your service contract will be 11 months, provided no new equipment is purchased. If you purchase any new equipment, your contract term will be 2 years.
 4. After completing the transfer, you should receive a text message on your cell phone with a temporary password to log in to the newly created account so that you can manage your services online. If you would like to use this service, please follow the directions provided on the text message.

Important Information

- If the representative indicates that you are not authorized to transfer the service or that you need to have someone from FIU involved in the transfer, please refer them to the notes section in the AT&T “ECPV” system. The appropriate instructions have been noted there.
- A credit check will be performed on employees switching to personal responsibility so please make sure it is the actual person calling in to transfer the service since 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.
- There may be an \$18 transfer charge applied. Once the Division of Information Technology receives your completed Cellular Phone Allowance form, it will make arrangements for AT&T to credit your account for this amount within two billing cycles.
- **Please remember to fill out section 5 of the Cellular Phone Allowance form and submit to the Division of IT in PC538.**