



Replace SIM Card

This document explains how to replace a SIM card in your wireless device.

Notes:

- Copy your contact information to your new SIM card before you replace the old one. To learn how to do so, [visit the Copy and Transfer Contacts page](#). You won't be able to copy your contacts after you replace your SIM card.
- To receive a new SIM card, [visit an AT&T retail store](#). To order SIM cards in bulk, call Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.

To learn how to install and activate a SIM card for a new or upgraded device, see [Activate a Wireless Device](#).

Select a wireless user

1. On the Premier homepage, from the **I want to** list on the taskbar, select **Change SIM card (ICCID)**.
2. Enter the wireless number that you want to update, and then click **Go**. If prompted, select an applicable employee group. The Replace SIM Card page appears.

Update a SIM card

1. Make sure that the **Wireless User**, **Wireless Number**, and **Wireless Device** information is correct. If it's not, return to the taskbar and enter a different wireless number to select a different user.
2. In the **SIM Card ICCID Number** field, enter the 20- or 21-digit number of the new SIM card without spaces or dashes, and then click **Continue**. A verification page appears.
3. Make sure that the information is correct, and then click **Submit**. To change the SIM card number, click **Back**.

A confirmation page appears. Save the request number for your records.

Test your device

We'll send you an email after we activate your new SIM card. Typically, this takes up to 15 minutes for a voice device, or up to 4 hours for a data-only device such as a LaptopConnect card.

1. Turn off your device, and then insert the new SIM card into it. Make sure that your device is fully charged.



2. Turn on the device and test it. Make a call with a voice device or open a Web browser with a data-only device.

If you can make calls or access the Internet, your SIM card is activated. If you can't make calls or access the Internet, and you have an acceptable signal, contact Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.

[Top](#)