

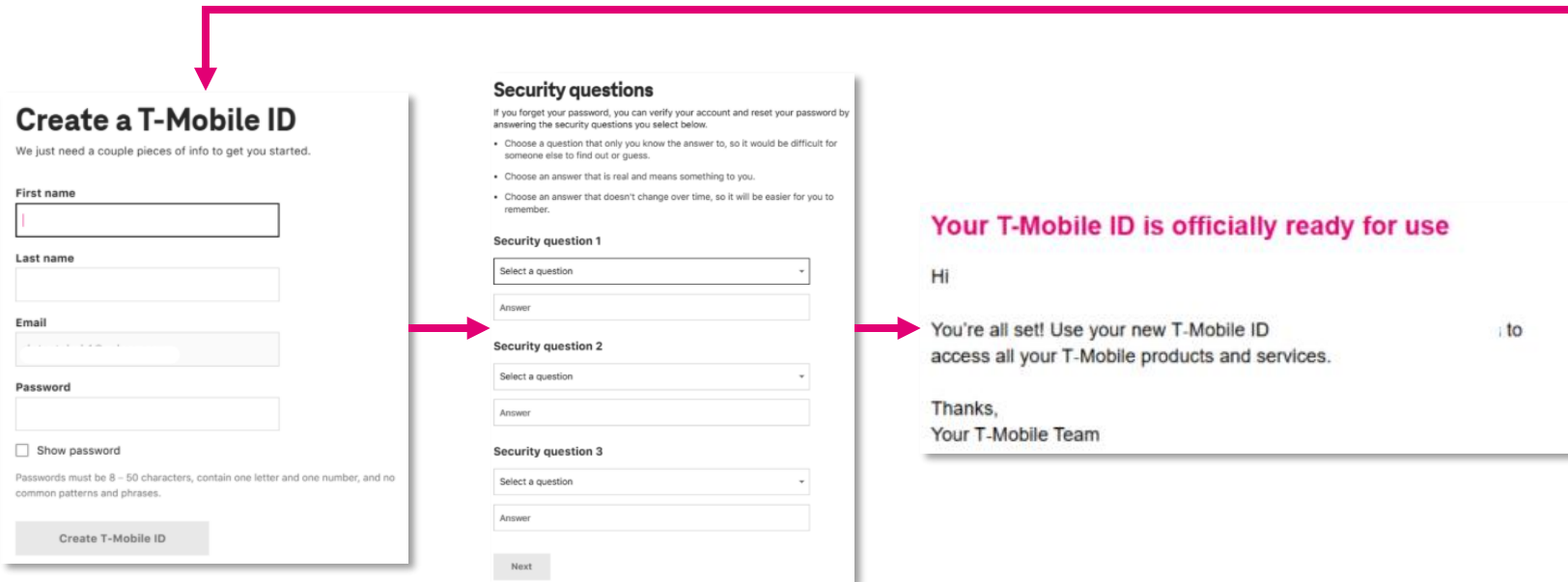
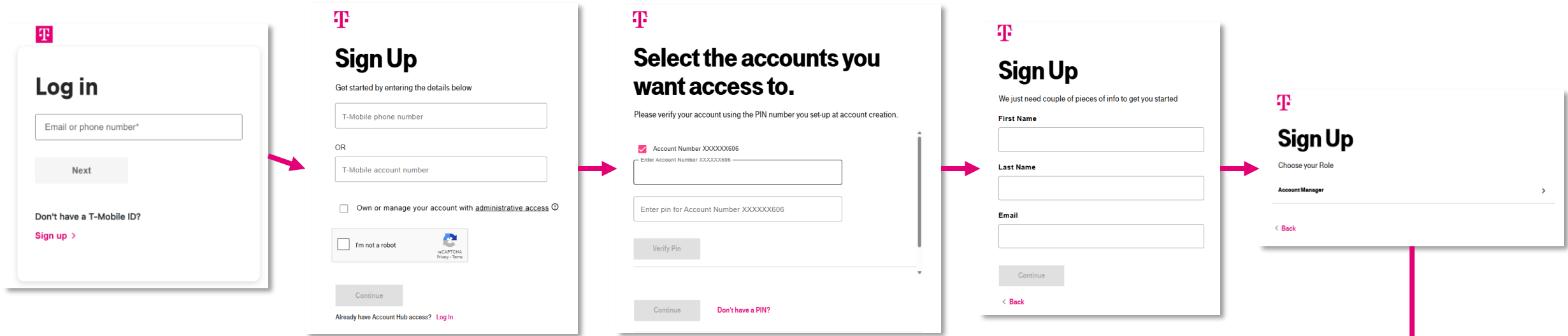
T-Mobile City Advantage Saver Account Hub Steps

July 8, 2025





NYC Customer Registration

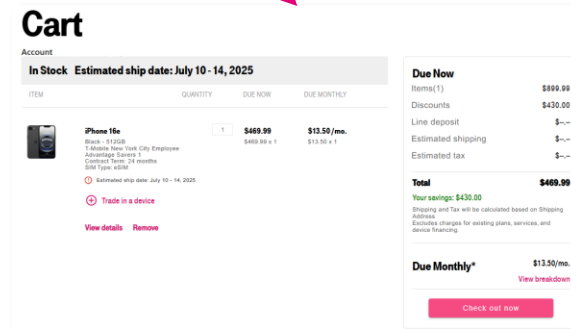
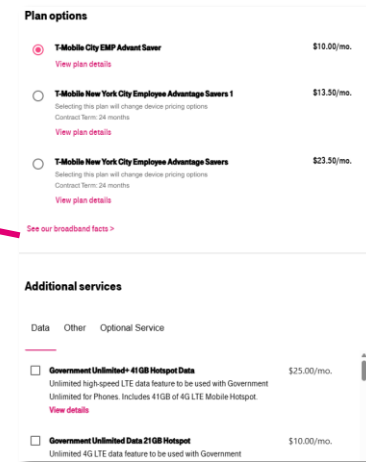
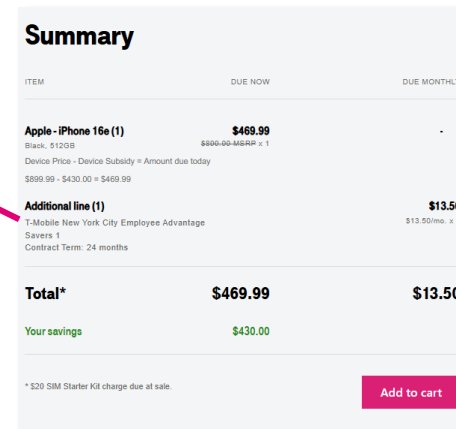
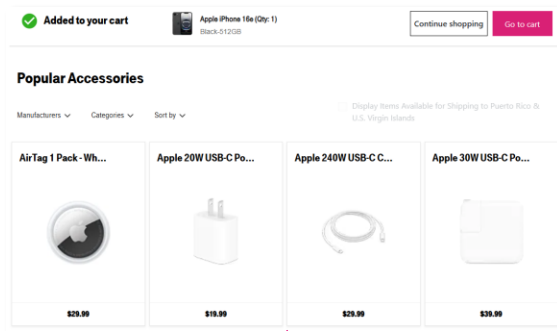
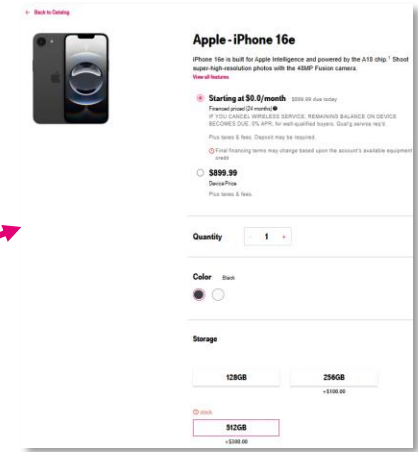
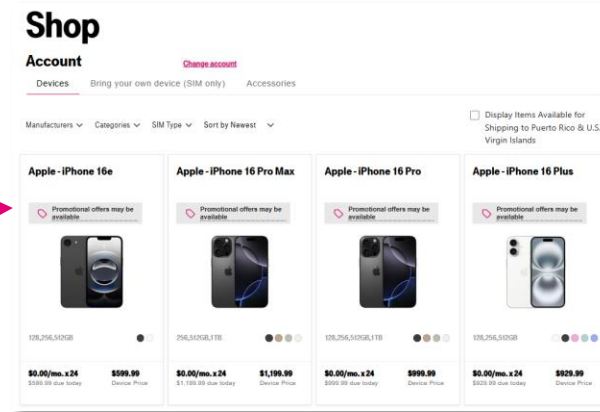
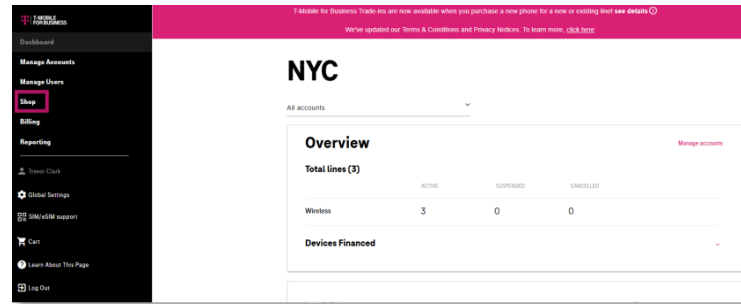


1. Customer receives welcome email with registration link.
2. Click Sign Up on registration page.
3. Enter T-Mobile Account ID provided in email.
4. Enter Account ID and Pin provided.
5. Enter First Name, Last Name, and Email.
6. Select Role (Business Owner).
7. Create T-Mobile ID and enter Password.
8. Select Security Questions and Answers
9. Your T-Mobile Account Hub account is now registered.



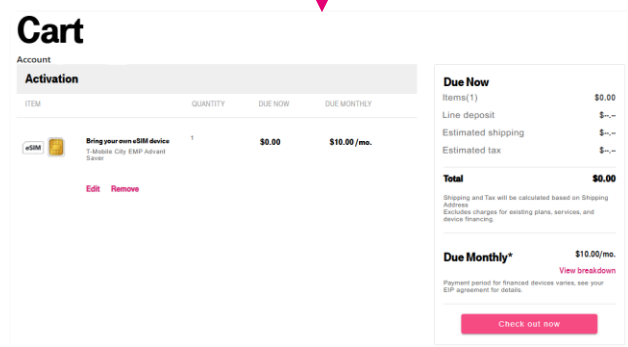
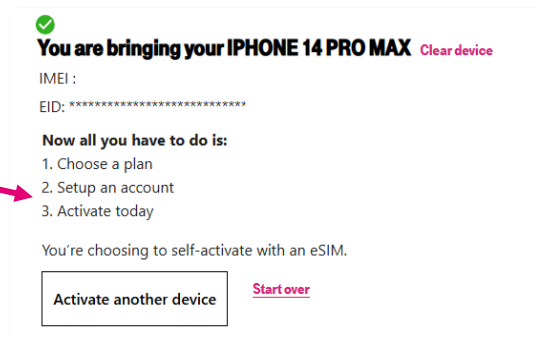
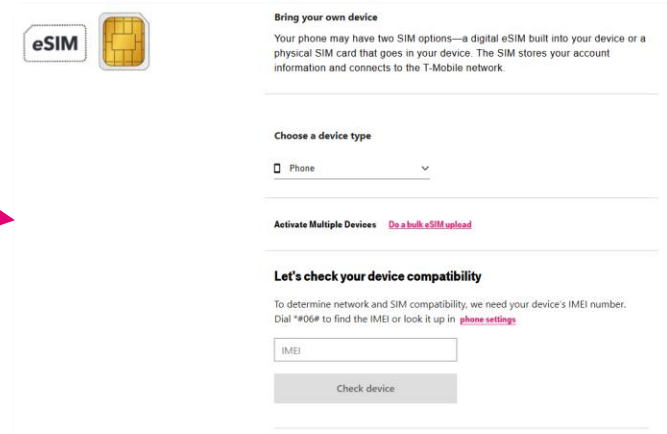
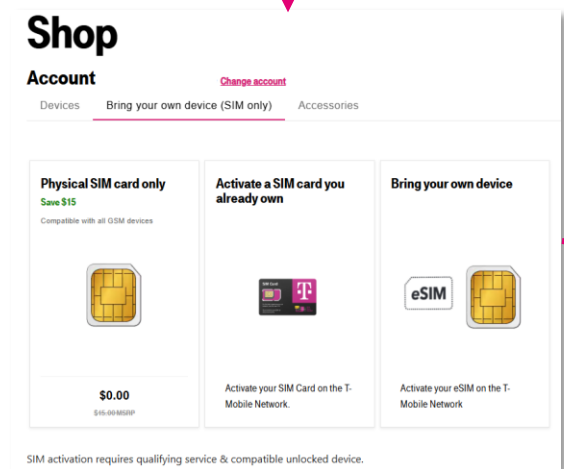
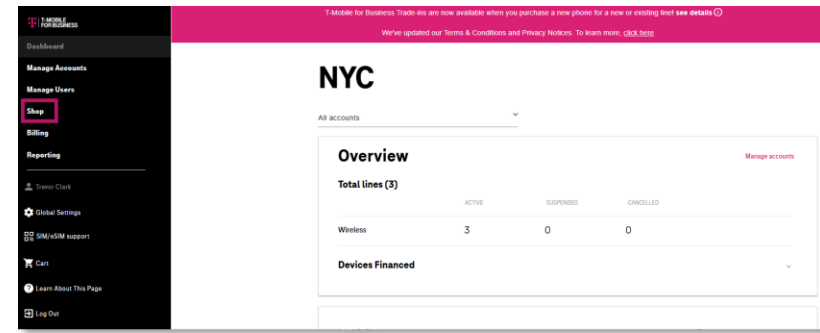
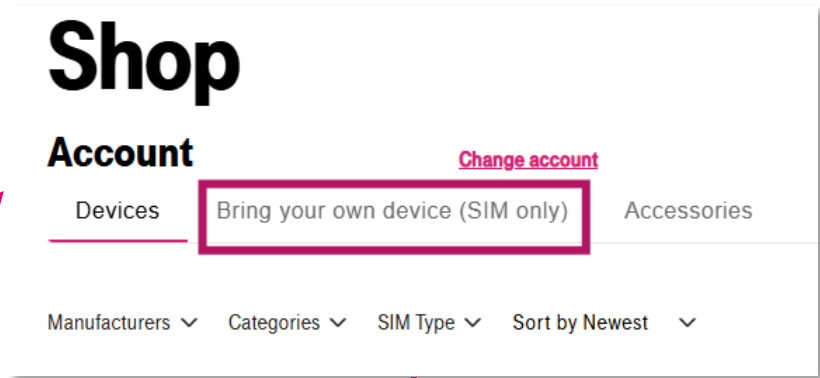
New Device Ordering Steps

1. Go to **Shop** from the main Dashboard.
2. Browse and select the desired device.
3. View plan details and choose the desired plan.
4. Select additional services as needed.
5. Choose **Add to Cart**.
6. Browse for any additional accessories to add. To continue, press Go to Cart.
7. Review items in the cart and choose **Check Out Now**.
8. Enter the following details:
 - Shipping
 - Payment
 - Assign Numbers
 - Add line identifier information
9. Choose **Submit Order**.



Use checkout screenshot from current document, it is accurate. Technical error on checkout page for me

T BYOD Ordering Steps

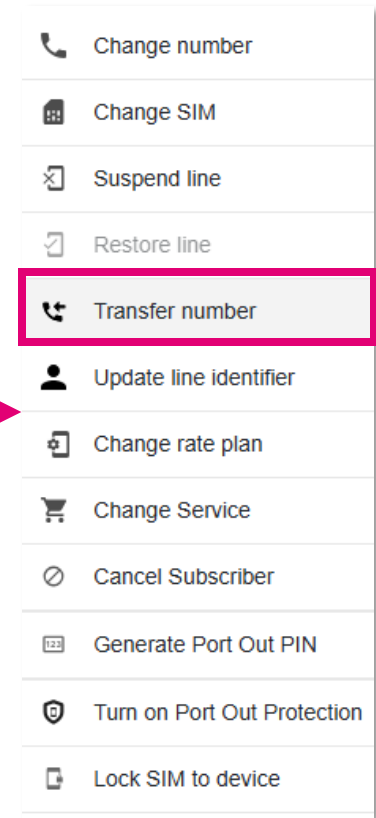
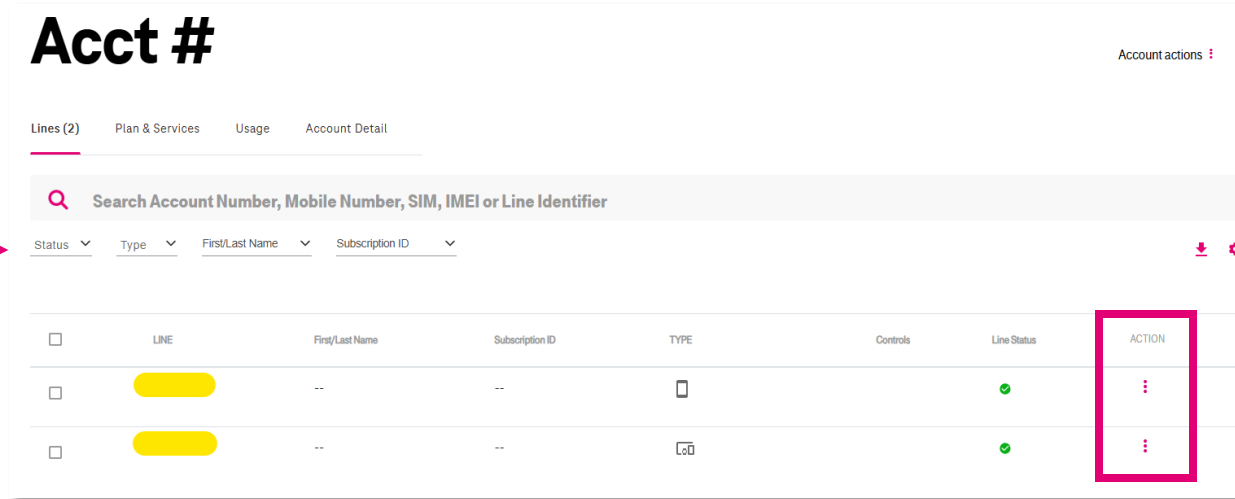
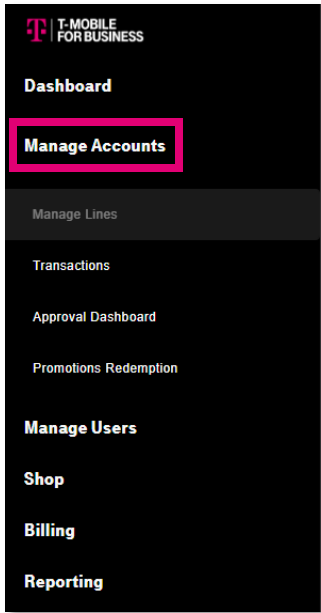


Use checkout screenshot from current document, it is accurate. Technical error on checkout page for me

1. Go to **Shop** from the main Dashboard.
2. Select Bring Your Own Device (SIM Only)
3. When the new window opens, select the option that works best for you:
 - Order a Physical SIM card
 - Activate a SIM you already own
 - Bring your own device (for eSIM devices)
4. When selecting Bring your own device, the next window will prompt you to enter your device's IMEI.
5. Enter IMEI and press Check Device.
6. After device is successfully validated, select Add to Cart.
7. Review items in the cart and choose **Check Out Now**.
8. Enter the following details:
 - Shipping
 - Payment
 - Assign Numbers
 - Add line identifier information
9. Choose Submit Order.



AHUB Port-In Steps



1. From the left menu on the Dashboard, select Manage Accounts.
2. It will open a page showing all active lines on your account.
3. Find the phone number you want to replace with your other number.
4. Click the 3-dots menu on the line item for that phone number.
5. Click Transfer Number from the menu that appears.
6. Enter in the information in the new window and press Submit.

Transfer Existing Number

Number to transfer*

(PST Timezone) Preferred transfer date*
7/8/2025
Transfer date determined by your current carrier.

Please enter and verify the details for the line you are transferring from the other carrier.

Account number* Account password/PIN