

iOS IMEI ONLY eSIM Migration Guide - IVR and Force Port

iOS IMEI ONLY eSIM Migration Guide

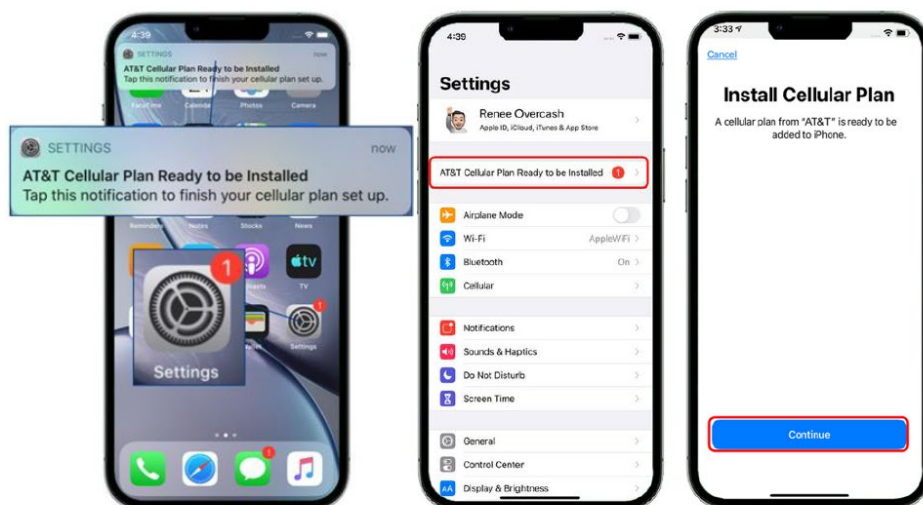
Compatible Models:

- iPhone: iPhone XR, iPhone XS, iPhone 11, iPhone 12, iPhone 13, iPhone 14, iPhone SE 2nd gen 2020, iPhone SE 3rd Gen 2022- note all Max, Mini, Pro, Pro Max versions of these generations are compatible
- iPad: iPad mini (5th generation or later, released in 2019), iPad (7th generation or later, released in 2019), iPad Air (3rd generation or later, released in 2019), iPad Pro 11-inch (all generations, released in 2018), iPad Pro 12.9-inch (3rd generation or later, released in 2018)
- Apple Watch: All models

Customer name is partnering with a new cellular provider, MetTel, to help reduce costs, streamline service, and provide better support. Your phone is included in this migration and needs to accept a new eSIM. Please complete the below steps by **DATE** EOD. If you do not call in your port will automatically be processed on **DATE**.

- Ensure your work phone on at least iOS 16
 - To check on your phone to settings>general>software update
- Ensure your work phone is connected to WiFi
- Migration cannot be completed while travelling abroad.
- Call the MetTel Migration Toll Free number at 866-522-2622 to initiate your migration. The system will guide you through the process, however, here are some tips:
 - The Service is available Monday through Thursday 8:00 AM to 6:00 PM Eastern and Fridays from 8:00 AM to 12:00 PM Eastern
 - When prompted the system will ask for the number to be migrated, this is your work cell phone number
 - The system will ask for your IMEI, this can be found under settings>general>about>IMEI
 - The system will ask for an alternate call back number to receive a callback once the port is complete.
 - Your cellular service will stay active while the change is processing
 - If the TF number notes your "MDN doesn't exist" – call into our Care Team at 888-638-2232 to push migration request

- Finish the setup of your eSIM after you receive a call back from the system
 - You will receive a push notification like the below image.
 - Power your phone off, remove your existing physical SIM, restart your phone
 - Follow these prompts and your service will be resumed

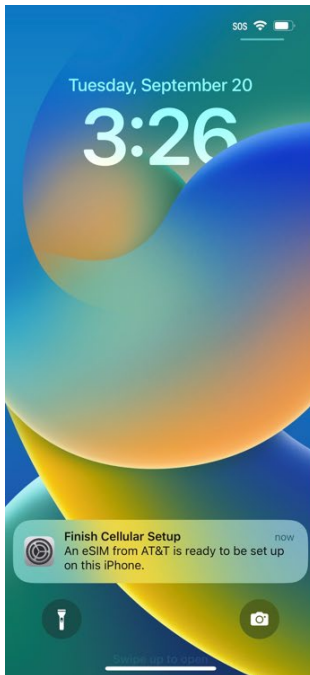


If at any time you need help you can call MetTel 24/7 support at 888-638-2232 or scan the below QR code to set an appointment



What if the user does not receive the push notification and loses service?

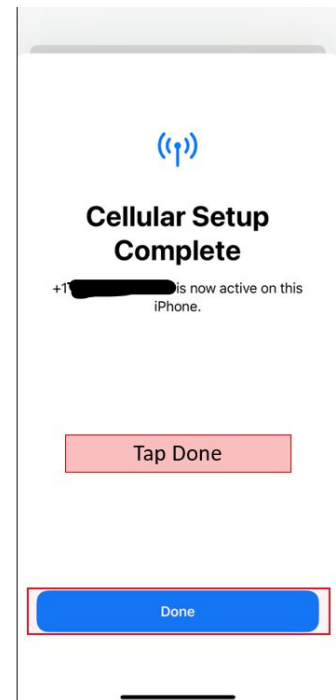
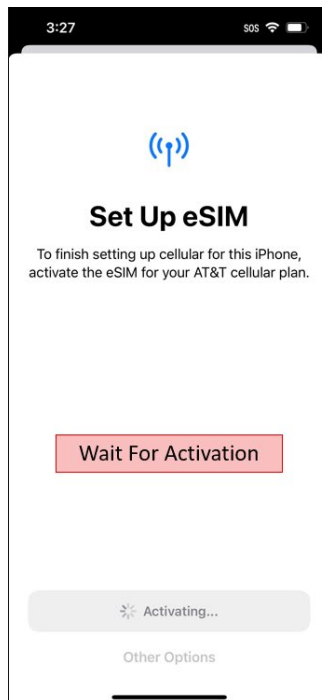
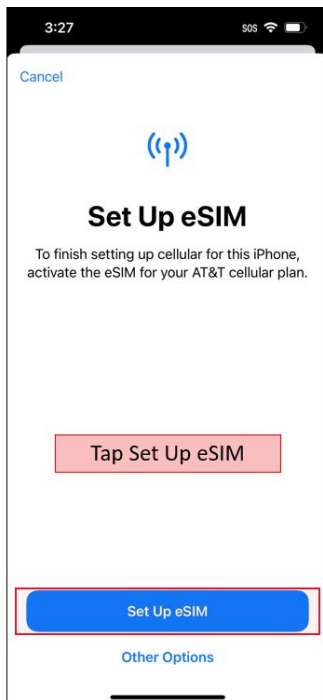
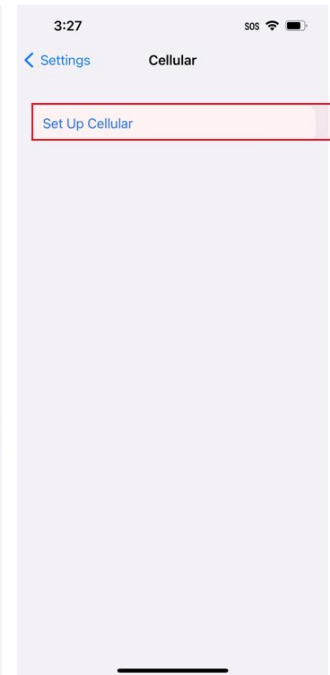
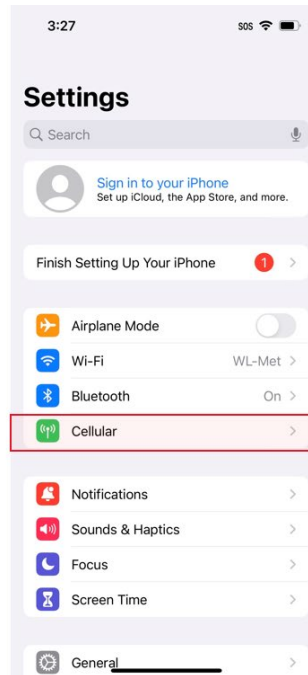
- Power the device off, remove the legacy carrier Physical SIM. Power the phone back on
- Below are supplemental screenshots that the user can execute if they missed the first screenshot. This only needs to be executed if the above example did not download the eSIM



After the device has been provisioned, ensure the device is connected to Wi-Fi.

A notification should pop up on the device once the device has been activated (Shown on left).

If the device fails to get the notification, please navigate to Settings>Cellular then tap "Set Up Cellular" (Shown on right).

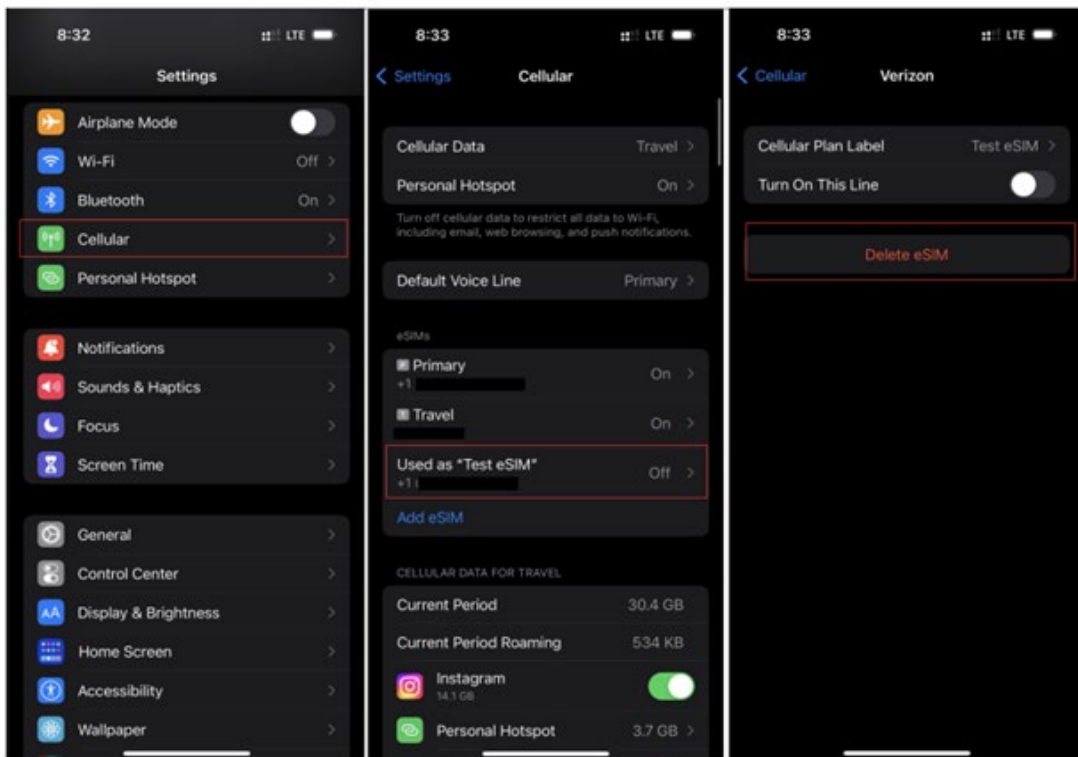
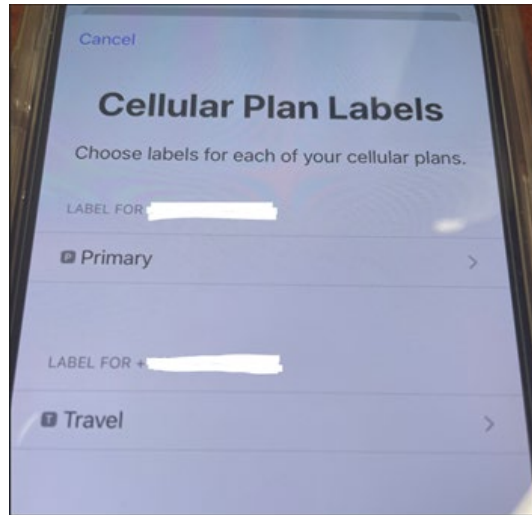


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- If you are prompted to scan a QR code, scan:
- If after removing the legacy SIM, device is still showing 2 MDNs assigned to the device. And device is requesting to "Choose labels"
- Go to Settings > cellular > select the duplicate > Delete SIM
- If further assistance is needed; call the MetTel 24/7 team 888-638-2232



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