

UPGRADE, PORT OR REPLACEMENT

Activation Guide

MetTel[®]

Welcome to MetTel

MetTel is proud to be your corporate mobile service provider. Please follow the instructions below to activate your new upgraded or replacement phone.

The MetTel Migration Toll Free number is available Monday through Thursday 8:00 AM to 6:00 PM Eastern and Fridays from 8:00 AM to 12:00 PM Eastern.

Let's Get Started

1. Locate your new mobile phone's IMEI number, found near the barcodes on the side of the box. Write down the last 4 digits.
2. A new SIM card has been pre-installed in your device. Locate the card that the SIM has been punched out of and note the last six digits of the ICCID.
3. Ensure that you have a second phone available and note its number for a call back.
4. Call the following number from a second phone: 866-522-2622 (toll-free). You will be prompted to enter the numbers you wrote down in step 1, as well as a secondary phone number so we can contact you when the service transfer is complete. Follow the prompts and hang up when complete.
5. Wait approximately 15-30 minutes for MetTel to call your alternate phone to notify you that the service transfer is complete. If you haven't received a call after 30 minutes, or if you require any additional assistance, please contact MetTel's mobile support desk at 888-638-2232.
6. Turn on your new phone and make a test call.

** Formal service level expectations are that Voice provisioning can take up to 2 hours and Data provisioning up to 4 hours. These are dictated by Network and carrier traffic.

Need Help?

Our VIP Customer Support is available 24/7/365:

Call (888) 638-2232

Email wireless@mettel.net

Or visit mettel.net for more info.

For Porting
Assistance
Scan the QR
Below

